



Dear team,

As a directorate we are always at the forefront of new developments and innovations that improve patient care.

I was delighted to hear this week that the Queensland Ambulance Service's (QAS) Falls Co-Response Program was recognised as part of the international Council of Ambulance Authorities (CAA) 2024 Awards for Excellence in Melbourne.

The QAS Falls Co-Response Program took home two prestigious awards including **Excellence in Patient Care** and the **CAA Star Award**.

This success shows how important community and allied health intervention are and can be in the home. The QAS Falls Co-Response Program is an amazing service which ensures people avoid hospital, while being safely cared for in the home.



The QAS Falls Co-Response Program uses referrals to alternative treatment pathways to help patients stay in their own homes independently, for longer. It partners QAS paramedics with COH occupational therapists and physiotherapists.

Since its inception in October 2023, the QAS Falls Co-Response program has seen more than 1,400 patients by the specialist crews, with over 50 per cent of these patients safely treated at home.

[Read more about this program](#) or find out about some of our success stories like [93-year-old Joan](#) or [100-year-old Dell](#).



The little things that make good care extraordinary!

It is no surprise that our residential aged care facilities continue to excel in assessments without notice by the Aged Care Quality and Safety Commission.

In July 2024, Coinda was commended at the close out meeting for the patient centred, safe quality care they provided. On the 20 August, three assessors arrived without notice at Gannet and at the close out meeting, the assessors provided a lot of positive feedback about their observations during the day.

The teams at Coinda and Gannet are commended for the wonderful care they provide for the people in their “forever homes” in our aged care facilities.

The highlight for me was a story one of the assessors shared – when a resident commented on her braid, a staff member stepped in to braid the residents hair while singing the residents favourite song while the resident joined her in song.

It is the little things that makes good care extraordinary. Thank you, Coinda and Gannet teams for making us all so very proud!

Compliment - Our Recreational Officers

"My wife and I have been married for 68 years and I visit her every day. We have 20 great grandchildren and 10 grand children.

"Family is everything to us. My wife misses the grandchildren, but we understand it's hard for them to visit as they have their own lives now.

"We loved gardening together and before we moved, we had beautiful rose bushes and an orchard greenhouse.

"While the nursing and other services are vital, it is the recreational staff who are improving my wife's spirits. The recreation staff always show respect and dignity in all



interactions.

"They truly care about the wellbeing of patients and it's nice to see the patients happy and smiling. I can see the residents feeling better, and this helps them to recover.

"When I visit, I also participate in the recreational activities and like to chat to the other residents as some of them don't have any visitors.

"I can't imagine what that must feel like, having no one. That's why the recreational activities are so important in gathering people and making them feel part of a group."

Metro North Health Research Summit

The inaugural Metro North Health Research Summit is happening soon and given that the directorate is at the forefront of bringing new innovations to healthcare I would encourage COH staff to attend.

This event will bring together expert minds across the healthcare sector, academic and industry-based clinical research settings to hear from world leading guests and learn about new developments and innovations in health and medical research.

To register for a ticket, please visit [2024 Metro North Health Research Summit - Tickets \(ivvy.com.au\)](https://www.ivvy.com.au/2024-metro-north-health-research-summit-tickets).

For further detail contact the Metro North Office of Research on 3647 9631 or MetroNorthResearch@health.qld.gov.au



Community and Oral Health
Staff Excellence Awards 2024
ONE WEEK TO GO!
EXALT THOSE WHO SHALL BECOME THE COH EXCELLENT ONES!
Nominations close Thursday 29 August 2024
FIND OUT MORE AT
qheps.health.qld.gov.au/metronorthcommunity/about/events/sea
VALUES IN ACTION

A final shout out

With only a week to go to get your COH Staff Excellence Awards nomination in, I just want to share one of our popular oral health winners from last year.

COH Values in Action Dual Winner 2023

Childrens Oral Health Nursing Team, Samantha Wacker and Heidi Virtanen

"Children's Oral Health Service at the Queensland Children's Hospital sees some of the states most medically complex, critically unwell and difficult to manage children who require treatment under General Anaesthetic.

"The nursing team have to navigate the complex needs of these children and work with multiple health teams to ensure that they are treated in a safe and timely manner.

"The coordination of care that these nurses have to undertake is often difficult to navigate.

"They do so with the utmost focus on the care of the patient being the priority."



[Please take the time to nominate a COH Excellent One for 2024!](#)

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.