

MESSAGE FROM THE EXECUTIVE DIRECTOR CABOOLTURE, KILCOY AND WOODFORD

Metro North Health

Karlene Willcocks



Kia Ora CKW team,

Well the week started with **Mabo Day (3 June)**, a very important day in our history as it was the day that the High Court of Australia recognised that Aboriginal and Torres Strait Islander peoples had lived in Australia for thousands of years, enjoying their rights to land and waters and practicing their culture and customs for many millennia.

Mabo Day commemorates Eddie Koiki Mabo a Torres Strait Island man who is credited with campaigning for indigenous land rights which led to the High Court's decision. It is important for all of us to know and celebrate this day and to understand and respect the cultural connections to land and country of Aboriginal and Torres Strait Islander staff, patients and visitors.

It was great to see so many staff taking time out of their busy day to attend the Metro North Senior Executive Team (MN SET) forum which was held at Caboolture on Thursday. We are lucky to have MN SET out at our site to showcase our wonderful facility. Some of the things we discussed were:

- How well Caboolture is doing on our POST (patient off-stretcher time), this is an indicator of how we are looking after our community and patients
- New models for recruitment and retention across all professions across Metro North
- The important role Aboriginal and Torres Strait Islander Health Care Workers can play as part of the patient care team
- Acknowledgment of demand, the pressures on staff and recognition of the teams focus on patient care as we see and manage this demand.

CKW Leadership Rounding

I have previously talked about the formal Leadership rounding that the CKW executive team does. In this rounding we visit clinical areas and talk to staff about their ideas, challenges and specific topics. Recently, Tracy Grant and Narika Symes did the executive rounding with the paediatric ward. The staff identified concern regarding the door we transfer patients through, which did not have an automatic hold back system, making it difficult for staff to push patient beds through. Following on from this hold backs have been installed on these doors making it safer for staff and patients. This is the purpose of Leadership rounding and shows how we can work together to fix annoying things that sometimes seem to take a lot of energy to get sorted out and make CKW a great place to work.

Works update - STAFF CARPARK

Many of you would have noticed (or been frustrated) that the car park near the demountable buildings has been partially closed this week. This is due to concreting and cleaning works happening in the drains nearby to help decrease our flooding issues. With all going well, the carpark should be back up and running by the end of today. I apologise for any inconveniences caused.

Bringing out our passion through sport

Even though it was not an All Blacks game, there is nothing like a national sporting event to bring out the heart of our staff and it was wonderful see so many staff and patients donning their maroon (and just a few blues) colours on Wednesday and Thursday for the State of Origin! I noted the overwhelming Maroon support and also dressed appropriately for both days but we also have some proud NSW supporters...It is evident the amount of pride we all have in our teams. Go Queensland!

I look forward to Wednesday, 26 June to see you all back in your colours for Game 2, and then it is all on the line with a winner takes it game for our women in the final on Thursday, 27 June!



You told us that there is not a climate of 'Trust and Respect' throughout the organisation

We interpreted this to mean that you may not feel that you can consistently rely on others in the workplace, possibly because of a lack of transparency, inadequate communication, and people not being kind to one another.

We have done: I am not disclosing any private or confidential information, however can attest to the fact that we are actively engaging with key stakeholders to address complaints, which unfortunately sometimes relates to conduct concerns. My expectation is that complaints are acknowledged and addressed within 10 days of receipt. This is not always possible to do, however >10 days should be the exception, not the rule.

The aim is to have a workplace climate that depicts trust in the work environment, and this will ultimately cultivate mutual respect, honesty, and open communication. Also, if we show kindness to one another, it resonates in our interactions with our patients and consumers. As I've referenced in the article last week, the [CKW Living our Values Charter 2023 \(health.qld.gov.au\)](https://www.health.qld.gov.au/charter) is essentially our roadmap. In the Charter, you engaged with us and told us what Respect means to you. You listed those behaviours that are unconstructive, and breaks down Respect. Trust is an important ingredient for success and wellbeing of any individual and team. However, just as easily as trust can be eroded it can be rebuilt. So, in our workplace we endeavour to build Trust by establishing positive relationships between the leadership and staff. To build a foundation of trust, transparency, and open/ongoing communication, we commit to modelling those behaviours that:

- ✓ Demonstrate respect by being kind, honest, compassionate and courteous
- ✓ Be conscious of the impact you have on others
- ✓ Recognise everyone's role is important and enable others to share their opinion
- ✓ Actively listen and be present

I would really like to know how you would like us to further engage with you all – do you want staff forums? If so when is best? Is there other ways we could link with you?

Please email your ideas to [Ask Karlene](mailto:ask.karlene@ckw.com.au).

Got a question or suggestion for the CKW Executive Director?

EMAIL ASK KARLENE



Mental Health and Wellbeing

Today is Crazy Socks 4 Docs Day. This day is all about breaking down the stigma around mental health for doctors and healthcare professionals. Did you know that a 2019 survey found 1 in 5 doctors suffer with their mental health?

This can be through feelings of stress, anxiety and depression. Today is a really important day to recognise this and check in with your medical colleagues if they are ok?

I look forward to seeing you all wearing your craziest socks in the Education and Skills Centre Lecture Theatre from 1-2pm today. There will be prizes for the best socks.



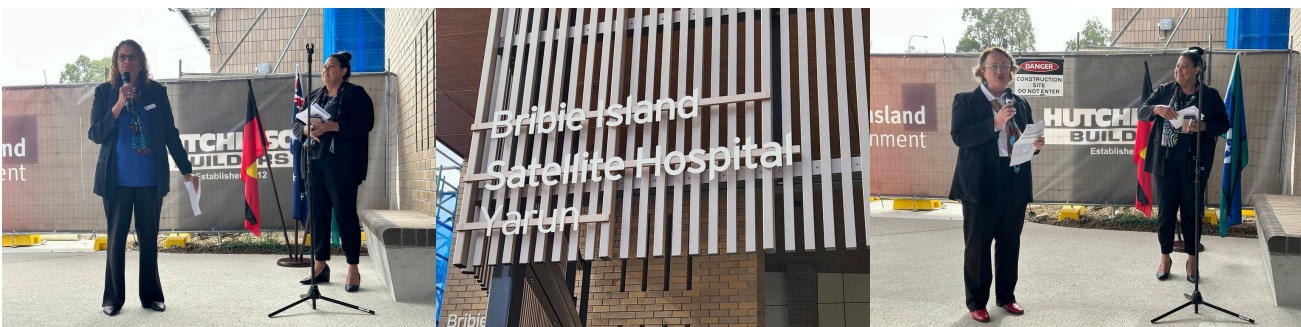
Bribie Island (Yarun) Satellite Hospital Co-naming event

Last Friday, I was very proud to represent Metro North, with Tracey Grant our Manager of Aboriginal and Torres Strait Island Health, David Thompson, Director of Operations, Yarun Staff and other MN Executives, including Sherry Holzapfel Executive Director of Aboriginal and Torres Strait Islander Health and Louise Oriti Acting COO and local elders and custodians notably the Local Member for Pumicestone Ali King as we announced the Traditional Owner co-names for **Yarun** or Bribie Island Satellite Hospital. The three Satellite Hospitals now proudly hold Aboriginal Names:

- Caboolture Satellite Hospital (Kabul)
- Kallangur Satellite Hospital (Kalangoor)
- Bribie Island Satellite Hospital (Yarun)

Co-naming our satellite hospital facilities is an exciting first for Metro North Health, and the adoption of the co-names will assist in the preservation and promotion of Aboriginal language and promotes a deeper understanding of the culture and history associated with the Kabi Kabi, Turrbal, and Undambi (Un-dum-bi) and Djoondoburri (joon-dah-burrie) peoples' dialects.

This was a very visible sign of Metro North's commitment to create more supportive and welcoming environments within our service; places where Aboriginal and Torres Strait Islander people feel safe, comfortable, accepted, and confident that they will be respected, and listened to, while receiving high quality healthcare.



Yarun/Bribie Island Satellite Hospital Yarning Table

Following the conaming event, we also hosted a Yarning Table, which included a tour of the Bribie Island Satellite Hospital. The yarn was very well attended, and I was very grateful to welcome Bribie Island Traditional Owners Aunty Leisha and her son Uncle Phil, who both contributed to the conversation.

There is a lot of information to share about the Bribie Island Satellite Hospital services. The Yarning Table provided the opportunity to talk with the community about their personal experience of health care, and to understand what health care means to them and how we can make it better in the future.

You can find out more and see some of the Satellite Hospital staff [in this video](#).



Aboriginal and Torres Strait Islander Health – Social and emotional wellbeing

Metro North Health Social and Emotional Wellbeing (SEWB) Officers, Jesse and Nickita are available to provide holistic one-on-one support to Metro North Health Aboriginal and Torres Strait Islander workers. This culturally safe, private, and respectful service will support and work alongside staff to ensure staff needs are identified and supported.

If you would like to make an appointment at one of the upcoming site visits, please email A_TSILTclinical_innovation_strategyMNH@health.qld.gov.au or you are welcome to drop by on the day and have a yarn with the team and say hello while on site.

The next date the team is at Caboolture Hospital is 17 June from 1pm-3pm and Caboolture Satellite Hospital 11 and 26 June from 1pm – 3pm.

Please Note: If the below allocated dates and times do not suit you, feel free to contact the SEWB team and arrange a date and time that works for you.

Race to Surfers Paradise

The Race to Surfers Paradise commenced on Monday with several of our medical wards at Caboolture and Kilcoy Hospitals competing to encourage or assist their patients to complete laps of the ward to reach their target. I had the honour of cutting the ribbon and walking the first few laps with our first participants on some of the wards (pictured). This event was done to encourage and highlight the importance of keeping our patients more mobile whilst in hospital.



Functional decline is our number one hospital acquired complication in our older adults and research shows there are some simple strategies we can use to help prevent it:

- Encouragement from staff
- Providing a safe environment
- Setting a target for our patients (such as 900 steps)
- Easy access to equipment

The Race to Surfers Paradise was won after only 3 days by Ward 3B! Congratulations - what incredible dedication and teamwork to achieve such a feat! The other wards are still competing to see who takes out the other places. While the race has been won, talking to our patients about how they

can maintain their mobility remains a high priority for all our wards.

A big thank you to Emily Harvey for organising and the Common Good for sponsoring the prize, the Eat Walk Engage team and Alison Craswell for setting up the race and all the staff members across nursing, medical and allied health who have participated in making this event such a success.



New name for Special Care Nursery

The Special Care Nursery is getting a new name! Effective from 1 July 2024, the existing Special Care Nursery will change to the *Neonatal Unit (NNU)*. Work has already commenced to change the naming on policies, procedures and guidelines. If you have any questions or concerns please do not hesitate to reach out to the Maternity Leadership team.

Metro North Research Excellence Awards - Thursday 5 September

Nominations are now open for Metro North's annual Research Excellence Awards. These awards provide an opportunity to acknowledge and celebrate the achievements of our research community across CKW and Metro North.

Despite having a relatively small research community in CKW compared to our larger sibling sites in Metro North, we have a strong track record in the research awards, which demonstrates the quality of research and care happening across CKW.

Nominate yourself or nominate others, Nominations close **Wednesday 26 June at 5pm**.

[NOMINATE NOW](#)

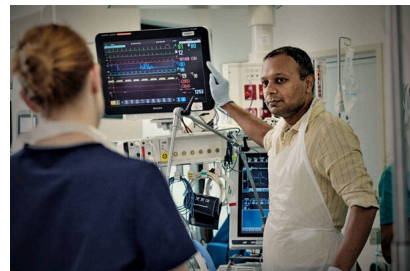
A researcher I would like to highlight is **Dr Mahesh Ramanan**, an ICU Staff Specialist at Caboolture and The Prince Charles Hospitals, who is conducting an early pilot clinical trial showing promising early results. He was able to use the pilot results to design a large national Phase 3 trial, the BEST-DKA trial. The proposed trial will answer a fundamental clinical question of which type of fluid to use in DKA and will inform policy and practice in Australia and New Zealand and around the world.

Read more [here](#).

Waiting for What Survey

We are undertaking the Waiting for What Survey this week. You may meet our surveyors today and Sunday.

The survey is a tool to identify why patients are in hospital and if there is any delays preventing them going home. The information collected by the survey will inform areas for us to focus improvements on, updates to our practices, the Metro North Acute Bed Capacity Management Plan, the CKW Bed Capacity plan and the Metro North Subacute Care Plan.



10,000 Steps Challenge CKW wrap-up

We've reached the end of the Queensland Health 10,000 Steps Challenge. We had a number of teams participating, congratulations to Ctrl+Alt+Elite who took out the top spot for CKW, and 10th overall within Metro North.

Well done and thank you to everyone who has taken part over the past month. I hope you all had fun with this challenge, and got to move more, not to mention a little fun with some healthy competition. Next year let's step up our game across the site!

Team Name	Team Captain	Team Members	Total Steps	Average (Total Steps/Team Members)	Overall Position (67 teams total)
Ctrl+ALT+Elite	Natalie Rolfe	9	3,264,726.00	362,747.33	10
CKW - 2 legit 2 quit	Emily Quilty	37	11,136,712.00	300,992.22	21
Cab Kid Doctors	Lisa Kane	3	867,348.00	289,116.00	25
Caboolture Hospital - Medical and Older Persons Directorate	Emma Donaldson	7	1,644,843.00	234,977.57	42
Our Pill-grimage	Emma Shallcross	26	5,705,812.00	219,454.31	47

Key Appointments

Director of Medical Services - Dr Ted Chamberlain

I am pleased to announce that Dr Ted Chamberlain will be joining us as the newly appointed Director of Medical Services. Ted will be starting on 26 July. A lot of staff will already know Ted from his previous roles in Queensland and it's fantastic that he's joining the team in this important role for CKW.



Ted brings a wealth of experience including as a founding fellow of the Australian College of Rural and Remote Medicine, Statewide Hospital in the Home Clinical Lead for Clinical Excellence Queensland while at Sunshine Coast University Hospital (SCUH), and Senior Medical Superintendent at Maleny Soldiers Memorial Hospital. He is currently Acting Chief Operating Officer for North West HHS.

To get a feel for Ted's personality, and to see him in a Batman suit, you can watch a video he did at SCUH on men's mental health [here](#).

ICU Nurses

Five new nurses have recently started in the Caboolture Hospital intensive care unit. Welcome to Jess Mooney who has joined us from Perth, Nadyne Brown from Scotland by way of Melbourne, Melanie Young who has worked in the Snowy Mountain Retrievals, Vignesh Reghu who has recently worked at the Sunshine Coast and Tasmania, and Legetta Mathew who has most recently worked in Brisbane and New Zealand.



Photo (l-r): Jess, Nadyne, Melanie, Vignesh, and Legetta.

New Staff for Aboriginal and Torres Strait Islander Health Services

Shae King has been successfully appointed to the role of the Administration Officer at the Caboolture Satellite Hospital. Shae is a proud Kunja woman and has come across from STARS as an Administration Officer. Shae commenced with the Aboriginal and Torres Strait Islander Health

Services on Monday 27 May 2024.

Anna Wilson has been appointed to the role of the Administration Support Officer to the Manager, Aboriginal and Torres Strait Islander Health Services and commenced with the team on Monday 3 June 2024.

Michelle Scobie who has been successfully appointment to the role of the Administration Officer at the Bribie Satellite Hospital. Michelle is a proud Bunjalung woman and has come from New Direction Care Services. Michelle commenced on Monday 3 June 2024.

Positions Vacant

- [Director of Nursing and Midwifery - Caboolture, Kilcoy and Woodford Directorate](#)
- [Medical Director Service Line Emergency Caboolture, Kilcoy, Woodford](#)
- [Clinical Director – Caboolture & Bribie Island Minor Injuries & Illness Clinics, Kilcoy Hospital and Woodford Corrections Health](#)

I strongly encourage you to share these positions with your colleagues and networks, to encourage even more excellent staff to choose CKW and continue to build a great culture for staff and patients.

Reflection

As I have travelled through this week I have been reminded of two things:

- the importance of our CKW people and;
- the importance of trust.

I had the privilege of meeting with a number of groups of staff this week who have faced the brunt of the significant community demand for our care over the past few months. These meetings had no agenda just an opportunity to share their stories, concerns and challenges, as well as the great work they do and ways we can work together on how we may improve things moving forward. While these meetings were emotionally hard for all parties, the trust and respect the teams showed in sharing their thoughts, feelings and actions was evident. Although the meetings did not necessarily change the immediate pressure the teams are under, the opportunity to share did mean that there is a confidence we understand the realities for these teams and provide the platform to move forward with trust and collaboration to achieve more positive outcomes for our community who need care.



I have to say every time I have these opportunities I realise how amazing our staff are here at CKW and how privileged I am to lead, and be part of this team. A team that shares a vision of improving healthcare to our community.

This week I was, however, reminded of how important visibility, and respectful engagement is to ensure we build trust, and understanding with each other. I really challenge you all to:

- approach things with **curiosity** not anger,
- ask why? Or, why not? rather than react or "tell too"
- take the time to check in with your colleagues if they are ok and how you can help, then **listen** to the answer.

Quote

"Without trust we do not truly collaborate; we merely coordinate or, at best, cooperate. It is trust that transforms a group of people into a team." - Stephen Covey

Kind Regards,

Karlene.