

MESSAGE FROM THE EXECUTIVE DIRECTOR, COH

Metro North Health

Glynis Schultz



Dear team

On Monday, July 22 Michelle Kane will be taking extended leave to explore Australia.

Michelle has led Safety and Quality within COH to such a very high standard that we excel on many levels.

Michelle has always been ready to step up and take the lead as Incident Management Commander during pandemics and adverse weather events, setting up COVID-19 testing clinics and the initial set up of hotel quarantine and immunisation clinics.



Most recently, Michelle has assisted with preparations for the nurse-led Walk in Clinic.

COH has much to thank Michelle for and learn from her willingness to take on the next challenge, always with a focus on providing safe, quality care to a high standard.

Deborah Dickinson will be joining COH on July 1. Michelle has been working hard to provide a comprehensive hand over for Deborah.

Please reach out to welcome Deborah so that she understands the widely dispersed and diverse services within COH. We wish Michelle all the best in her travels.

The accolades keep coming!

The Rapid Access to Community Care (RACC) service received a highly commended award at the Queensland Health Awards for Excellence for *Strengthening our Patients' Care*.

So far, the innovative service has helped more than 1,250 elderly people, most aged over 80.

The concept for Rapid Access to Community Care (RACC) developed when it was identified that older people were being sent to emergency departments when they needed access to community-based health care and support.



RACC today is a responsive and effective alternative option to hospital presentation and has made a difference to the lives of those who have been referred to the service. This is a great achievement and one we are very proud of.

Exceptional performance from ACAT

It is important that we acknowledge the continuing great work and performance of our Aged Care Assessment Team (ACAT).

We recently received the Key Performance Indicator (KPI) Report and it highlighted how well our Metro North team were doing caring for the elderly, especially in light of the huge demand they experience compared to the rest of the state.

People who are eligible for an ACAT assessment are at a most vulnerable time in their life and it's great to see that we are serving them so well.

The ACAT team is performing well above many health services across South East Queensland, and a large proportion of the state.

How our care can inspire

Regularly, I come across stories that highlight how the care we provide can positively inspire and change people's lives. We received a compliment from a father who expressed his gratitude for the care his son received, as well as the resulting renewed drive of his son toward his medical career.

While his son was preparing for his Year 12 UCAT 2024 test hoping to enter University of Queensland medicine in 2025 he became aware of Diabetes and noticed he had symptoms of Type 1 Diabetes.

He was later diagnosed and through his experience with COH and TPC staff he is now determined to gain a place at university studying medicine next year but with a new focus on paediatric endocrinology.

His first action toward this goal has been his Year 12 Chemistry IA3 Research Assignment Topic being the "*Application of continuous glucose monitors based on biochemical oxidate pathways in the management of diabetes*".

Thank you Jen Zhen and Laura OBrien from our Diabetes team who were clearly mentioned in the praise.

There can be no greater honour to our staff than to know that you have not only supported a young man to be well; to accept that he can live a life by managing this condition and not the condition managing him; but that you have also influenced his future career choice.



SET Staff Forum
 Thursday 4 July | 11.30am – 12.30pm
 Brighton Health Campus Auditorium

Meet with members of
 the Metro North Senior
 Executive Team

Staff movements

Mario de Silva will be taking leave from July 5 to August 4, and Dr David Carr will be relieving in the Senior Director of Operations Oral Health during that time.

Dr Katherine Lewis will be Acting Director Governance and Innovation from July 8 until August 4.

A Final Shout Out

A focus on caring for and informing his community has never been far from Nurse Graduate Elton Leung's career choices.

From reporting the news to the delivery of health care, the practical elements of caring for one's community has always been fundamentally important to the healthcare professional.

Elton, who began his first-year placement as a graduate nurse at Community and Oral Health (COH) this year, was once a journalist writing for the Financial News in Hong Kong.

[Read more ...](#)



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.