



Dear team

This week, we hosted the Metro North Peer Review Assessment Team to assess our performance under the National Safety and Quality Health Service Standards (NSQHS).

This peer review is completed by content experts of the NSQHS Standards across Metro North and provides a great opportunity to continue to understand areas of concern, along with showcasing all of the great work that we undertake.

This process also supports COH to maintain Accreditation Readiness everyday.

I want to thank each and every one of you for your contribution, providing kind and safe healthcare every day to our patients and consumers.

A big thank you to Debbie Dickinson and the whole Safety and Quality Team for ensuring our readiness but also seeing that the peer review team were well looked after.

The highlight for me was that every surveyor felt welcomed and appreciated that staff were open and keen to speak with them. The surveyors mentioned the strong patient-centred focus across all of our services which is always very encouraging.

While there were some recommendations for the service to work on, the peer review assessment team reported how everyone was engaged with the process which is a credit to you all.

The team commented on the excellent multi-disciplinary care at COH, which is one of our fundamental strengths, and that all areas could talk to the Quality Improvement Plans they had and the work that had been undertaken within COH.

Special mention was also made about Sally Ware, the Safety and Quality Facilitator for the seamless logistics during the assessment and the wider Safety and Quality team for their assistance and responsiveness to evidence requests.

Well done to all the COH team for showcasing the great work you do everyday!

Wheelchair dancing at Halwyn

Continuing this theme of doing great things, at the Halwyn Centre, each Thursday the residents are treated to wheelchair dancing!

Each resident is accompanied by a support worker— either a volunteer, allied health staff, nursing staff, or family and friends as part of the dancing group.



There are a total of seven songs to enjoy, and the residents are moved in different directions in tandem with the music to mimic dance moves.

Allied health staff introduce each song and the dance moves, and basic greetings with the residents are also encouraged, such as hello and goodbye.

The group lasts for approximately 30 minutes. All participants get a lot of enjoyment out of the group, and I am told that there is a lot of laughter.

Another wonderful initiative!



Zillmere Connecting Care Champions - Hi5 in 25!

In March, we will be taking FIVE to acknowledge our caring, connected and compassionate champions at our oral health and community sites as part of our 'Hi5 in 25!' visits.

Our first visit will be to acknowledge some of the highlights you love about your work, look at opportunities for improvement and crown our first FIVE Connecting Care Champions:

Zillmere Residential Transition Care



Wednesday, 12 March

1.30 - 2.30 pm

It only takes FIVE minutes to nominate a person for this new, fun Connecting Care Champions award (which replaces the Shining Star Award).

The joy of being nominated and recognised lasts much longer!

Have fun with award names: Making your awards unique and memorable starts with the name.

- Conor the Connector
- Caring Cassie
- Compassionate Jim
- John the Champion
- Or customize your own nomination using the letter 'C' or something creative.

Please send a short 50-100 word nomination for our COH Connecting Care Champion to COH-Communications@health.qld.gov.au at anytime.

Summer and snakes

With the heat of summer persisting across South East Queensland, we are still seeing movement of some of our slithering companions at some of our facilities, especially those close to bushland and wetlands.

Please stay alert when you are moving about and contact a facility manager if you see a snake that needs removal.

Snakes tend to avoid you if you avoid them, so please under no circumstance try and catch or remove a snake.

Always contact your facility manager who can organise a snake catcher to safely remove the critter.

Metro North Strategic Plan 2024-2028 pop-ups kick off

The Metro North pop-up sessions across the health service kicked off at Brighton this week and this provided staff the opportunity to learn about and provide feedback on the proposed Metro North Strategic Plan 2024-28.

Following are the dates for the upcoming sessions across COH:

Thursday 27 February

2.00 - 4.30 pm

Aspley Community Health Centre

Friday 28 February

3.00 - 4.00 pm

Brighton Auditorium

Monday 3 March

11.30 am - 1:30 pm

Caboolture Community Health Centre

Wednesday 5 March

9.00 - 10.00 am

Zillmere Residential Transition Care

Friday 7 March

2.00 - 3.00 pm

Halwyn Centre

Monday 10 March

9.00 - 10.00 am

Stafford Dental Clinic

Monday 10 March

11.00 - 12.00 noon

Nundah Community Health Centre

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.

A Final Shout Out

Nurse practitioners continue to play an important part in the delivery of high-quality care to the community, especially for complex wound and stoma conditions.

Community and Oral Health (COH) Wound Care nurse practitioner Anna Colquhoun is an integral part of a community service which is being used to support complex wound and stoma patients.

“The delivery of safe wound care in the home or community setting is bringing significant value to patient care,” she said.

[Read More...](#)



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.