



Dear team

Last week, along with Nursing Director Belinda Sawtell and the residents, I was pleased to welcome State Member for Redcliffe, Kerri-Anne Dooley to Cooina House. This was her first visit to a COH facility since being elected last year.



We were delighted to have the opportunity to talk about the exceptional results that Cooina received after short notice assessments undertaken by the Aged Care Safety and Quality Commission, as well as the commendations on the way in which residents, staff and families interact to deliver optimal care in a home like environment.

During her tour, Ms Dooley had the opportunity to learn more about what it takes to provide quality care for our residents and the challenges we face in doing so. She struck up conversations with many residents, including Christine (pictured, above) who took a break from her sewing machine to chat. Ms Dooley, who has previously worked as a Registered Nurse, expressed her appreciation for everything our staff do to care for residents. We look forward to welcoming her to other facilities in our directorate in the future.

Have your say on Metro North's future

As Australia's largest health service, it takes considerable planning to ensure Metro North facilities achieve excellent patient outcomes and provide workplaces that support and nurture people to be their best.

As part of this planning, Chief Executive Jackie Hanson and other senior executives will be onsite in the Brighton Campus auditorium on Monday 10 February and Friday 28 February to hear from staff about the Metro North Strategic Plan 2024-28.

The plan is critical to our current and future decision making across our five strategic focus areas: Service excellence; A great place to work; Advance equity; System of care; and Innovation and research.

I encourage you to [review the draft plan](#) and share your feedback either in-person or by completing the [short survey](#) by the end of February. Look out for information about in-person session times in the Staff Bulletin.

Hospital in the home expansion

Our Hospital in the Home (HITH) service is continuing to go from strength-to-strength. Under the leadership of Clinical Director Julian de Looze, the service recently added two medical

registrars, better supporting the care of patients referred from Caboolture and Redcliffe Hospitals. A HITH Fellow will also join the team soon.

The registrars join their other medical colleagues in supporting the existing busy team of nurses, pharmacists, allied health and administrative staff (pictured, below) who make HITH happen for our patients.

The addition of the new registrar positions has streamlined referral, escalation and other processes and provided HITH staff with a direct pathway to medical staff in relation to medications and other matters, which has led to improved outcomes for patients. Details of the streamlined referral process can be found on the [HITH Intranet Page](#).

Looking ahead, the team are exploring how to expand access into HITH to include Satellite Hospitals as well chronic disease and nurse-led clinics. They're also working with Emergency Department staff to improve efficiency in how these patients can access HITH, including through a next-day rapid care clinic.

HITH offers a safe and convenient alternative for patients, which allows them to recover in their own home, while we continue to provide them with care. Thanks to the team for their ongoing great work.



New recruits to medical services

The medical services team are preparing for a busy few weeks, as we welcome new registrars and medical students to our Brighton campus.

On Monday, 20 new registrars and residents will commence, in our first onsite orientation at Brighton. We'll be joined for the event by Metro North's new Acting Chief Operating Officer, Stephen Eaton in his first visit to a COH facility. I'll provide more information and photos from the event next week.

We are also looking forward to welcoming Bond University students to the campus, who will join the rehabilitation and geriatrics team as part of their studies.

In other news from our Brighton campus, the local DMS office has taken over rostering for the teams of SMO and Registrar PHOS. This will mean that staff scheduling is being

completed closer to where staff work and by those with a more localised understanding of their needs.



Reaching into Rehab

We know that timely access to rehabilitation is important for patients to prevent deconditioning and improving functional outcomes. As part of this, Clinical Director for Rehabilitation, Pallavi Bansal (pictured, left) has been trialling an in-reach service to provide identified patients with access to rehab services sooner.

Under this model, neurological, orthopaedic and medical patients in wards may undertake rehab prior to the conclusion of their acute episode of care. This has benefits for patients in reducing their length of stay in an acute ward and also benefits our facilities by improving access and flow – a real win-win!

Thanks to Pallavi for her work on this initiative, which is improving patient outcomes and promoting a mindset of rehabilitation through the hospital.

A final shout out

It's been a busy week for parents right across Queensland as school resumes and kids and parents settle back into their usual weekday routines.

Whether it was for the first time or your kids were returning for another year, I hope the 2025 school year is off to a smooth and successful start for your family.

Glynis Schultz
Executive Director
Community and Oral Health

Metro North Health acknowledges the traditional custodians of the land, and pays respect to Elders, past, present and future.