

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,

This week Michael Walsh, Director-General Department of Health, and Mel Carter, Deputy Director-General of Healthcare Purchasing and System Performance, came for a tour of the Caboolture Emergency Department. Guided by Sean Clark, Aleesha Hampson, Lisa Dibley from QAS, and myself, we showed Michael and Mel through the department discussing the new building layout and how we operate. The focus of the visit was in recognition of our significant improvement in our patient off-stretcher time (POST), even with an increase in ambulance presentations (recently seeing up to 96 ambulances in one day). Michael and Mel were keen to thank to our logistics nurses and leaders across ED and the organisation for their leadership and contribution to this improvement. Timely transfer of patients off stretcher and into our care allows paramedics to get back out into the community where there is currently a huge increase in demand. None of us would want to be waiting for an ambulance or waiting with someone who really needed an ambulance when none were available for an extended period would we....how scary would that be!



Mandatory Competencies

A friendly reminder to keep your mandatory competencies up to date. I know we are all busy at the moment, but it's important for you to stay on top of competencies. Things like fire and emergency responder, Code of conduct, OVP, cyber security to name a few are assessed yearly, to ensure the safety of you our team, patients and visitors. These are not only expected, but they're legislative and regulative expectations upon us as staff and managers to ensure that we are trained to safely manage our environment and teams

Your Professional Development Plans (PDP) are also important. These are not only your opportunity to receive feedback but also to give your manager feedback. They are also important in setting expectations of employment and identifying the support you are requesting for your own professional development and growth. It is important that these conversations occur as they set the commitment of

the organisation to support your professional development plan ie conferences or courses or opportunities you want to undertake. Please ensure you have a meeting booked with your manager to do your PDP if you have not already done it!

You are all responsible to ensure that your Mandatory Competencies are up to date so please check and make a plan – if you are struggling, talk to your manager today.

Paediatric Review

We are expecting the Caboolture paediatric review report in early July. Once we receive the report we will develop an action plan and response for any recommendations. While the review report may attract media interest, it's important to note that we have already made improvements based on the interim recommendations and the Weston Review. The executive team and I will continue to communicate with affected staff directly and through my messages about the recommendations and plans and achievements address them. I appreciate your work and encourage you to raise any concerns or questions through [Ask Karlene](#).

New triage process for Paediatric ED

Effective at 0700hrs on Monday 1 July, the triage process for adult and paediatric patients will be separated. The new triage process for paediatric patients will occur in the paediatric ED and patients will then be streamlined to one of 3 areas - paediatric acute, resus, or paediatric waiting room where they will be seen by paediatric trained medical, nursing, and allied health teams. When presenting to the Emergency Department, the entry to paediatric ED is to the left of the waiting room. There is a video intercom that will be used to provide access to the secure paediatric ED.



Assistance and therapy dogs

I wanted to bring to everyone's attention, that assistance dogs are welcome at our facility provided all checks and clearances have been obtained. There is an approval process that must be undertaken to ensure that the dog has met all requirements.

While assistance dogs are not allowed in procedural areas, they are allowed to be by their owner's side in other areas throughout the hospital.

Assistance dogs have a very specific role of assisting and improving the health and functioning of the individual they assist. Different abilities come in all shape and forms, both visible and invisible to the eye, so please be respectful to any patients who have the right to have their assistance dog with them at our facility.

A reminder to not approach the dog without asking its owner first. Click the button below for more information.

Information on animals in healthcare settings

'Kidifying' areas for children

We have been working hard to make areas specific for children more child friendly, so that they look less clinical and more appealing for our little patients. In the paediatric specialist outpatient department, you will now see an Australian animal on the front of each of the six treatment room doors. I spy an echidna, turtle, galah, koala, quokka and a kangaroo!

The paediatric ward is excited to soon be getting freshly painted and colourful doors, to accompany the renovations recently done in the playroom and multipurpose staff and patient room. We have collaborated with Children's Health Queensland (CHQ) to identify the colour palate. CHQ generously shared findings through their research with us, such as the ideal colours to use in children's healthcare spaces. We then collaborated with patients and families to pick the individual colours for the doors. While it has taken a bit longer than expected to get this done, we are nearly there and very excited.



Following on from this we are looking at murals and themes more broadly for the children's area.

We have also been working to improve paediatric ED low stimulus room. We have removed the TV which was almost as big as the room and we have been consulting with consumers for advice on colours, lighting, and other aesthetic features of the room. This room will be used for children who need a quiet but less clinical space.

Addressing our Discharge Summary backlog

Over the past couple of weeks Caboolture Hospital has implemented an innovative solution to assist with addressing the substantial backlog of discharge summaries in the Medicine and Older Persons Unit. Utilising the support of the Students in Medicine (SiM) and the education RMO we achieved the completion of 348 discharge summaries over two weeks. They have been supported and signed off by our SMOs who have commented on the exceptional quality of work. We're making great progress but there is still a substantial number of summaries to clear.

A big thankyou to the SiM team who undertook this work and the SMO team who supported it!

It is so important that our patients GP's receive their discharge summaries to ensure that their ongoing care is adapted to their needs and any follow up is undertaken.

NAIDOC Week event preview

Held across the country from 7-14 July 2024, NAIDOC Week celebrates and recognises the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

This year's theme, "Blak, Loud and Proud: Keep the Fire Burning," reminds us of the importance of celebrating and continuing the fight for justice and the rights of Aboriginal and Torres Strait Islander people.

At CKW we will be celebrating NAIDOC week with activities across our sites, including morning or afternoon teas at the Satellite Hospitals and a BBQ lunch at Caboolture Hospital, hosted by the CKW RAP working group.

Email us for more information



Coming of the Light - 1 July

Coming of the Light is a significant celebration for the Torres Strait Islander peoples. It marks the arrival of the London Missionary Society to the Torres Strait Islands on the 1 July, 1871.

The missionaries landed on Erub (also known as Darnley Island), introducing Christianity to the region. Two Reverends came from the Loyalty Islands and New Caledonia after the French Government demanded they leave the area.

They landed on Erub and were met by a tribal Elder, Dabad, who introduced the missionaries to the Erub Islanders and another tribal Elder Amani - a monument honours Dabad for bringing Christianity to the Torres Strait Islands.

Christian Torres Strait Islanders hold festivals, cultural and religious ceremonies across the Torres Strait Islands and mainland Australia on this day known as The Coming of the Light.



Aboriginal and Torres Strait Islander Showcase

Yesterday I was lucky enough to attend and take part in the Aboriginal and Torres Strait Islander Showcase. The event was opened by song woman Maroochy who I have now had the privilege to experience welcoming us to country a few times. She truly provides one of the most amazing welcome to country openings I have experienced recognising her ancient and new world ancestry.

The event provided an opportunity to group and hear from Indigenous Cadets, Elders and Aboriginal and Torres Strait Island community members and services providing care. It was an amazing time to talk about experience and opportunities and was really inspiring. Our own team including Tracy Grant, Shae King and Michell Scobie did part of the Satellite Hospital – well done! The Torres Strait Island (Wagga Torres Strait Islander Dance Company) and Aboriginal (Nunukul Yuggera Aboriginal Dance Company) Dancers were also amazing, wow, they sent a shiver through my spine.

IHLO Profile - Stella Bamaga

Do you identify as Aboriginal and/or Torres Strait Islander? Torres Strait Islander Women from Saibai Island (Father/grandfather) /Danley Island (mother/grandmother) in the Torres Strait.

Where is your Mob from? Small community known as Bamaga in the Northern Peninsula area Cape York.

What is the name of your role? Indigenous Hospital Liaison Officer.

How long have you been in your role? 20 years (roughly).

What do you enjoy about being an Indigenous Hospital Liaison Officer? I can confidently deliver cultural support to our mob when they're an inpatient at Caboolture Hospital. With the experience, I will be able to liaise with sensitivity with a diverse range of individuals effectively while delivering holistic care for our mob.



CKW Charter Value

At the beginning of this year, we launched the CKW Values Charter and I'm continually reflecting on our values and what you all said are ways we can show them each day.

Compassion is one of our values and I speak about it regularly because I know compassion can make a positive difference in every situation. In our Charter, one of the ways we said we will show compassion is by **being curious, not critical**. This means approaching situations, people, and ideas with an open mind and a desire to understand rather than to judge. It is holding off on forming opinions or making judgments until you have explored and understood the situation.

In one of the Charter sessions, someone shared how this helped them:

"Being curious, not critical helped me to feel less frustrated and I became a better manager. I stopped jumping to conclusions and assuming I always had the right answers. By asking questions like 'how did you come up with that?' or 'can you tell me more about your thought process with this?' I found my team were coming up with really good solutions, things I wouldn't have even thought of or known about if I had continued to judge too early."

We work in such a busy environment and when we're busy, we're all prone to being impatient. Being curious not critical is a simple way to build patience back into our days.

This week, I'd love to hear about how you are curious, not critical?

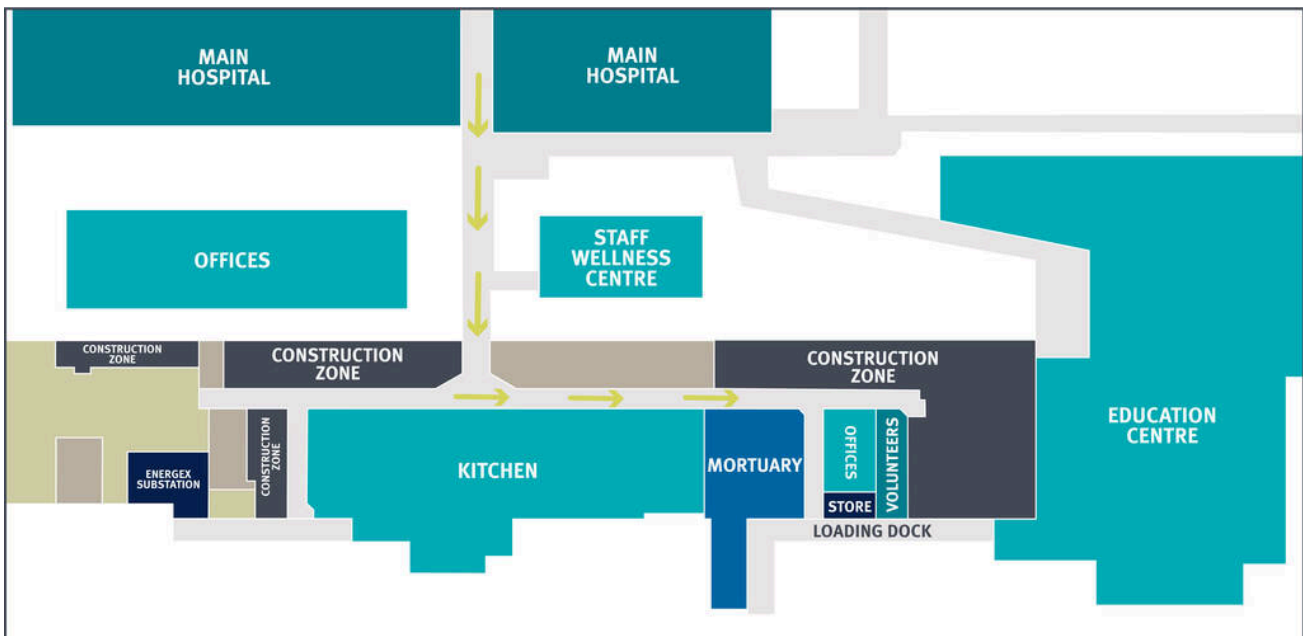
Do you have specific questions you ask patients to open up?

Do you have an approach to supporting your colleagues you can share?

Ask Karlene

New mortuary open Wednesday 3 July

As of Wednesday 8am, our new Mortuary will be open – this means we now have a purpose-built facility to provide care at this stage of the journey, which is great. It is important for you all to be aware of where the mortuary is, so that if someone is looking for it, you can help them find it. From Wednesday, the mortuary can be found in the new services block. See map for reference.



Infection control team supporting Bribe Island Satellite Hospital's Accreditation

The Bribe Island Satellite Hospital is set to open its doors to the public on Wednesday 17 July. Debra Vesey, Clinical Nurse Consultant from Infection Control, has been out and about at the Bribe Island Satellite Hospital (Yarun) reviewing the structures and services to ensure their compliance with Standard 3 (which acts to prevent and control the risk of healthcare associated infections).



As mandatory criteria of the Accreditation Standards, the infection control team undertakes a range of compliance checks such as ensuring that the services are easily cleaned, that tapware flow into basins is smooth with no splash, and that staff have easy access to cleaning wipes and alcohol hand wipes.

Shout out to the BISH team who have engaged and supported the infection control team, and worked collaboratively to share information and experience gained from the opening of both Caboolture (Kabul) and Kallangur (Kalangoor) Satellite Hospitals.

Left Debra Vesey Clinical Nurse Consultation Infection Control, Chris Perera Senior Project Manager - Commissioning Satellite Hospitals



Judy Jones - Staff Shout Out

Clinical nurse Judy from Infection Control recently received a staff shout out nomination for doing an amazing job running the flu vaccination clinic, and even administering pain free vaccinations jabs! She was also praised for being kind, efficient and professional. Thank you, Judy!

A timely reminder for to get a flu shot every year, cover your coughs and sneezes, put used tissues in the bin, wash your hands regularly and stay home if you are sick.

CKW Safety and Quality Business Case for Change

The Business Case for Change for the CKW Safety and Quality Unit closed on Thursday is now being reviewed with a goal to get the implementation plan as soon as we can. We are aiming to return the Implementation plan to the team in two weeks which is a challenging timeframe to work within our organisational structures, but we are doing our best to meet closely to this commitment.

I want to thank everyone who took the time to provide feedback in the consultation phase and look forward to further input in the next consultation period.

This is an opportunity for us to realign the unit to ensure contemporary and robust clinical governance. A modern safety and quality structure will ensure patient safety metrics are well embedded in service provision and governance.

Pride Event

As we come to the end of Pride Month, I want to thank all of you who make CKW a welcoming and inclusive place for our LGBTIQ+ colleagues, patients, and visitors. This week we gathered at Caboolture Hospital to connect and chat over cupcakes. I was pleased to hear people talking about the simple and effective ways we can make this a more welcoming place, such as including rainbow stickers on our name badges or using inclusive language in our patient information brochures. I want to thank our local Pride in Metro North – CKW staff who have started collaborating on events and other activities to make this a great place to work and a safe hospital for the community.



Join our local group

Key Appointments

- The **Director of Nursing, Assistant Nursing Director of Paediatrics** and **Clinical Director of Paediatric Emergency Medicine** recruitment is progressing with the advertising closed and recruitment progressing.
- The **Patient Experience Manager** applications closed yesterday. This role will be essential in delivering high level specialised patient experience knowledge and skills to oversee the patient experience and complaint management functions critical to ensuring that the provision of healthcare is responsive to the preferences, needs and values of each patient.

Positions Advertised

- [General Practitioner - Minor Injuries and Illness Clinic](#)
- [Nurse Practitioner - Minor Injury and Illness Clinic](#)
- [Radiographer - Satellite Hospitals](#)

Please encourage your networks to apply for our organisation and contribute to our amazing team.

Reflection

I have always had a belief that we should learn something every day, and that we are privileged to live. Sometimes we don't reflect on these things, but when my world is feeling frantic, I ground myself by asking the question – what have I learnt today? Sometimes it's a small thing and sometimes it's a big thing and sometimes it's a re-learning. One of my learnings this week came when I was privileged to meet one of our past patients in her home with Dr Emma Donaldson and Tracy Grant. Rather than a true learning it was a reminder that I was truly a health care professional at heart, and a health care professional who truly feels the privilege and burden to look after people well, and that when we fail to do that, I feel really saddened.

The patient that we visited had raised some concerns about her care and we asked if we could meet with

her and hear her concerns. As we listened, I (and I think all of us) were near tears at times. What was apparent was that we did not meet this lady, or her family's needs in our actions or communication, although we were in our health care professional role doing our jobs, just not with the patient's perspective of our actions and words in the forefront. A few of the reminders that struck us that I thought I would share are:

- Bedside handover – each shift we are meant to do bedside handover with the patient as a key part of the handover
- Introductions – we must tell the patient and their families our names and our role;
- You can be heard – what you say at nurses' stations or in corridors can be heard clearly by patients in their rooms. This includes what you say about them and how you say it, and also what you say about other patients and each other;
- What is normal to us is not normal to a patient – when a patient is feeling unwell or experiencing symptoms telling them it is normal does not make them feel better about the care we are providing – while the symptom may be normal for the situation – it is not normal for them;
- Telling the patient that what they're experiencing is special or unique is not always positive ie "I have never dealt with a condition this bad before" does not embed confidence in the patient without further explanation or more importantly, taking time before saying this to discuss the support you are receiving from other teams/experts to manage this.

At CKW, we have an absolute commitment to provide patient centred care, this includes allowing visitors, "border" babies, assistance dogs or any other support the patient needs with them during their stay, and ensuring we are not appearing unhappy or prejudiced against these diverse needs.

If at any time you are concerned or struggling to accommodate these requirements, please discuss it with your manager or the Hospital Coordinator after-hours, and escalate up as required. If there are challenges in accommodating these things, such as the parent is unable to look after the baby and all options have been exhausted, please approach the conversation with your patient as an exploratory conversation focused on joint solutions not a "done decision". This is a time for thinking from another person's perspective rather than a rules-based approach. We must work in the rules and be safe, but we must work with our patients collaboratively.



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

Kind Regards,

Karlene.

Got a question or suggestion for the CKW Executive Director?

EMAIL ASK KARLENE

