



**Summary:**

- First In the Mix for 26! visit
- Flying the COH and Occupational Therapy flag
- Opportunities for Improvement - Patient Reported Experience Measures
- Final Shout Out

Message feedback



**Audience: All staff**



**Read time: 5+ min**



**For: Information**

Dear Team

As mentioned in last week's message we have now scheduled all of the **In the Mix for 26!** events.

In the coming months, the COH executive and members of the staff council will be visiting a number of sites to connect, share information and recognise our staff.



An important part of these visits will be the *COH Connecting Care Champion Awards*, which we started last year.

Thanks to your feedback we are going to do these awards differently and extend them to include smaller sites which can be overlooked.

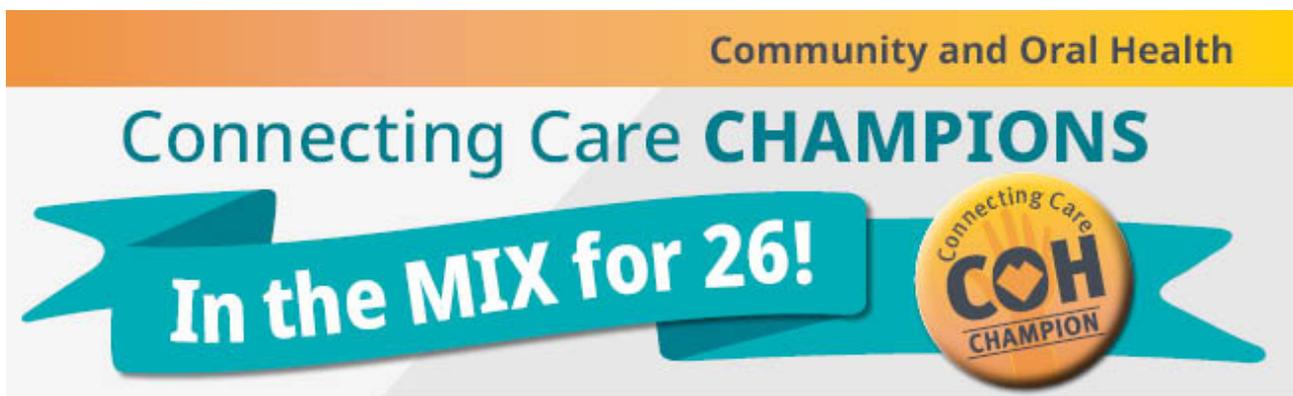
In 2026, we will be visiting eight facilities, but will be opening up the awards to include nearby locations and services.

For example, our first visit will be on Tuesday 24 September to **Caboolture, Bribie Island and Kilcoy**, so award nominations will be open to the following sites:

- Caboolture Community Health Centre
- Caboolture King Street
- Caboolture Satellite Oral Health Program
- Bribie Island Satellite Oral Health Program and HAART
- Caboolture Oral Health Program
- Kilcoy Dental Clinic
- Caboolture Children's Oral Health
- Woodford Correctional Centre.

Please take the time to nominate a person from one of these sites for the *COH Connecting Care Champion award* by emailing [COH-Communications@health.qld.gov.au](mailto:COH-Communications@health.qld.gov.au)

We are looking for those champions who are the quiet achievers, the staff who connect and enhance the team and care provided, and who go above and beyond to support our residents, patients and families.



In addition, during our **In the Mix for 26!** executive visits we will also be connecting with staff to find out:

#### Connection and Wellbeing

- How do staff connect, internally or across COH and promote wellbeing?
- How do staff break down barriers and foster genuine connection across COH?

#### A Workplace to Be Your Best

- How do staff bring the best version of themselves to work every day and encourage their colleagues to do the same?
- What works for staff and what tips are you willing to share with others.

#### **Flying the COH and Occupational Therapy flag**

I big shout out to the COH Occupational Therapy (OT) team who have raised the bar and flown the directorate and Allied Health flag very high this week.

The team recently received confirmation of accepted presentations for the prestigious OT Australia Exchange Conference, to be held in June this year.

Some of the exciting initiatives accepted for oral presentation include:

- **Rapid OT - Pulling patients from acute into the HAART** - *Leanne Carroll, Maddison Goodwin, Zara Mansell and Luke Sutton*

- QAS Falls CoRe and the role of OT in Preventing Hospital Transfer - *Libby Gallagher*.

Those initiatives accepted for poster presentations:

- **Compression therapy reimagined: Dynamic solutions for patients with acute and complex oedema** - *Ellen Duggan (HITH)*
- **Emergence of community based functional groups** - *Zara Mansell on behalf of Natalie Toone (HAART)*
- **Embedding robust processes to ensure acceptability and perceived value of clinical auditing within a community occupational therapy health service** - *Kate Schultz and Maddison Goodwin (COH)*
- **Empowering New Clinicians: Competency Strategies for Home and Community OT Services** - *Maddison Goodwin (COH)*
- **Interprofessional practice through an OT lens** - *Tegan Button (CTCP/COH)*
- **Occupational Therapy's Role in Community Integration for Acquired Brain Injury** - *Andrea Rapolthy-Beck*.

This is an exciting opportunity to showcase the depth, innovation and impact of COH OT practice at a national forum. Congratulations team and well deserved!

### **Opportunities for Improvement - Patient Reported Experience Measures**

With feedback provided by more than 1,600 patients last year the Patient Reported Experience Measures (PREMS) initiative provides us with invaluable insights into the things we are doing well and the opportunities we have to improve the services and care we deliver.

Thank you to the COH Engage Committee (Partnering with consumers standard 2), for coordinating the collation and analysis of this important patient feedback.

It was encouraging to see that our patients gave us an overall satisfaction rate of 4.41 out of 5 for the care we provide.

I am proud to highlight that the overall themes showed that:

- Staff provide exceptional care, kindness and professionalism
- Clinical treatment quality is high
- Teamwork and communication makes patients feel supported and safe
- There is a high trust in services
- Nurse-led clinics and wound care services receive consistent, strong praise.

There were also opportunities for improvement which related to:

- Improving access and responsiveness around follow-up scheduling
- Strengthening discharge planning
- Enhancing aftercare continuity
- Reducing broader care coordination gaps
- Addressing safety and process issues with less common presentations
- Improving patient experience elements (food quality, cultural competence, trauma-informed care)
- Strengthening psycho-social support pathways.

**Given this feedback I would encourage key staff to:**

1. Identify any areas for improvement in your service

2. Add them to your Quality Improvement register
3. Report them at the monthly Engage Committee meeting – send an update yourself or via your Partnering with Consumers rep or contact [coh-engagement@health.qld.gov.au](mailto:coh-engagement@health.qld.gov.au) to present your information.

For more information about PREMS, to access the broader report or if you would like to chat about the initiatives you are implementing please contact Claire Harrison on 3631 7869.

### Final Shout Out - Mahjong at the Hub

Mahjong is hundreds of years old, and if you play card games, it's fairly easy to learn. It's similar to rummy; here we play a Western style derivative.

"I enjoy the social aspect of coming down here and making friends," Narelle said.

[Read more ...](#)



**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**  
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