

MESSAGE FROM THE EXECUTIVE DIRECTOR, COH

Metro North Health

Glynis Schultz



Dear Team

Community and Oral Health has always prided itself on being a partner to other Directorates within Metro North and that partnership is even more critical as the health service has been under the pressure of sustained demand.

I want to commend the staff who have been going the extra mile to support other Directorates respond to this demand.

I also want to thank all Community and Oral Health staff who have responded so well to the increased demand on COH services and who have willingly participated in conversation about how we may do things differently to create capacity in the system so that the people we serve receive the right care in the right place.

I appreciate that this demand is across multiple services and that some services have also been responding to positive COVID cases – thank you for keeping our residents and staff safe and well cared for.

I do however want to call out the Hospital in the Home staff. Going into the weekend, they were responding to an increased number of referrals and emergent leave, so I called the team leaders for HITH on Saturday and Sunday to check in. I am continuously buoyed by the insight our staff have about how we could approach things in a positive, proactive way to make things even better.

I thank them for their insight and have had discussions with the COH team about actions we can take.

Please look after yourself and each other. Speak up if you need help. Now more than ever we need to dig deep and find within ourselves the compassion to treat ourselves with the same kindness we would give to others and to treat others with the same kindness we would like to receive.

A few congratulations and a thank you

I am always inspired when staff continue to improve their skills and pursue lifelong learning by exploring and completing professional development opportunities.

There is always time to learn, and I encourage as many of you as possible to pursue your dreams and take up those training opportunities.

A big congratulations to Rebecca Hayes, Jamie Taylor and Rebecca Boparai who are part of the next cohort of staff who will be participating in the Graduate Certificate in Health Science (Health Services Innovation) through Metro North and Griffith University.

The Graduate Certificate in Health Science (Health Services Innovation) is the first university qualification aimed at enabling senior clinicians and health service administrators to develop, assess and implement innovations within the healthcare setting.

Waiting for What Survey

A thank you to all of the staff who participated in the **Waiting for What Survey**.

The *WFW* survey is designed, as a snapshot in time, to identify key trends in clinical and non-clinical patient flow barriers.

Last Thursday, Friday and Sunday clinical leaders within COH took to the task of auditing nearly 1,000 patient care episodes within our Brighton and Zillmere bedded services. This was no small task and involved extended hours.

A big thank you to these staff and the dozens of clinical staff who provided essential clinical information.

A great event - COH Reconciliation Shield

The Annual COH Reconciliation Shield was held on Thursday 30 June at the Brighton Wellness Hub with 16 teams participating in lawn bowls. The Annual Reconciliation Shield has been held since 2016 and has been enjoyed by staff and community from across COH and Metro North and is held during National Reconciliation Week.

There were some very deadly costumes worn by the teams and it was so great to see the efforts made and the smiles it brought to faces. The bowls competition was very fiercely contested for the right to host the annual shield with the final played between DON's Dynamics and Men's Shed.



The final was tied at both ends going to a third and final game with DON's Dynamics (above) the eventual winners of the 2024 Reconciliation Shield!

Thank you to all who attended and participated in the day. We hope that you thoroughly enjoyed yourselves and we look forward to seeing you all in your deadly costumes for the 2025 Reconciliation Shield.



Nundah show their support for those impacted by cancer

Australia's Biggest Morning Tea is a community event that raises vital funds to make a big difference for those impacted by cancer.

The team at Nundah Community Health Centre put on a wonderful spread recently and raised around \$300 for this important cause. Thank you ladies.



QSuper
Community and
Oral Health Staff

Staff Excellence Awards



Nominate a Chermside Community Health Centre Shining Star today!

Our next Shining Star Award will be focused on Chermside Community Health Centre alongside an executive visit on Tuesday 9 July.

We encourage all Chermside staff to nominate a colleague for the monthly Shining Star Award by sending a 50-100 word submission to COH-Communications@health.qld.gov.au

The Shining Star Award

For staff or teams who excel at their job and who are doing great things to support the care we provide.

For staff who are compassionate, look out for others, who go above and beyond, and play an important role in our great teams.

The Shining Star award is primarily for peers to nominate their colleagues or other teams and are for the quiet achievers who excel, but don't ask for recognition but usually they deserve it.

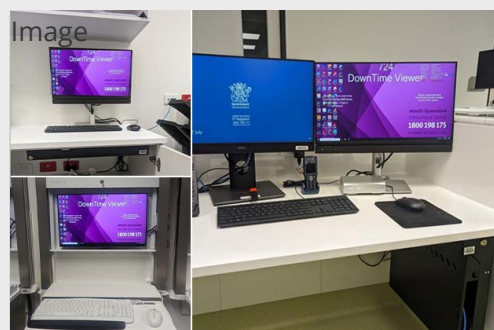
And, the reason can be big or small – it's also about the small acts of kindness that we should be sharing.

Nominations close Wednesday 3 July.

Winners will be announced at a morning tea on Tuesday 9 July.

Less than two weeks until ieMR go-live commences

Several of our [Community Services sites](#) will go live as part of the staggered integrated electronic Medical Record (ieMR) implementation commencing **Wednesday 26 June 2024**, with staff at these services now having just under two weeks to complete any [outstanding training](#).



Our go-live is staggered, meaning different services will switch over to documenting in the digital patient record on different days, across the next several months. I encourage staff to familiarise themselves with our [ieMR go-live sequence](#), understanding when each service will start documenting in the ieMR.

Additionally, 25 ieMR downtime kits and folders are being updated to support the business continuity procedure and work instructions. An extra 107 yellow folders have also been prepared for the Community Services fleet cars. These business continuity resources are designed to assist staff in the event of a reduction in system functionality or a downtime.

The installation of ieMR Downtime Viewers (DTVs) has commenced across several clinical locations, with more to be installed in the coming weeks. Pictured above are the various types of DTVs you will see across our sites.

The Last Word - Mabo

The last word goes to Aunty Floss Ash who is an active COH Yarning Circle Elder and is also a consumer member of the COH Health Equity Committee.

"The Mabo event it turned out to be a fantastic day ..."

"The MC and his daughter were excellent and not to mention the Welcome to Country by Aunty Maroochy Barambah, very touching."

"Aunty Patricia gave a very interesting talk on Eddie Mabo and the after-effects he had on society. The dancers were terrific also."

"You have done well in including the elders in decisions and your staff should be commended for the efforts on the day."

"Your staff went above and beyond to assist on the day."



Glynis Schultz
Executive Director
Community and Oral Health

We respectfully acknowledge the Traditional Owners and Custodians of the land on which our facilities are built. We also pay respect and acknowledge Elders past, present and the future.

This email was sent by Metro North Communication, Metro North Health, Block 7, Herston, QLD 4029, Australia to MetroNorth-Online@health.qld.gov.au



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