



Summary:

- A wonderful COH Connect Week
- Nominations open for the COH Staff Excellence Awards 2025
- National Safety and Quality Health Service (NSQHS) Standards
- Clinical handover in COH – Your help is needed!
- Connecting Care Champions at North West
- Final Shout Out - Brighton GEM service

Message feedback



Audience: All staff



Read time: 5 min



For: Information

Dear team,

I'd would like to thank everyone for their involvement in COH Connect Week.

This includes the COH Staff Council, leadership group and all of our staff who took the time to provide their feedback and thoughts during facility visits.

All staff feedback will be used to influence improvements across the service. I have been in COH for some time now and am still amazed and proud of the work that is done for our clients and for the ideas shared around staff wellbeing.

Thank you to our QSuper colleagues for sponsoring the week and taking the time to visit as many facilities as possible.

If you did not receive some of the QSuper treats please contact the COH Staff Council by emailing COH-StaffCouncil@health.qld.gov.au





Norfolk Island Support Program team

Nominations open for the COH Staff Excellence Awards 2025

I am pleased to open the [2025 Community and Oral Health Staff Excellence Awards](#) nomination process for 2025!

The COH Awards recognise staff excellence and achievement either individually or in teams.

The 2025 awards are open to all Community and Oral Health services. Nominations close **COB Tuesday, 19 August 2025**.



Categories include:

- People Focus
- Excellence in Innovation, Research or Clinical Improvement
- Excellence in Performance
- Leadership
- Supporting excellence in care
- Values in Action
- Improving First Nations Health
- Connecting Care Champion Award (Annual award).

More detail can be found at [COH Staff Excellence Awards 2025](#).

To nominate please use the [COH Staff Excellence Awards 2025 nomination form](#).

Development of the National Safety and Quality Health Service (NSQHS) Standards (third edition)

The development of the NSQHS Standards (third edition) is underway. The Australian Commission on Safety and Quality in Health Care will design standards to respond to the health

system's needs.

Initial consultation aims to identify:

- Focus areas for the NSQHS Standards (3rd ed.)
- Emerging and existing safety and quality issues
- Key learnings from the NSQHS Standards (second edition)
- Opportunities to improve the NSQHS Standards structure, support improved engagement and implementation.

An online session for clinicians will take place on **Tuesday 29 July 2025, 3.30 – 5.00 pm**. If you are unable to attend the forum, you can visit the [NSQHS Standards \(third edition\) Engagement Hub](#).

Clinical handover in COH – Your help is needed!

Clinical handover is the process of transferring patient care responsibility and accountability from one healthcare professional to another.

Consecutive clinical audits, peer reviews and accreditation has indicated ongoing gaps with:

1. Consistency of minimum patient information handed over
2. Use of three patient identifiers
3. Involvement of patients and/or families.

The COH Clinical Communication Committee will be undertaking a targeted review and quality improvement initiative to work with staff and patients on how we can improve our clinical handover practices.

- [Clinical handover | Australian Commission on Safety and Quality in Health Care](#)
- [ImplementationToolkitforClinicalHandoverImprovement](#)



Connecting Care Champion monthly award at North West

With the COH Staff Excellence Awards 2025 nomination process now open - we are celebrating our final Hi5 in 25! events for the year at North West Community Health Centre.

Connecting Care Champions at North West Community Health Centre

Kelly McCall, Administration Officer

"Kelly is the connection queen of North West. It is rare to work with someone who gives such attention to detail. Her skills do not end with her reception work. She also projects a warm, cheerful and kind attitude to our clients."

Adri Erasmus, Allied Health Assistant, Post Acute Care Service

"Adri is a hardworking and passionate allied health assistant who excels in her work. She is a quiet achiever, and a diligent, confident, well organised and supportive team player."

Shelley Theodore, Senior Social Worker, Post Acute Care Service

"Shelley has a wealth of knowledge and experience and has been a solid and valued social worker in our PACS NW team since the service commenced. She cultivates a positive influence that benefits the patients she serves and the staff who are fortunate to work alongside her."



Final shout out - Brighton GEM Service

Another great milestone with the Brighton Geriatric Evaluation and Management (GEM) Service, which is now one year old!

Following a rapid and safe establishment, plus a six-month trial, the Brighton GEM Service has supported around 130 elderly patients over the past year recover from serious illness and deconditioning.

The service has focused on restoring patients' physical and cognitive function which has become impaired due to complex medical conditions or chronic disease.

The service offers a 16-bed inpatient unit located on the Brighton Health Campus, with patients receiving ongoing multi-disciplinary inpatient assessment and intervention to improve function and independence over a two-to-three week period.

Patients who come from hospital have access to a range of services including cognitive, restorative and functional assessments, rehabilitation and dementia management.

Glynis Schultz
Executive Director

Metro North Health



We uphold our commitment to health equity through our Values in Action
Respect | Integrity | Compassion | High Performance | Teamwork



Metro North Health acknowledges the Traditional Custodians of the Land upon which we live, work and walk, and pay our respects to Elders both past and present.

Metro North Health's vision

Creating healthier futures together—where
innovation and research meets compassionate
care and community voices shape our services.



**Queensland
Government**

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