



Community
and Oral Health

2024 Year
in Review




Supported by the Aboriginal and Torres Strait
Islander Leadership Team, Metro North Health

Metro North
Health



Queensland
Government



Community and Oral Health would like to respectfully acknowledge the Traditional Owners and Custodians of the land throughout Metro North Health where our health services are located.

We also pay our respects to Aboriginal and Torres Strait Islander Elders and valued persons, past, present and emerging and recognise the strength and resilience that Aboriginal and Torres Strait Islander people and their ancestors have displayed in laying strong foundations for the generations that follow.

For it is through building a joint understanding of spiritual connection to country, land, wind, water and community that we work together to reduce health inequities across Queensland.

EXECUTIVE DIRECTOR'S FOREWORD

In 2024, Community and Oral Health (COH) continued to deliver high-quality care to our patients, while being able to adapt and support hospitals across Metro North Health.

Looking back over the past 12 months, it has been a pleasure to lead and work alongside many talented and compassionate staff, who continually meet the needs and deliver the best possible care to our patients and residents.

The COH 2024 Year in Review is a reflection of the great achievements over the past financial year and highlights the quality of work done to support hospital demand and help patients live at home longer.

With increased hospital pressures, community-based (sub-acute) services are perfectly positioned to support older hospital patients in their recovery.

Each year, COH connects tens of thousands of people to community-based health care needed following their hospital stay and is bringing care closer to home.

COH provided around 100,000 virtual appointments and a further 250,000 patient appointments or visits in the home, at oral health clinics, health facilities, mobile dental vans and bedded services, as well as to residents at our residential aged and disability care facilities.

Each day we operate around 310 sub-acute beds across our Hospital in the Home, rehabilitation, interim and transition care and geriatric services located at Brighton and Zillmere.

Our focus is on how we as a service can meet the growing demands of our community, as well as the health equity agenda through our Aboriginal and Torres Strait Islander Yarning Circle and initiatives to create a more culturally responsive and respectful environment.

In the past year, there has been some exciting developments around the care we provide to the elderly and the community.

Recently, COH introduced 15 additional geriatric management beds at Brighton Health Campus to increase the flow of sub-acute patients from hospital into community-based care.



Our Rapid Access to Community Care (RACC) service is also making a difference with close to 1,500 chronically ill elderly patients being transferred more quickly from hospital to ongoing care in the community or at home since its inception in 2023.

In addition, Metro North Health and Metro South Health are partnering with the Queensland Ambulance Service to enable a rapid multidisciplinary community falls response for the elderly.

This model provides an in-home review by a paramedic with an occupational therapist or physiotherapist to provide first response and reduce unnecessary hospital presentations.

Further, there has also been more than 1,300 oral health appointments since August 2023 across new oral health clinics at the satellite hospitals at Caboolture and Kallangur.

A lot of work has occurred behind the scenes across the directorate to continue to support the wider health service, our patients and residents.

Thank you to our wonderful staff for their ongoing commitment and care.

Glynis Schultz
Executive Director
Community and Oral Health

DELIVERING ORAL HEALTH CARE ACROSS THE COMMUNITY



- A year long trial of dental presentations to Emergency Departments (EDs) across Metro North Health has shown some promising outcomes while improving patient dental health in Caboolture and Redcliffe.



Dr Cindy Wang and Vanessa Hutchen from Redcliffe Dental Clinic were key players in an Emergency Department trial for oral health care.

- One hundred per cent of our oral health patients were seen within the recommended waiting timeframe under our general dental wait lists.
- New dental clinics were established at the Caboolture and Kallangur Satellite Hospitals.

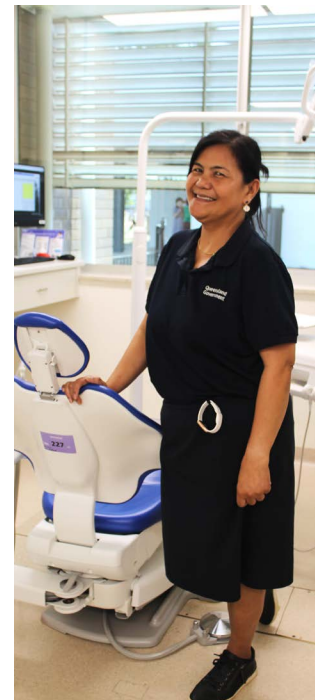


The Kallangur Satellite Hospital Oral Health Clinic is now open and is also seeing bariatric patients for the first time.

- Around 1,300 oral health appointments were delivered across oral health clinics at the satellite hospitals at Caboolture and Kallangur, including direct referral from the minor injury clinic onsite.
- Close to 3,300 kids received corrective dental care for cleft lip conditions, treatment for trauma and other conditions requiring a highly specialised oral health team.

- Nearly 19,000 eligible adults received general oral health care and treatment at our community and hospital clinics at Redcliffe, Caboolture, Sandgate, Kallangur, Stafford and by our outreach program for emergency and general dental care.

Our Senior Dental Assistant Beth at Stafford Oral Health Clinic was part of the team providing general oral health care to around 19,000 adults.



- Treatments undertaken on our First Nations population increased by 8.5% in the 2023/24 financial year.
- 1,983 dentures were made by our Metro North Health community clinics and externally outsourced providers.
- Our Metro North Oral Health Services (MNOHS) took the lead in the first comprehensive oral health study of more than 5,500 school students in Queensland.

CREATING A HOME-LIKE ENVIRONMENT FOR OUR RESIDENTS



- Residents at Gannet House are enjoying a cinematic experience at home with the opening of a new cinema that features a blockbuster surround sound, lighting and cinematic experience.



The King and I will be one of those favourite movies played by residents in the new Gannet House cinema.

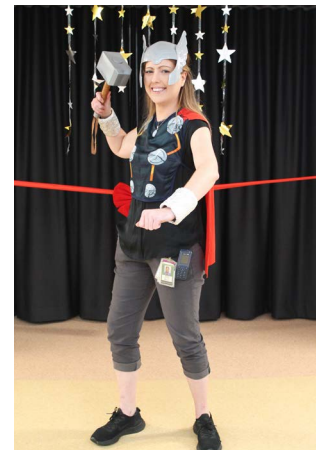
- Coinda House successfully passed the Aged Care Quality and Safety Commission accreditation, with no recommendations for improvement and 100 per cent positive feedback.
- Around 80% of our residents at our residential aged care facilities are aged over 70 years.
- We have been giving the Halwyn Centre a facelift with work nearing completion on level 3, the gardens, entranceway and receptions being beautified, and repair of the external elevator has allowed residents and staff the opportunity to take numerous outings and strolls in the park.
- The top consumer feedback provided to our residential aged care facilities and care for people with a disability relates to kindness of care provided.
- Residents at Coinda were immersed in new and very popular ladies thursday virtual reality mediation sessions that involved a virtual underwater setting.
- Twenty residents who have both intellectual and physical disabilities with complex care needs receive 24-hour nursing care at the Halwyn Centre.



We had saw some screen legends turn up for the opening of the new Gannet House cinema.



Gannet House resident and movie buff Elsje was thrilled to open the new cinema at Gannet House.



The thunder goddess also came out to play during the Gannet House cinema opening.



The residents at Coinda House were immersed in the world of virtual reality.

PROVIDING BETTER AT HOME HEALTH CARE



- We partnered with the Queensland Ambulance Service, and Metro South Health to deliver the QAS Falls Co-Response Program which is helping older people who have injured themselves stay at home longer.

Right: Bribie Island resident Joan was another patient who was supported by the QAS Falls Co-Responder Program team.



Due to demand on the health system Hospital in the Home is managing more complex patients in the home.

- Our Post Acute Care Service continues to support early discharges of elderly patients from hospital and to accommodate referrals from GPs, with more than 70,000 appointments in the community.
- We provided care to more than 16,500 times to Hospital in the Home patients either in the home or virtually to avoid unnecessary hospital stays.



While home visiting remains a priority we have also moved toward virtual care where it is safe to do so.



- We provided support and care to around 1,400 patients who wanted to spend their last days at home and guided their loved ones through their end-of-life journey.
- More than 12,500 people were provided with specialist wound care appointments after hospital surgery at our four wound clinics at Chermside, Keperra, Caboolture and North Lakes.
- Staff from Hospital in the Home are actively preparing for future demand and sustainability under the Home Hospital Future initiative.

DELIVERING LONGER-TERM CARE IN THE COMMUNITY



- Our Rapid Access to Community Care (RACC) service is also making a difference with close to 1,500 chronically ill elderly patients being transferred more quickly from hospital to ongoing care in the community since its inception in 2023.



Our award-winning Rapid Access to Community Care team have been doing amazing things helping chronically-ill patients transition into community care sooner.

- We delivered Brisbane North's first dementia choir called the Bright 'N' Sparks Choir to provide a therapeutic experience for people with dementia, and good activity for speech, memory, socialising and wellbeing.



Left: Brisbane North's first dementia choir is creating lasting memories and joy for carers, partners, friends and community members living with dementia. Pictured are professional choir leads Katie Lawnton and Althea O'Dee.

- The Complex Chronic Disease Team (CCDT) delivered care around 32,000 times, including more than 6,800 direct client interventions via virtual care.
- Each year we care for around 600 elderly patients at our Residential Transition Care facility at Zillmere and provide them with more time to return home after an admission to hospital.
- Our community staff travelled to tens of thousands of people's homes to help them recover from a medical condition and support them to live independently.
- The Diabetes Service has been at the forefront of delivering virtual care for people with a disability, as well as rapidly expanding its use of telehealth technology with more than 5,500 virtual appointments and more than 21,500 episodes of care.
- We established the Flu Vaccination Clinic at the EKKA which saw around 2,000 showgoers receive the flu jab.



Protecting the community is something we do best including our EKKA vaccination clinic.

- We established the COH Rainbow Room – a fabulous new initiative that will help support diversity, inclusiveness and health outcomes across our service.

ENSURING REHABILITATION IS CLOSER TO HOME



- We introduced an additional 15 geriatric management beds at Brighton Health Campus to increase the flow of sub-acute patients from hospital into community-based care.



The new Brighton Geriatric Evaluation and Management Service is giving older patients more time to recover from chronic illness and disease.

- We opened the Health Aging Assessment and Rehabilitation Team at the Kallangur Satellite Hospital to help older people manage and recover from age-related health conditions.



A unique service has opened in Moreton Bay aiming to support older people age well.

- The complex chronic disease rehabilitation program is continuing to change the lives of hundreds of patients experiencing severe respiratory or heart conditions each year. These important programs are being delivered in the community, including the Burpengary Leisure Centre.



Each year around 400 people in the northern Moreton Bay region are benefiting from the cardiac and pulmonary rehabilitation program at the Burpengary Leisure Centre including Jody.

- Around 600 patients received short-term care and access to rehabilitation therapies at Brighton Health Campus to complete their recovery after hospital and get back home.
- We have been facilitating ongoing rehabilitation and allied health therapies and services for more than 170 people with an acquired brain injury at Brighton Health Campus with the aim to regain some independence and live with support in the community.
- The Community Based Rehabilitation Team provided care around 14,000 times for patients in their home or the community each year.
- Our Interim Care Service has supported around 550 patients move into a residential aged care facility with 95 percent of patients over the age of 70.

EXCELLENCE AWARDS WINNERS – QUEENSLAND HEALTH



- The Rapid Access to Community Care service was highly commended in Queensland Health Awards for Excellence 2024 in the strengthening our patient's care category.
- Jessica Holland and Nadia Nestor played a key role in the success of the Central West Hospital and Health Service Pulmonary and Cardiac Tele-rehabilitation model housed clinically within the Complex Chronic Disease Team. They received a Highly Commended award in the Transforming Care Category of the Queensland Health Awards for Excellence 2024.

COH STAFF EXCELLENCE AWARDS

An impressive 153 staff were individually named and nominated for the COH Staff Excellence Awards last year, and a further 16 teams were considered for the nine award categories.

Following are the annual COH Excellence Awards Winners:

- **Jo Barron** Senior Service Support Officer – Excellence in Performance Dual Winner
- **Dr Tarini Singh** A/Director CAOHS and COHS – Leadership Dual Winner



- **Childrens Oral Health Nursing Team, Samantha Wacker and Heidi Virtanen** – Values in Action Dual Winner *(Above)*
- **Maricar (Beth) Go** Senior Dental Assistant – Shining Star Award Dual Winner
- **Tania Stewart** Facility Manager – Dual Leadership Award Winner
- **Mollie Mayne** Administrative Officer – Dual People Focus Award Winner

- **Karly Missenden** Senior Finance Officer – Dual Excellence in Performance Winner



- **Matt Smith** Building, Maintenance and Engineering Service Manager – Dual Values in Action Winner *(Above)*
- **Roger Eite** Facility Maintenance Coordinator – Dual Shining Star Award Winner
- **Amanda Philp** Facility Manager – Excellence in Performance
- **Teresa Wood** Administrative Officer – Dual Shining Star Award Winner



- **Post Acute Care Service (Chermside)** – Dual Shining Star Award Winner *(Above)*
- **Cooinda House Team** – Dual Shining Star Award Winner *(Right)*

- **Rebecca Hayes** Service Improvement Officer – Improving First Nations Health Winner
- **Sarah Fitzhenry** Clinical Lead Physiotherapist – Excellence in Clinical Improvement Dual Winner
- **Tegan Button** Occupational Therapist – Excellence in Innovation and Research Dual Winner
- **Kelly McDonald** Project Officer – Excellence in Innovation and Research Dual Winner
- **Community and Oral Health volunteers and peer supporters, Eli Best, Stephen Dowie and Anton Cavalli** – People Focus Dual Winner
- **Community and Oral Health volunteer Glenn Ellis** – Supporting Excellence in Care Dual Winner
- **The Crown and Bridge Laboratory at the Oral Health Centre – Danielle Caruso, Samantha Flood and Mira Cecez** – Supporting Excellence in Care Dual Winner





Compliment 1: Chermside Diabetes Team

“ I would like to say thank you for what you and your dedicated teams are doing. My son was preparing for his Year 12 UCAT 2024 test hoping to enter University of Queensland medicine in 2025.

When working on a practice question concerning Diabetes, he noticed he was having symptoms. The end result was he had to attend The Prince Charles Hospital (TPCH) Emergency and was diagnosed with Type 1 Diabetes.

From this very moment, all of those involved not only treated his condition but also his thirst for knowledge and everything medical.

This care, foresight and wisdom continued from TPCH to the Chermside Diabetes Team at Community and Oral Health. Together, we have all reinforced to my son and he has accepted how lucky we are, and that life is to be lived by managing this condition and not the condition managing him.

I would specifically like to thank the Endocrinologists and the Diabetes Team who are not only skilled but kind and patient and have given so much.

As a result of your actions, help, knowledge and assistance my son is now not just determined to gain a place at university studying medicine next year but dedicated to specialising in Pediatric Endocrinology.

His first action being his Year 12 Chemistry IA3 Research Assignment Topic the “Application of continuous glucose monitors based on biomedical oxidate pathways in the management of diabetes.

It may seem simple, but I feel it is important to say thank you, it is necessary to express my gratitude and it is inspiring to say to all of those above that they have not just treated a patient but left a burning desire within a young man who is dedicated to a future goal of joining the Queensland Health team as a Pediatric Endocrinologist. ”

Compliment 2: Caboolture Satellite Hospital Dental Clinic

“ If I could give an academy award for an outstanding dental department, it would go to the team at Caboolture Satellite Hospital Dental Clinic. Previously, after successful surgery I was left with a disfigured mouth and no teeth.

Three local dentists could not help me at all, I felt like a monster and isolated myself for many months. However, public dentistry and the team at the Caboolture Satellite Hospital Dental Clinic came to the rescue.

Eventually, due to the dentist’s skill, patience and perseverance I now have a beautiful set of upper and lower teeth which have reshaped my mouth and face back to normal. I feel I have been given a new lease on life!

To the man who said ‘I can do this’ - I am forever grateful to this wonderful dentist who made this possible. Many thanks to his team and the girls in reception for their kindness and understanding. May you all have a beautiful life. ”

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COMPLAINTS RECEIVED

HUMANENESS/CARING TREATMENT PROFESSIONALISM

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