



Dear team

We were delighted to welcome the Metro North Health Senior Executive Team into the refurbished auditorium at Brighton last week and to take our HSCE on a tour of the additional beds.

There is so much in COH that we are proud of, and this includes the way staff have responded to implement new systems including ESM, IWFM and iEMR as well as the way everyone has worked to open additional beds and services.

Your willingness, dedication and professionalism to stand up and make a difference has a real impact on the people we serve and that is evident in the patient stories we hear and the compliments we receive.

In so many of the compliments we receive, the writer is able to name the individual staff member and I am always moved by the number of compliments that speak to the care and support they received from staff as well as the care provided.

That is a credit to each of you as in the words of Maya Angelou:

*"People will forget what you said, people will forget what you did, but people will never forget how you made them feel."*

### **Happy 18th birthday Kaleb!**

I would like to wish a happy birthday to Brighton Brain Injury Service (BBIS) patient Kaleb who turns 18 on Saturday!

This week, Brisbane Broncos stars Kotoni Staggs and Tristan Sailor dropped in before training to celebrate with Kaleb and his family.

We can't emphasize enough how important and helpful these visits are for not only Kaleb, his mum Toni, family members, friends and all of the patients and staff at BBIS.

The uplift for everyone and excitement generated for all the brain injury patients was immense and the whole BBIS service was abuzz with excitement!

Importantly, it gave a big boost to the recovery journey of this Broncos loving, footy and Oztog playing, bull riding teenager from Rockhampton.



Happy birthday, and we wish Kaleb and his family all the best in their care journey at BBIS.



### **The accolades keep coming!**

At the recent Queensland Health Awards for Excellence we also had a couple of COH stars acknowledged - Jessica Holland and Nadia Nestor.

This pair 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.

Congratulations on receiving a Highly Commended award in the Transforming Care Category.

I fully appreciate that this is a partnership model working with staff from other areas and specialities in Metro North as well as the staff in Central West.

I am delighted to hear that the initiative to deliver pulmonary and cardiac tele-rehabilitation closer to home in a hub and spoke model has been now permanently funded. Well done!

### **A couple of fond farewells**

There have been a few significant farewells I would like to share.

Redcliffe Community Health Centre's (RCHC) Angela Ferrito retired just shy of 27 years of service. She started with the Caboolture Community Health Centre and has supported many of our clinical services over the years.

Martin Leonard from North Lakes Health Precinct also said his farewells to staff recently after many years serving the clients and services at the precinct.

Both have done a wonderful job either at Redcliffe or North Lakes openly greeting our patients at reception with a warm and friendly smile, and supporting the smooth running of the facilities.

I wish both a wonderful retirement and every happiness



in the next chapter of their lives.

In addition, Michelle Kane will also be leaving us for an extended break involving some great travel plans next week, with Deborah Dickinson already joining COH.

We wish Michelle all the best on her travels.



Angela Ferrito



Michelle Kane

### ieMR go-live update

Congratulations to the first of our services – including Hospital in the Home, Central Referral Unit, Interim Care, Rehabilitation Unit, Brain Injury Service and the Diabetes Service – that have all gone live with the integrated electronic Medical Record (ieMR) over the past few weeks!

A graphic with a dark blue background. At the top left, it says "Community Services" in green. The main text reads "Is your service going live in August? Speak to your line manager about completing ieMR training." in white. There is an "ieMR" logo with a Wi-Fi symbol in a green circle. Below the main text, it says "View the Community Services ieMR go-live sequence." and a green button with a white arrow says "Click here". There is also a small illustration of a person's head and shoulders.

A shout out to our service line leads, as well as service NUMs and team leaders, for their leadership and drive in readiness activities for go live.

A special mention to our frontline staff for their commitment and resilience juggling ieMR training and readiness activities on top of carrying clinical workloads.

There are still several services going live with the ieMR in August, so there still a few weeks left to complete mandatory [ieMR training](#).

For any questions speak to your line manager in the first instance, before escalating to: [ieMRProject-MetroNorth@health.qld.gov.au](mailto:ieMRProject-MetroNorth@health.qld.gov.au).

### A final shout out

Queenslanders with cuts, coughs and conjunctivitis will soon be able to avoid emergency rooms. The first of four free clinics will open in Brisbane's CBD thanks to many of our staff pictured left!

Congratulations to everyone involved. The hospital diversion is one of the first nurse-led free clinics in Queensland for minor medical conditions.



A video player interface showing a news segment. The title is "10 News First / FREE NURSE-LEAD HEALTH CLINICS" and the subtitle is "THE FIRST OF FOUR TO OPEN IN BRISBANE'S CBD". The video duration is 05:34/11:04. Below the video, it says "10 News First at 05:07 a.m." and "Channel 10, 01 Jul 2024 05:07, R00110985004". There is a "Download" button and a small text description: "Queenslanders with cuts, coughs and conjunctivitis will soon be able to avoid an emergency room and a GP fee. The first of four free clinics will open up in Brisbane's CBD."

The clinic will be led and staffed by nurse practitioners and nurses.

[View the Channel 10 media coverage ...](#)

**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.*