



Dear team,

I want to share a patient outcome that showcases the significant role that our directorate plays in a patient's health care journey.

Each day, the COH pharmacists like Dr Derrick Choong (pictured), and those who work across many of our bedded and home visiting services identify and avert potentially poor health outcomes as result of poor medication management.



During a home visit Dr Choong identified a dosing error where the patient was taking four times the necessary medication. He also identified that the patient had incorrectly commenced taking medications that had been ceased.

Recognizing the high-risk nature of these findings, the pharmacist took immediate action by escalating to emergency care through an urgent medical review, ongoing monitoring and hospital readmission.

Fortunately, thanks to the quick intervention, the patient was admitted under observation without experiencing acute complications and his medication regimen corrected.

This demonstrates the value of multidisciplinary care in achieving optimal patient outcomes and the importance of the due diligence undertaken by our staff when performing their duties.

I am grateful to everyone involved in this response to achieve better outcomes for the patient.

Nominate a Chermside CHC Connecting Care Champion!

In June, 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 visit to Chermside Community Health Centre will be to acknowledge some of the highlights you love about your work, look at opportunities for improvement and crown some Connecting Care Champions:

Chermside Community Health Centre
Wednesday, 11 June
10.00 - 11.00 am

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

Brighton Rehab joins Kings College research study

Recently, we welcomed Professor Lynne Turner-Stokes, the Director of the Hyperacute Rehabilitation Unit and Professor of Rehabilitation Medicine at King's College, London.

Congratulations to the Brighton Rehabilitation Unit which has been very fortunate to be invited into a multi-site research trial - the Cost Efficacy of Rehabilitation Service Research Project (AUSCORE).



Grant Walker will be leading our data collection. The project will commence in the second half of the year.

A recent study in this area also found that for every one dollar spent on inpatient rehabilitation, \$91 was saved in ongoing care costs in the community.

Have your say survey dates extended

The Have Your Say staff survey closing date has been extended to Sunday, 8 June. COH is currently sitting above a 20% response rate. If you have completed some or all the survey – thank you! It's important we hear from you about what's working well and where we can improve.

We acknowledge it's a busy and demanding time in our health services and it's hard to find time for the survey. However, it is an organisational priority and your opportunity to give anonymous feedback.

You don't need to complete the survey in one go. You can log in and out. You can also just answer the questions that are important to you. Any responses will be rolled up into the reports.

[Take the survey now](#)

Aboriginal and Torres Strait Islander Community and Engagement Framework

Metro North Health has developed a new framework and practical guide for engaging with Aboriginal and Torres Strait Islander communities as part of our health equity commitment.

The framework highlights the importance of collaboration, cultural understanding and trust-building. By tailoring engagement methods and measuring outcomes, Metro North Health can interact respectfully and meaningfully, strengthen relationships and improve health outcomes for the community.

The [framework](#) and [guide](#) are now available, and all staff are encouraged to use these resources when designing programs, engaging and supporting Aboriginal and Torres Strait Islander health across the organisation.

If you have any questions, email the Aboriginal and Torres Strait Islander Leadership Team - A_TSILT_MNHHS@health.qld.gov.au

A final shout out! - Healthy Aging and Assessment Rehabilitation Team

I was delighted to read a letter from Tim Nicholls MP, Minister for Health and Ambulance Services highlighting the great care provided by the HAART team at the Kallangur Satellite Health Centre.

"I ended up at the Kallangur Satellite Health Centre, where I underwent quite an extensive assessment, and ultimately put onto a program with the 'HAART' team.

"I have now been in that program for several weeks and have been impressed with the service I have been given. In every instance, I have been treated with courtesy and respect ... nothing has been too much trouble.

"The staff are friendly and very approachable, and the facilities are 'second to none'.

"I appreciate that services are expensive. Yet, from the community perspective, these are far more accessible (and much less threatening) than visiting an outpatient department in a public hospital.

"I am writing to say 'Thank you' for making this facility and service available to people in this area. Please keep the funding going for this important part of Community Health. It is much appreciated."

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.