



Dear team

This week, I had the most wonderful opportunity to join the team responsible for delivering the Community Based Transition Care Program. There was so much to be impressed by and grateful for (including the 25 squats to start the day!)

The staff know our patients so well and go the extra mile to meet their needs. They are consumer focused and respectful of the right to choose, as well as ensuring patient dignity.

Not only does the service know who they are looking out for, they have a Metro North approach and actively lean in to promote patient flow to reduce the demand on the acute directorates.

I was delighted to observe interdisciplinary practice as well as the multidisciplinary team approach. The real joy was my opportunity to join Lynda and Teigan on a home visit. They were both so respectful of being in the patient's home and so in-tune with allowing this lady to make choices and lead the conversation. I witnessed problem solving to achieve a very comprehensive medication review - thanks Ann Marie!

The patient's daughter spoke with me about her mother's journey and commended both Teigan and Lynda highly because they had taken the time to read her mother's records before they came. The daughter shared an in-hospital experience where her mother was made to feel a failure and that she was not trying hard enough because the rotating staff did not know that her medical history and condition were responsible for the limitations.

The daughter spoke to me of a woman who had been the provider and had been fiercely independent all of her life and the real grief she experienced as she lost that independence.

I had a small glimpse of that when this wonderful woman demonstrated that she was more than capable of managing her multiple medications and rejected the offer of Webster pack as ... *'I want to keep my brain active.'*

What I hadn't fully appreciated were the stages of grief our patients go through. This lady had been in hospital and residential transition care since October and was desperate to come home.

What she is struggling with now is that 'home' is not the same. She cannot manage the heavy bottle to pour milk into her cereal. Her beautiful home will need some adjustments to support her independence and she recognises that, but part of her also wants to protect her beautiful home.

In closing, let's not forget the family. This lady's daughter took the opportunity to speak to me briefly about the changes she and her younger brother are making willingly to support

their mother and the struggle in accepting the change in roles.

CTCP – you do all of this so very well and I was privileged to join you for a visit. Thank you!!

Things to look out for - Have Your Say

There is always plenty to talk about each week, but this time I also want to draw your attention to the Have Your Say Survey.

The fourth bi-annual Metro North Have Your Say survey will open in May this year.

As a directorate we will listen and prioritise your concerns as much as possible. Following the last survey, we introduced new initiatives, training, events and supports across the directorate such as:

- Streamlining team sessions and focusing on wellness
- Introducing the Staff Psychology Program and staff huddles such as clinical nurse, nursing and allied health catchups
- Being more inclusive through:
 - increased diversity of volunteers and consumer representatives
 - building a peer support program
 - delivering Julian's Key and My Health Now initiatives
 - creating a CALD strategic steering group, staff /consumer forums, Rainbow Room and CALD health literacy audits
 - introducing men's business yarns, ATSI workforce gatherings and the yarning circle.
- Delivering more wellbeing events and activities such as the women's business health expo, disability pride expo and COH Connect Week.
- Goring awards and recognition of staff achievement and values.
- Enhancing training and education to support staff such as:
 - Industrial Framework and Line Manager Decision Making
 - Domestic and Family Violence – How to support employees
 - Delivering Psychological First Aid
 - Supporting employees through HR Matters
 - Flexible Working Arrangements
 - Fostering Positive Workplaces and Relationships.

In 2025, we all have another opportunity to give feedback but also improve our work environment and support our colleagues and patients through the Have Your Say Survey.

Zillmere Connecting Care Champions - Hi5 in 25!

Continuing to take the time to engage with, listen and recognise our staff will continue to be a priority in 2025.

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
- Or customise 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.

Metro North Strategic Plan 2024-2028 pop-ups next week

There will be plenty of opportunities over the coming week for staff to learn about and provide feedback on the proposed [Metro North Strategic Plan 2024-28](#).

Thursday 27 February

2.00 - 4.30 pm

Aspley Community Health Centre

Friday 28 February

3.00 – 4.00 pm

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.

[To view the Metro North Strategic Plan 2024-28 click here ...](#)

A final shoutout to our home visiting staff

I also want to give a shout out to all home visiting staff for navigating the use of the many different and varied e-vehicles!! We acknowledged how well COH staff and teams had adapted to the implementation of iEMR, ESM and IWFM and I applaud you!

As someone who is not tech savvy and doesn't really value cars, I did not realise the impost on staff to learn all the difference between the multiple makes of e-vehicles!! It took six lots of instructions at the end of the trip for me to do the three steps to plug in the charger!!!

We know that the different vehicles are because of availability and service need and we also know when there was a vehicle recall that having the one make of car is a risk. I am amazed and super impressed by how well COH staff have adapted – and I thank each of you.

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.