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Metro North Health

Message from the

Executive Director Community and Oral Health

Glynis Schultz



Summary:

- Metro North Safety & Quality Month
- High-quality, person-centred care
- Activity-based funding workshops
- HELIX Innovation Accelerator Program
- Final shout out - HAART at Bribie

Message feedback



Audience: All staff



Read time: 4 min



For: Information

Dear team,

In August, we celebrate Safety & Quality Month across Metro North Health and COH.

Over the next month, I will continue to highlight work being undertaken across the directorate which focuses on our commitment to safe, high-quality, person-centred care.

We all have a role to play in fostering a patient safety culture. One of the most important ways we all contribute to that culture is by actively reporting and escalating patient safety issues.

I encourage everyone to [read more](#) about everyone's obligations when it comes to reporting incidents, both clinical and non-clinical, as well as near misses on Riskman.

Everyone should also know about the [Patient Safety Net](#), which provides a process for escalating patient safety concerns if clinicians or staff feel they have not been addressed through the standard reporting process in a timely, proper or sufficient way.

If you have a patient safety concern and you are unsure of where to report it or who to talk to, you can speak to your line manager or the Metro North [Patient Safety Steward](#).



High-quality, person-centred care

It's becoming increasingly evident that we have to be responsive and culturally respectful to a changing workforce and patient demographic.

This week, I received amazing feedback about the person-centred approach of staff at the Redcliffe Dental Clinic.

Thank you to Senior Dentist Rick Harden and Clinical Assistant Selma Andrew for delivering high-quality and culturally respectful care to our patients.

The following patient words speak volumes:

"As a Muslim woman who wears the hijab, I often find it difficult to access healthcare spaces where my faith and modesty are truly understood and respected.

"But, the Redcliffe Oral Health Clinic went above and beyond anything I expected — and I feel genuinely grateful for the care I received.

"From the moment I walked in I felt seen, safe and welcome. The staff were warm, professional and considerate. What stood out most to me was the male dentist I saw — not only was he respectful of my modesty and boundaries, but he also took the time to ask me questions about how he could improve his approach when treating Muslim women.

"That level of humility and willingness to learn is something I rarely come across in healthcare — and it meant the world to me.

"He ensured I was comfortable at every step, explained everything clearly, and worked with the utmost sensitivity. It wasn't just about dental care — it was about dignity, cultural respect and feeling truly human in the chair.

"If you're a Muslim woman — or anyone looking for compassionate, culturally aware dental care — I cannot recommend Redcliffe Dental Clinic highly enough.

"They've set a new standard in what inclusive respectful care should look like. May more healthcare providers follow in their footsteps."



Activity based funding workshops

Do you know what ABF is and how it works at Metro North Health?

If not, please go along to a one-hour workshop during August to find out how clinical activity is recorded across Metro North Health using the Activity Based Funding (ABF) model.

Metro North is working with Create Health to ensure we recognise, optimise and receive appropriate funding for the complex clinical activity that happens every day.

Not sure what ABF is or how it works?

Is your work being counted? Learn how clinical activity is recorded across Metro North.

Come to an Activity Based Funding (ABF) workshop on Teams.

We want to hear from you!

Create Health | Metro North Health | Queensland Government

More details including dates and times available are on [QHEPS](#). Find one that suits you and add it to your calendar.



Expression of Interest now open – HELIX Innovation Accelerator Program

HELIX Hub, as part of a Healthcare Excellence and Innovation have announce the launch of the **2025 HELIX Innovation Accelerator Program** – a bold, funded initiative to drive frontline-led change across Metro North.

This is an open call for problem owners and keen innovators who want to tackle real-world healthcare challenges, redesign care models, improve workflows and spark lasting impact.

Want to know more?

Please see attached [Innovator](#) or [Problem Owner Flyer](#) and [key dates](#) for more information.

Join a Q&A drop-in session via emailing the HELIX Hub:

- Mon 5 August | 11.00 – 11.30 am
- Friday 15 August | 09.30 – 10.00 am

[You can submit your EOI here](#)

This is a unique opportunity to support your teams in shaping future models of care. For queries, contact HELIXHub@health.qld.gov.au.

Final shout out - HAART at Bribie

As the Bribie Island Satellite Health Centre marked its first anniversary, it is also an opportunity to acknowledge the Healthy Aging Assessment and Rehabilitation Team (HAART), who have been helping Bribie Island locals like Lynette.

The 79-year-old has been supported by HAART during her recovery from a broken hip and ongoing management of Parkinson's Disease.

"I'm incredibly grateful to the HAART team for helping me learn to walk and drive again.

"Having this service available close to home on the island was invaluable," Lynette said.

[Read more about Lynette's story...](#)

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.



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