

Metro North Health

Message from the

Executive Director Community and Oral Health

Glynis Schultz



Dear team,

I joined our North Lakes Health Precinct staff to celebrate Pride in Metro North today. It was a great turn out with many staff taking the time to bring in a plate of food to share.

Celebrating Pride in Metro North is a way for us to focus on inclusivity, but provide a fun, relaxed and safe space for our diverse workforce and all of our LGBTIQ+ staff.

Thank you to Jackson Kellaway for doing such a wonderful job coordinating the event and personally purchasing this amazing celebration cake for everyone who attended.



North Lakes Hi 5 in 25!

I also spent some time thanking our teams as part of the COH Connecting Care Champion awards, which ran alongside the Pride in Metro North event.

Each week, our North Lakes teams are continually performing amazing work supporting our patients and their families.

We took some time to discuss the top FIVE reasons staff love working at North Lakes. Here they are:

1. The people
2. Teamwork across the service
3. The pleasure you get when you work across teams

4. The quality of the facility and the welcoming environment
5. An openness to change.

North Lakes Connecting Care Champions

Emma Obst, Manager, Health Information Management

"Emma has made it a priority to understand all the systems we manage, how our roles fit into the management of these systems and is able to provide clear direction when we ask for her advice."

"Emma was instrumental during the ieMR roll out, with guidance to COH and the project about the structure and impacts on our services. She is always an advocate for COH staff and patients."



Kyle Blackwell – Senior Dietitian/Team Leader, HITH/GEMITH

"Kyle guided us through the commencement of the GEMITH service and has worked tirelessly on the processes and unifying the newly established team in GEMITH."

"Among his amazing traits – Kyle demonstrates compassion, care, dedication and a commitment to staff wellbeing."

"He is a role model for a strong patient focus through each of Metro North's values including compassion and integrity. We are so thankful for the amazing work that Kyle has done."

Dr Julian de Looze and Andrea Keating Clinical Nurse Consultant, HITH - APACHE model

"Julian and Andrea have led the implementation of a new model of care with Redcliffe Hospital emergency department to deliver next day follow up assessment in the home."

"A great example of this was an 81-year-old gentleman who went to the emergency department following a fall. He was referred to APACHE."



"He lives at home with his wife who has cancer and where he is the carer. He had no home services in place, he is frail, has lots of health issues and falls several times a week."

"He was assessed the next day by the APACHE clinician. With no acute medical issues, he was referred to GEMITH and ACAT, and he now has community services in place."

Angela Tupuanai, Facility Manager

"Angela manages the facility with professionalism and compassion, supporting both the clinical teams and the diverse range of consumers who access our many services within the precinct."

"She is known for her kind and caring nature. Angela demonstrates exceptional communication skills and builds strong relationships with all stakeholders—patients, families, clinicians and community partners—ensuring successful outcomes for all involved."

"Her ability to navigate complex situations with empathy and efficiency is commendable and her customer service is second to none."

Charmaine Carroll, Occupational Therapist, Complex Chronic Disease Team

"Charmaine shows compassion and understanding no matter the situation. She always goes above and beyond ensuring the best possible outcome for her clients."

"She has been an excellent supervisor when students have been allocated to her, they walk away from their placement with a wealth of knowledge and confidence."

Chris Wellington, Occupational Therapist, HITH

"Chris displays the skills of a clinician far beyond his years. He was able to rapidly pivot into a role where he managed the triaging and allocation of occupational therapy patients (along with home visiting many of these patients!)."

"This was placed on him due to an unsuccessful recruitment campaign and emergent leave resulting in the team being short on staff. At the same time, Chris supervised a 10-week student placement."

"Chris displayed complete professionalism and a calm attitude through this challenging period."



Teresa Clark Clinical Nurse Consultant Patient Flow, HITH (Above left)

"Teresa is exceptional at putting plans in place and connecting patients so that they can be safely discharged into the care of other service providers."

"A good example of this is a 70-year-old gentleman from Stanthorpe who was admitted to the PA Hospital for an infection in his diabetic foot."

"He had multiple health issues, surgical procedures and amputations with post operative complications. As part of his health journey, he was transferred to HITH for INR monitoring, and twice daily wound care with a review appointment at the PA Hospital."

"He had no local GP so was referred to Team Care Coordination. From there he was referred to the HITH allied health team, podiatry, TPCH and PACS."

Kiron Shukla, Physiotherapist, CBRT (Above right)

"Kiron works tirelessly to ensure that both staff and clients feel heard and that they are well supported in all that they do. She has a very compassionate way of dealing with all manner of concerns and is a great asset to the team."

Leading with wellbeing pilot complete

Last month, COH piloted a new program – Leading with Wellbeing – which aimed to encourage managers to connect, share insights and develop practical strategies to incorporate a 'wellbeing conscious' approach into the day-to-day business of our teams.

Thank you to our 93 registered leaders, 19 of whom assisted in co-designing the 'Leading with Wellbeing' workshops and the 53 leaders who attended.

We had a fantastic response with 97 percent of leaders who felt the increased collaboration and idea sharing between leaders.

With the pilot now wrapped up, we will gather the valuable insights and feedback shared for consideration on how to support leaders with embedding a culture of wellbeing across Metro North and COH.

Nominate a COH Connecting Care Champion at North West

In July, 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 North West Community Health Centre will be to acknowledge some of the highlights that facility staff love about their work, look at opportunities for improvement and crown some Connecting Care Champions:

North West Community Health Centre
Wednesday, 9 July
2.00 - 3.00 pm

It only takes FIVE minutes to nominate a person for this new, fun Connecting Care Champion award by sending a short 50-100 word email to COH-Communications@health.qld.gov.au

A Final Shout Out - Aged Care Assessment Team

Another wonderful compliment about this dedicated team.

"The whole experience has been wonderful. The lady who we first spoke to was very kind and helpful when making the appointment for my assessment."

"You have been very kind, empathetic to our needs and made the process very easy. We were hesitant in going ahead with this as we like to do things for ourselves as much as we can. You have put us at ease, listened to our stories and made us feel as though we are doing the right thing."

"Together we have navigated this process and feel positive about the outcome. Thank you to the Aged Care Assessment Team for the support and encouraging words, and most of all for listening and being empathetic to our needs and understanding our situation."

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.