



Dear team

Thanks to the great work from the Medical Education and Director of Medical Services teams, Community and Oral Health welcomed 20 registrars and residents to Brighton during our first on-site orientation.

Our Chief Executive, Jackie Hanson, led the day with a story to remind us of the importance of listening to patients and their families and of providing good care.

During the day, the team participated in sessions on the importance of medical education, infection control, and pharmacy as well as a hospital tour and a chance to get to know each other.

I was delighted to have the opportunity to meet with them and talk about the value COH places on being kind - to themselves, to each other as well as to the people we serve and their families.

Please give them a warm welcome to Community and Oral Health.





## New Statewide Oral Health Services Plan

For the first time, Queensland has a dedicated oral health services plan. The Plan outlines Queensland Health's commitment to invest in our oral health workforce, increase access to public oral health services, and improve the oral health of Queenslanders.

The Plan will help to raise the profile of oral health in Queensland and provide a foundation for growing public oral health services into the future.

Click [here](#) to read the Statewide Oral Health Services Plan.

## Accessing patient records

A reminder now we are live with ieMR and have access to more confidential client information, that access to this client information is authorised for legitimate work purposes within the scope of your role. Confidentiality and privacy of client information is governed by legislation and QH policies including the Hospital and Health Boards Act, Information Privacy Act 2009, Code of Conduct and the Public Health Act 2005 (QLD).

A review of suspected inappropriate access to ieMR now occurs weekly in COH with potential breaches referred to Metro North Ethical Standards Unit for further investigation. Examples of inappropriate access include:

- access to a staff members own personal information; and/or
- access to that of their family, friends and work colleagues
- access to any individual that there is no legitimate work-related reason to access the information

If you have any further questions, please contact [COH-HIM\\_Support@health.qld.gov.au](mailto:COH-HIM_Support@health.qld.gov.au).

## Metro North Strategic Plan 2024-2028

A reminder that Metro North is hosting a series of pop-up sessions across the health service in the coming weeks to allow the staff to learn about and provide feedback on the proposed Metro North Strategic Plan 2024-28.

Here are the dates and times for the two upcoming sessions at the Brighton Campus auditorium:

### Monday 10 February

8.00am – 9.00am

Brighton Auditorium

### Friday 28 February

3.00pm – 4.00pm

Brighton Auditorium

If you are unable to attend the in-person sessions, there is also the opportunity to provide feedback via [a short survey](#), before the end of this month.

## Patient compliment

*Our interim stay of these last couple of weeks has been so enlightening; and this has come about due to the excellent care and attention of so many of the staff. With my wife's condition, that extra attention to her comfort has been most appreciated by both of us.*

*There have been so many happy faces helping us: we particularly make mention of Welfare Officer Candace, who has overseen our negotiations through the hurdles of the aged care transfer ... the Men in Blue (except for Bruce in Green) have been a constant source of untold assistance. Rob D, no doubt, is a most valuable asset in this environment of continually demonstrating compassion and caring devotion to duty of care! The nursing girls – it is so hard to pick out just one- they are all worthy recipients of sincere thanks.*



*And to NUM Shannaen- you have always had an 'open door' for us, resolving our problems and requests. Again, it is your compassion, care and diligence to duty that has given your QLD Health unit here, such a high degree of praise. We thank you all with all our hearts.*

**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.