



Dear team,

With the COH Staff Excellence Awards completed for another year, we can turn our attention to the broader Metro North Awards, which will take place at the end of the month.

And, it is no surprise that this year we have seen seven deserving Metro North finalists emerge from COH.

Congratulations to our deserving service lines and staff:



Board Safety and Quality

- Piloting the introduction of ultrasound-guided cannulation in the Hospital in the Home service to maximise first-attempt success for the management of DIVA: A quality improvement project.
- Specialised Residential Aged Care

Excellence in Integrated Care

- QAS Falls Co-Responder Program - Core to Health

Excellence in Performance

- Brisbane City Nurse-Led Walk-in Clinic

Leadership

- Eleanor Thompson, Rapid Access to Community Care

Non-clinical Excellence in Operations

- Joseph Chawalczak, COH Gardener

People Focus

- The personal dimension of treating the person as an individual affects the way people approach fragility and end of life, Dr Bill Lukin.

The Metro North awards ceremony is taking place on Friday 22 November at the Brisbane Convention and Exhibition Centre.

Don't miss the opportunity to recognise the great work happening across Metro North, celebrate the year and your COH colleagues.

You can purchase tickets to the event [here](#).

Heartfelt farewells - Hospital in the Home

Last week, the North Lakes Health Precinct said farewell to three key staff members from Hospital in the Home - Rajni, Veron and Barbara, pictured right.

Each one in their own right has contributed significantly to the care we provide and the recent enhancements to care for patients with complex conditions in the home.

Many of the gathered community staff highlighted the legacy that Rajni, Barbara and Veron have left.

The three health care professionals will continue their health care journeys either in Metro North, the Sunshine Coast or India and I wish them every happiness and success during their next career steps.

Each one will be missed by many staff here across Community and Oral Health.



Virtual Courageous Conversations: The Experience

I would like to draw your attention to the Virtual Courageous Conversations: The Experience, is an online interactive learning experience delivered by South Pacific Institute that provides Metro North Health with a way to talk about race, intentionally and effectively.

Metro North Health have developed a partnership with the South Pacific Institute to deliver ongoing sessions to discuss unconscious bias and various forms of racism.

Addressing unconscious bias and actively eliminating racial discrimination and institutional racism within the service is at the forefront of our organisation's priorities under the legislated Metro North Health Equity Strategy 2022-2025.

I encourage all staff to undertake these training sessions. You can register your interest by searching 'Virtual Courageous Conversation' on [TMS](#).

Kindness Works Here

As you would have seen in the Chief Executive message last week, Metro North Health is partnering with the [Hush Foundation](#) to embed a culture of **kindness** in healthcare. Feeling valued and cared for makes a big difference in both your working day and our patient outcomes.

The Hush [Kindness in Action program](#) supports teams to practically apply the key values and behaviours which underpin quality and safety in healthcare. There will be more shared about the program and resources available to staff in the coming weeks, however this week we kicked off with **Kindness Works Here Week**.

Kindness Works Here Week aims to bring together all the voices in healthcare, celebrate what is being done well, give practical examples of good practice, and nourish our healthcare workforce with kindness. I hope many of you were able to join in on one or more of the online events that were on offer.

The last two events this week are:

VIRTUAL COURAGEOUS CONVERSATION: THE EXPERIENCE™

Virtual Courageous Conversation: The Experience™ (VCC) is an online learning experience that provides participants with a set of tools to talk about race, intentionally and effectively. Together, these tools help to create a space that is authentic, safe, and generative for conversations about race that are insightful and compassionate.

How to register

- Search via [Talent Management System \(TMS\)](#) 'Virtual Courageous Conversation: The Experience' to enrol in an upcoming class.
- 79 spots available

For additional information, please contact Andrew via ATSILT_CapacityBuilding@health.qld.gov.au



Reciprocal Respect – the pitfalls of bias and power of partnership

Understanding factors such as age, ethnicity, and diversity leads to more effective relationships with patients and amongst staff.

Thursday

11.30 am – 12.30 pm

[Register here](#) - Use code **SUBORG100** for free access

The Patient Patient

Louise Scott, mother of three on her recent experience with non-Hodgkin's Lymphoma, in conversation with her doctor Stephen Walker.

Friday

11.30 am – 12.30 pm

[Join here](#) – password GOK2024

If you missed the events, you can catch up by watching the recording via the links on [QHEPS](#).

A final shout out!

Each year, we develop a snapshot document to capture some of the great initiatives being delivered across our oral health and community services.

Last financial year, there were some very exciting highlights, including the establishment of our Caboolture and Kallangur Dental Health Clinics and the new Health Aging and Assessment Rehabilitation Service.

The 2024 COH Year in Review details the exceptional performance of our teams with around 100,000 virtual appointments and 250,000 patient appointments or visits in the home, at oral health clinics, health facilities, mobile dental vans and bedded services.

[Please read the COH 2024 Year in Review ...](#)



Kind regards,

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.

**Metro North
Health**



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