

## MESSAGE FROM THE EXECUTIVE DIRECTOR CABOOLTURE, KILCOY AND WOODFORD

Metro North Health

Karlene Willcocks



*We respectfully acknowledge the Traditional Owners and Custodians of the land on which our facilities are built. We also pay respect and acknowledge Elders past, present and the future.*

### Kia Ora CKW team,

I received an 'Ask Karlene' message last week asking why I start each Executive Director message with Kia Ora and why I did not use the Kabi Kabi word for hello **Nah-rah**. I am grateful for this suggestion and will respectfully seek permission from the Kabi Kabi Traditional Owners to use their word Nah-rah.

Following Carolyn's question, I thought I might explain to you all why I use Kia Ora and what it means:

- The word Kia Ora means much more than a simple hello – it is a greeting used for hello; a wish for health; and a thank-you. This is important to me in speaking to the team here at CKW who work so hard for our community every day.
- Kia ora also my heritage – I am a proud NZ European, Pakeha Kiwi.

In being respectful to the traditional owners and custodians of the lands we are on, it is important that we acknowledge where we come from to respect where we are and our place on these lands. To do this, when I welcome people to CKW or join in a yarn, I always show my respect by introducing myself and my heritage while acknowledging the privilege allowed to me of working, playing and living on Aboriginal and Torres Strait Island land, predominantly Kabi Kabi, Jinibara, Turrbal and Yuggera land.

Thanks, Carolyn for your question.

The last week has been action packed with community demand across the whole of South East Queensland being very high and having a significant impact on both Queensland Ambulance Service and our public hospitals and health system, including CKW.

Additionally, there has been an increase in COVID and respiratory illnesses in our community and staff.

Metro North (including CKW) moved to **Acute Respiratory Illness Response Tier 1** on **6 June 2024** reflecting this. Our plan is available [here](#).

In brief, to protect yourself and your patients, please ensure:

- Ensure you are vaccinated influenza/Covid;
- Promote opportunistic influenza/Covid vaccination to patients;
- Promote early referral to Virtual Ward;
- Promote (as always) the use of Telehealth for outpatients and Hospital in the Home (HITH) services where appropriate;
- Encourage mask use in line PPE guidelines;
- Promote and ensure hand hygiene.

Please look after yourselves and your patients through great hand hygiene, [vaccination](#) and not coming to work if you have respiratory symptoms.

### CKW Safety and Quality Business Case for Change

Also this week, we released a Business Case for Change (BCFC) this week for the CKW Safety and Quality Unit.

The BCFC recognises that the current structure of the Safety and Quality Unit would benefit from a review to ensure it is able to meet the needs of the Clinical Directorate both now and into the future.

CKW has seen significant growth in both services and demand for services, including the Caboolture Hospital redevelopment and new satellite hospitals. This is an opportunity for us to realign this unit to ensure contemporary and robust clinical governance and a safety and quality structure to ensure patient safety metrics are well embedded in our service provision and governance.

Feedback should be provided to Acting Director Operations David Thompson via [email](#) and closes on 27th of June.

Visit the [CKW Safety and Quality Business Case for Change QHEPS page](#) for more details.

Any BCFC process is stressful for our team members involved and I would ask that you are all kind and respectful to the team involved in this process. I would like to take this opportunity to remind everyone that BCFC are about systems, structure and processes to support the best patient care within our organisation and NOT about people.

It is important that we receive feedback that we can consider, to inform the future structure. To do this, we encourage you to provide feedback that provides information to us on:

- The part of the review you are referring to;
- What you think will or won't work;
- Why you think this;
- Your ideas of other options, and your reason/rationale for this.

I also ask that you remember the values we hold steadfast here at CKW and Metro North and that you provide respectful and kind feedback to ensure we can all work through this together in a supportive way.

Help is also available via [Telus Health \(previously Benestar\)](#) or a [CKW Peer Responder](#).

### **Look after your mental health**

As I mentioned last week, we (led by our Medical Education Team) celebrated Socks 4 Docs Day last Friday. It's always a wonderful event to remind us of mental health and support for all our clinical staff.



I recognise there is significant pressure on all our staff currently with ongoing growth in demand from our community. Please look after your mental health. Help is available - including [Telus Health](#) (previously Benestar).

Medical staff can also access further professional support services:

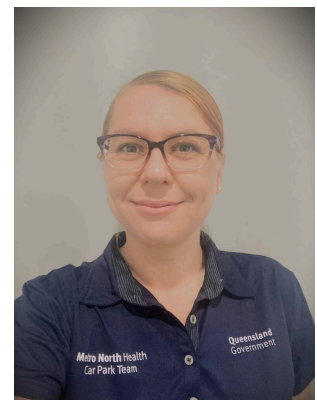
- [Australian Medical Association](#)
- [RACP Support Program](#) - fully confidential and independent help line available 24 hours, seven days — free for Fellows and trainees. Phone 1300 687 327 (24/7).
- [DRS4DRS](#) - an independent program providing confidential support and resources to doctors and medical students across Australia, by doctors. Phone 3833 4352 (24/7).

Additionally, we have **Peer Responders** at CKW and across Metro North.

Caboolture Hospital Car Park Support Officer Mel Petersen is a CKW Peer Responder. Her passion for helping others fuelled her decision to become a Peer Responder.

“I have witnessed so much change over the 15 years that I have worked for Metro North and have seen how this can lead to fatigue, stress and challenging situations within the workplace and our personal lives,” Mel said.

“Sometimes, just having a listening ear in a safe and confidential space can make such a big difference.”



[Find a CKW Peer Responder](#)

You **told** us the needs of families accessing our services needs to be a priority.

We **interpreted this to mean** that our community is diverse and the families we see have unique needs that we must understand and cater for to ensure the children of CKW thrive.



We **know** our community is growing quickly and we are seeing more children and families than ever before. To better support families.

We **have**:

- Opened the new Children's Emergency Department area which ensures children and their families are seen in a space that is designed just for them
- Renovated the Children's Ward and added a lovely new family room
- Appointed a temporary Assistant Nursing Director for Paediatrics, Associate Nurse Unit Manager for the Paediatric Emergency Department and a Paediatric Nurse Navigator.
- We are also moving to separated triage in Paediatric ED.

If you think we have misunderstood, or you have further ideas please email me on [Ask Karlene](#).

### Significant milestone for our paediatric Emergency Department

This week marks a significant milestone for our paediatric Emergency Department with Rebekah Rawson commencing permanently in the newly established role of Associate Nurse Unit Manager (NUM).

Rebekah is a familiar face, having devoted herself to Metro North for over two decades. Despite accidentally entering paediatrics, she has built a distinguished career with prestigious awards, including the Australia Day Award for Excellence in Care (2010) and the Values in Action Award for Innovation and Excellence (2021).



Known for her exceptional skills as a paediatric emergency nurse, Rebekah instils a sense of calm among her colleagues whenever she is present. She has played a crucial role in developing various paediatric life support education programs.

Her innovative initiatives, like introducing safety huddles and streamlining paediatric care pathways, showcase her unwavering commitment to improving healthcare standards and achieving better patient outcomes.

She brings tangible passion and infectious enthusiasm to her work.

Renowned for her ability to build effective teams and promote a collaborative environment, Rebekah consistently elevates standards of care and teamwork across roles. Her ability to inspire and lead teams makes her an invaluable asset to any team.

Highly respected by her colleagues, Rebekah is dedicated to nurturing cohesive and supportive teams, setting a high standard for collaborative excellence in her workplace.

Rebekah has multiple postgraduate qualifications in paediatrics and is currently completing her Master of Nurse Practitioners studies.

Rebekah, known for her infectious laughter and warm spirit, is a passionate advocate for paediatric emergency nursing. The Emergency Department team is very excited to welcome Rebekah permanently to the Associate NUM role and looking forward to working together to strengthen paediatric governance and deliver high quality care to our community.

### Metro North Executive visits/rounding

CKW Acting Director Operations David Thompson and Finance Manager Brett Parnell visited Allied Health for Executive Rounding recently.

They spoke to staff who identified challenges of increasing patient complexity, increasing length of stay

and challenge of being able to see patients within clinically appropriate timeframes.

They also spoke to the husband of a woman who was having physiotherapy treatment following her knee replacement. He was glowing in his high praise for the physio team, rating them 10 out of 10.

He said they didn't know what to expect when treatment commenced but felt included in her rehabilitation plan from day one. He wanted to communicate appreciation to all staff for a job well done!

If you have something to share with me or with the executive team, or have an exciting event happening, please let us know via [Ask Karlene](#) or invite us to your service – while we are all regularly out and about, we do not get to see you all. Also please stop and talk to us if you see us.

### Safe and culturally appropriate care

We are committed to improving the health and wellbeing of Aboriginal and Torres Strait Islander people.

To ensure we are providing effective and culturally safe care we must provide every Aboriginal and Torres Strait Islander consumer access to cultural support and advocacy within 24 hours of being admitted to our facilities, including Emergency Department.

You can support this occurring by ensuring that every patient that identifies as an Aboriginal and/or Torres Strait Islander is referred to our amazing Aboriginal and Torres Strait Island team by [email](#) or phone 5433 8249. After hours, phone 5316 5157.

It is important to remember that culturally safe and appropriate support and advocacy is determined by the patient, the patient's support person, or family member. It is important to ensure we are meeting our patients needs and checking our care meets those needs. Our Aboriginal and Torres Strait Island team can help us in ensuring we are doing this.

I encourage you to [read the policy](#) to ensure our care remains safe and culturally appropriate.

### Yarun Satellite Hospital opens soon!

July 17 is the go-live date for the Stage 1 services, which include the Minor Injury and Illness Clinic and Medical Imaging, Kidney Health Services, Day Medical Treatment Unit and the Aboriginal and Torres Strait Islander Health Hub.

Stage 2 services, which will open in 2025, are Cancer Care, Oral Health, Outpatient Mental Health Services and HAART (rehabilitation service for older adults).

When speaking to community members at last Friday's co-naming and Yarning Table event, it is very evident how much these closer-to-home 'community-focussed' services are wanted and needed by the community.

It's fabulous for CKW to have two satellite hospitals in our directorate providing services closer to home.

Focused community engagement has been occurring over the past two weeks with our clinical team out and about meeting locals GPs, emergency service providers and community members.

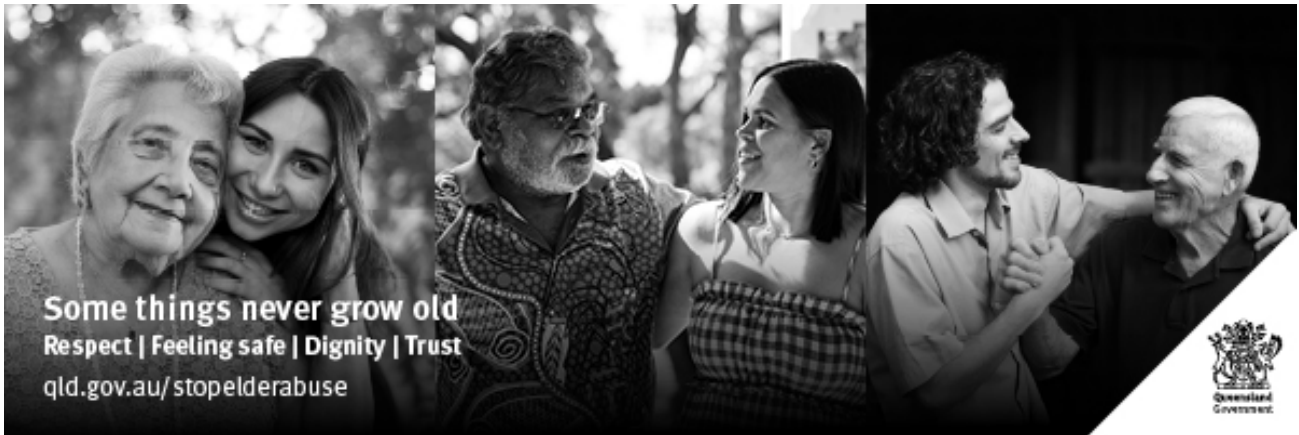
The types of questions commonly asked include "What services are available?" and "How do I get a referral?"

I attended a community event yesterday and the sentiment was overall positive. I want to thank Bribie Island Clinical team which has contributed so much to their roles as Bribie Island Satellite Hospital



brand ambassadors!

Caboolture (Kabul), Kallangur (Kalangoor) and Yarun (Bribie Island) satellite hospitals have all been proudly co-named in consultation with the Kabi Kabi Traditional Owners as part of the Queensland Government's ongoing commitment to recognising Queensland's shared history with Aboriginal and Torres Strait Islander peoples. Visit [this page](#) for more details.



**World Elder Abuse Awareness Day tomorrow**

Seniors have the right to live with dignity, to have trust and respect in their relationships and to feel safe... but not everyone does the right thing. We all must take a stand against the abuse of older people.

Elder abuse can take on many different forms – including physical, psychological, sexual, financial, neglect and coercive control. It's estimated that one in six older Australians experience or are at risk of some form of elder abuse.

Tomorrow is World Elder Abuse Awareness Day tomorrow (Saturday 15 June). It's a great opportunity to start talking with older people about elder abuse to build understanding and awareness.

It can be a difficult conversation. If you suspect someone you know and love is at risk, phone the Elder Abuse Helpline on 1300 651 192 and visit the [website](#) for more information.

**Congratulations, Caitlin!**

Congratulations to Caboolture Hospital Physiotherapist Caitlin Payne who had her research published.

Her paper on the feasibility of a physiotherapist supervised walking program with telephone coaching to increase physical activity following brain acquired brain injury is available [here](#).



**NOMINATE NOW**

A reminder that nominations in the 2024 Metro North Research Excellence Awards are [now open!](#)

CKW won two categories last year so now is the time to think about which programs and people we can put forward before nominations close on Tuesday 25 June.

[Submit a nomination!](#)

**Congratulations to Ward 3B - our race to Surfers Paradise winner!**



The competition was a huge success, which was acknowledged by Medicine and Older Persons Nursing Director Marguerite Byrnes on the day. All the participating wards have set a great example of what can be achieved towards preventing functional decline for our patients



### **CKW Consumer Network meeting**

I was very pleased to meet with the CKW Consumer Network again during their monthly meeting. It is always great to connect, update them on what is happening, and answer their questions.

Our Consumer Network members are current or former patients and/or carers who work with us to improve our services, through working groups and committees and through their very active group.

This week, in amongst other things, the Consumer Network engaged with Erin Panzenhagen about the new Medical Day Unit coming soon and what this will mean for patients and families, providing valuable feedback to the service moving forward.

Two ICU researchers Dr Prashanti Marella and Emma Williams presented to the group on their upcoming project and received feedback about how they can make their approach as inclusive as possible.

I would like to thank our regular Consumer Network members - Jurina, Paul B, Paul I, Lesley, Bridie, Brendan, Sandra, Eva, Michelle, and Uncle Alan for continually being open, honest and helping us improve.

If you'd like to know more about how you can engage with consumer representatives at CKW, email [ckw-engage@health.qld.gov.au](mailto:ckw-engage@health.qld.gov.au)

### **Key Movements**

#### ***Rebekah Rawson*** ***Paediatric Emergency Department Nurse Unit Manager***

Rebekah Rawson has been permanently appointed the Associate Nurse Unit Manager role for the paediatric Emergency Department (see above).

#### ***Bevan Marks*** ***Facility Service Director***

Bevan is a well-known personality around Caboolture, He is taking the next 10 months off on Long Service Leave and looking forward to focusing on his family and having a bit of down time. During this time, Janelle Peel will cover this role.

We are currently in the process of confirming backfill arrangements for Janelle's Manager Facility and Support Services role.



## Positions Advertised

- [Assistant Nursing Director – Paediatric Services](#)
- [Clinical Director – Caboolture and Bribie Island Minor Injuries and Illness Clinics, Kilcoy Hospital and Woodford Corrections Health](#)
- [Medical Director – Service Line Emergency Caboolture, Kilcoy, Woodford](#)
- [Clinical Director – Gastroenterology](#)

Chief Executive Jackie Hanson has personally endorsed two new positions:

- [Senior Executive Officer](#)
- [Patient Experience Manager](#)

These positions reflect the Metro North commitment to a significant focus on early, effective communication with our patients who are experiencing complex situations with their care.

The Patient Experience Manager will work in collaboration with the Consumer Liaison team, while the Senior Executive Officer will work with my team to ensure we are able to meet the reporting and communication requirements in relation to these challenging situations both to external agencies and to the patient and families themselves.

## Waiting For What Survey





The recent Waiting For What survey across Metro North finished on Sunday. The survey was focused on understanding our patient flow blocks and opportunities. I was really impressed by the teamwork across our facilities, we had 40 staff that participated in the survey – **thank you** to everyone involved. I'm looking forward to receiving results which will help us identify where our focus should be to improve access to our hospital for the community.

The team who undertook the survey commented on how great it was to work together and get to know people they do not always work closely with.

Particular thanks to Lynette Smith, who was the Local team leader, Sam Scheffe for leading this, Emma Cooper for doing a huge proportion of the organising and Connie Gray who provided on call support for the Sunday auditing.

*"The days were busy but at the same time the collegiality made it fun not to mention the lovely afternoon tea that we enjoyed on Friday and Tim Tams to support those that gave up their time on Sunday." Assistant Director of Nursing Ambulatory Care and Education Connie Gray.*

### What a Compliment!

***"My mum was in Ward 4A from Thursday to yesterday (2nd June). She was perfectly well cared for by all the nurses and doctors on staff.***

***"Though it is a busy ward, all nurses and doctors responded to needs in an acceptable time frame and listened to Mum and answered her questions. Some talked with her about her family and shared about theirs, and she liked learning about them.***

***"Though we hope she will not need to return, with her cancer diagnosis it may happen again. I feel confident if she has to return in the future, she will be safe and cared for.***

***"The new meal service is superb and Mum felt more uplifted having good, yummy food that she had agency over choosing.***

***“My Mum was really down whilst there and had a moment where she was crying and resolute. Russell Watson (RN 3A/4A) took the time to stand and listen and be there for my Mum when I couldn’t be. This has been an awful time and I am glad there was someone she felt safe to talk with and who took the time to listen.”***

Well done Ward 4A and Russell - your compassion was a standout to this patient’s admission.

Compliments like this highlights just how important compassion and respect is for our patients.

It is so important that we show them respect and compassion during their hospital admission.

Thank you for all your wonderful work.

## **Reflection**

I have been reflecting this week on differing perspectives.

Nearly everyone I meet and talk to in our CKW team highlights their reason for working here as their commitment to our community and the patients we look after.

Quite often, when disputes, disagreements or unhappiness with other teams or people are reflected to me, it is evident that the person reflecting these is frustrated and often upset that they have not been able to do what they believe was the best thing for the situation.

However, when I then talk to the other parties, they will explain how they were doing the best thing for that situation.

We all work with different perspectives, to name a few:

- some of us are focusing on the patient we are managing right now;
- some of us are focusing on the access and appropriateness of care for our community;
- some of us are focusing on the safety of a department;
- some of us are focusing on the overall safety of the hospital;
- some of us struggled to get to work because we had an awful day yesterday;
- some of us struggled to get to work because we have something going on at home;
- some of us need to be at work but are struggling because we have lost someone important to us.

I challenge you all to with respect and kindness be inquisitive and curious in working with your colleagues, understanding that we are making decisions from different perspectives and that those people charged with making decisions may have to at times make decisions that will not make all people happy, but being open to discussing these may help in understanding rather than having negative or disrespectful responses.

I again really want to thank you all for your hard work and patient focus.

And to remind you to ensure you access support if you are feeling stressed or distressed, through your manager, [Lotus Health](#) or a [CKW Peer Responder](#).

## **Dog Photos**



Curiosity and inquisitiveness of different perspectives

### Quotes

"One of the most sincere forms of respect is actually listening to what another has to say." Bryant H. McGill.

"We don't need to share the same opinions as others, but we need to be respectful." Taylor Swift.

"You have to get along with people, but you also have to recognize that the strength of a team is different people with different perspectives and different personalities." Steve Case.

Kind Regards,

Karlene.

# Got a question or suggestion for the CKW Executive Director?

**EMAIL ASK KARLENE**

