

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,

WHAT A HUGE WEEK! We come towards the end of NAIDOC celebrations and a week which has been full of activity; celebration; community engagement; recognition; learning; commitment setting and ongoing clinical demand.

While I know many of you will not have been able to attend these events, they have seen many people join together to visit our CKW sites, celebrate and learn about the oldest culture in the world and celebrate Australia's traditional owners and look to the future.

I firstly want to **thank everyone** who helped in organising the events of the week, particularly our Manager of Culture and Engagement Parker Michaels and her Executive Support Officer Kirby Harwood, CKW Cultural Capability Officer Janita Adams who did a lot of the organising for the NAIDOC event and Senior Communications Advisor Louise Fichera and the Metro North Communications team which organised the Community open day at Yarun/Bribie Island Satellite Hospital.

We, also this week, celebrated the commencement of the "**Focus On The First Quarter**" which is the Metro North year of Children, Adolescents and Young Adults.

This is an important strategy and commitment for us to actively engage in, the first quarter of a person's life influences the lifetime of health and healthcare requirements. We have a true opportunity to positively change the pathways of our communities if we do this well.

Let's, as CKW, be leaders in this strategy so we can support our community to better health outcomes!

As I represented CKW with a number of staff at these events, it was my pleasure to hear about consumers' experience in our services and meet our team members.

One of these opportunities was at the Bribie Island Satellite Hospital Yarun community open day where I met Brian and Craig, two of our Patient Support Officers.

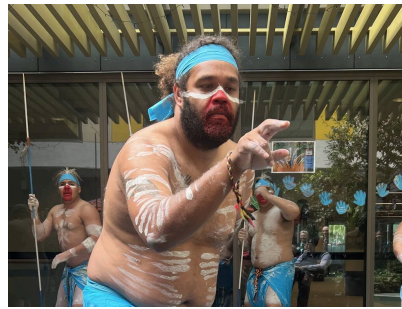
I can't say new as they both told me of their many years (decades) of service to Metro North, but they are part of maiden team at Bribie Island.

It was great to hear their experience over the years and their passion for the work they do.

Brian also shared his experience as a patient across a number of Metro North sites and was keen to tell me that his experience at Caboolture was the best, with attentive, caring and professional staff!

NAIDOC Week celebrations





What a wonderful event at Caboolture Hospital earlier this week to celebrate NAIDOC Week!

Undumbi Culture was amazing, telling stories of their song and dance to educate us about the lands we are privileged to work, live and play on and the people (traditional owners and traditional custodians) we have the fortuity to live with and learn from.

What a privilege to have our Kabi Kabi Elders present and to share lunch with us (crocodile, kangaroo and beef sausages, and vegetarian options – a lovely feast).

As I spoke to traditional owner Uncle Brent Miller and Undumbi Culture leader Mackenzie Munkan after the ceremony, they were clear to point out to me that by living here we are all custodians and that with that comes a responsibility to understand our place and protect it and the heritage of it.

I was so pleased to see a large turnout of staff from across CKW to recognise this important annual event which is always a great celebration of our Aboriginal and Torres Strait Islander staff and community.

It was wonderful to also welcome our Metro North leadership - including Board Chair Bernard Curran, Chief Executive Jackie Hanson, Aboriginal and Torres Strait Islander Leadership Team Executive Director Sherry Holzapfel, Chief Allied Health Practitioner Mark Butterworth, Safety and Quality Executive Director Grant Carey-Ide and many of the Aboriginal and Torres Strait Island leadership team, who all attended the Caboolture Hospital event.

NAIDOC stands for National Aboriginal and Islander Day Observance Committee, originally National Aborigines and Islanders Day Observance Committee. NAIDOC week celebrates the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

This year's theme chosen by the National NAIDOC Committee, is Keep the Fire Burning! Blak, Loud and Proud - The theme celebrates the unyielding spirit of our communities and invites all to stand in solidarity, amplifying the voices that have long been silenced.

I encourage you to learn more about the NAIDOC Week [poster](#) and its [artist Deb Belyea](#).

At CKW, our Reconciliation Action Plan (RAP) and Equity Action Plan are improving access to culturally safe health care for Aboriginal and Torres Strait Islander peoples.

This has included expanding our Aboriginal and Torres Strait Islander workforce and establishing new services at our satellite hospitals at Caboolture and Bribie Island.

The current refurbishment project underway at Caboolture Hospital includes a dedicated Aboriginal and Torres Strait Islander health space, which I'm hopeful will be open later this year.

To ensure we achieve equity in health outcomes it is important that our hospitals are as welcoming to Aboriginal and Torres Strait Islander people as they are to any of us!

Our continued efforts to close the health and life expectancy gap between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians - is incredibly important.



Focus On The First Quarter

Children and young people are very much part of the community we care for and it is incumbent upon us to consider their specific needs. The first quarter of a person's life influence their lifelong health and health outcomes.

The official launch of the Metro North Year of Children, Adolescents and Young Adults was held at Victoria Park Golf Course at Herston on Monday under the theme 'Focus on the First Quarter'. This is such an important strategy and I really hope that you all join with me so that CKW can be leaders in this strategy.

Those of us who were able to attend were fortunate to hear a variety of speakers who discussed how preventative health, early assessment and intervention, and developmentally appropriate care on future health care utilisation, life course trajectories and multigenerational health, social and economic outcomes.



A real highlight for me was listening to our Young Mothers for Young Women midwife Caboolture Hospital midwife Debbi Sutherland and MICAH Projects Team Leader Kate Ellis talk about the wonderful work they do supporting young women from pregnancy to motherhood.

One of the key messages that I got from Deb was **TAKE 3**, her challenge to remove three steps from her patients' pathways.

I challenge us all to look at this and remove waste for all our patients and processes– wasted steps for patients, wasted tests – not really required, wasted time for all.

We will all hear a lot more about our Focus on the First Quarter over the next 12 months and have many opportunities to engage. Watch this space!

Yarun Satellite Hospital (Bribie Island) community Open Day

We are now just five days away from opening the Bribie Island Satellite Hospital, which is co-named with the Aboriginal Traditional name of Yarun.

Yesterday, we celebrated the Community Open Day and though dancing around a few cement trucks was certainly novel, I want to congratulate the whole team behind the project as the Community Open Day was a huge success!



The team worked collaboratively and imaginatively with the construction contractors to deliver an event that maintained the fast-track construction process right throughout the during the day! The continued work through the event was essential to maintain the on-time delivery of the 2025 Stage 2 services of Cancer Care, the Healthy Assessment and Rehabilitation Team service called HAART and Oral Health Services.

Quite simply, community engagement events like this are one of the most effective ways that we as healthcare providers, can understand and respond to the needs and preferences of our community.

We welcomed about 300 community members to the event and I feel that the opportunity to ask questions, take a facility walk-through, or even enjoy a free (locally home-made sausage) created a very positive and empowering opportunity for the community to learn more about the Bribie Island Satellite Hospital.

Thank you to the whole team who helped deliver this brilliant event.



Our clinicians were outstanding ambassadors, our security and FM team really went above and beyond to ensure the facility was well presented, safe and secure. Our volunteers did a wonderful job in a kind and compassionate manner as they helped direct our guests through the facility. Parker Michaels as MC for the day kept the conversation flowing and informative, making sure that Metro North's third and final Satellite Hospital Community Open Day, was certainly one that delivered!

The hospital is located at 103 First Avenue Bongaree, next to Bribie Island State High School (near the intersection with Goodwin Drive).



OUR SUPERHERO OF HEALTH TEAM

Yarun Satellite Hospital (Bribie Island) Senior Aboriginal and Torres Strait Islander Health Worker Belinda Jackson.

Do you identify as Aboriginal and/or Torres Strait Islander? Aboriginal

Where is your Mob from? My mother's side is Kuku Yalanji/Wakaman and my father's side is Birri Gubba.

What is the name of your role? I'm a Senior Aboriginal and Torres Strait Islander Health Worker at Bribie Island Satellite Hospital.

How long have you been in the role? I have been in this role for five days but have been a health worker for almost eight years.

What do you enjoy/looking forward to in your role? I enjoy engaging with mob and listening to their stories, to gain a better understanding of their health care needs and assist them in their health care journey.



Bribie Island Satellite Hospital Peer Review

This week the Bribie Island Satellite Hospital also underwent an interim Peer Review against the

National Standards for Safety and Quality in Health Care.

We were fortunate to have Metro North Executive Director of Clinical Governance Grant Carey-Ide and Acting Director of Strategic Operations and Innovation Louise O’Riordan attend to meet with staff, representatives from the CKW Executive and tour the facility ahead of the opening.

Grant and Louise are both experienced accreditation assessors and were able to offer their expertise to conduct a self-assessment to identify any potential opportunities for improvement across all the National Standards.

Overall, the feedback from Grant and Louise was positive however there is still some work to be done. We need to ensure that Bribie Island Satellite Hospital has strong clinical governance structures and processes in place and that our environment is ready to serve our community.

This includes ensuring we have a culturally welcoming space for our Aboriginal and Torres Strait Islander community in our Aboriginal and Torres Strait Islander Health Hub.

We have developed an action plan to address opportunities for further improvement. The CKW Safety and Quality team will continue to support the Bribie Island Satellite Hospital team prepare for the interim assessment on Wednesday 24 July.

Thank you to all staff involved in the accreditation preparations and for their commitment to providing safe, quality health care to our community.

SERVICE PROFILE

Bribie Island Satellite Hospital (Yarun) Day Medical Treatment Unit

Bribie Island Satellite Hospital (Yarun) provides same-day care and ongoing management for patients with chronic conditions requiring infusion.

When the Day Medical Treatment Unit (DMTU) is fully operational, approximately 100 patients per week will be able to access care closer to home.

It is staffed by registered nurses who have specialised training in infusion and intravenous therapies to provide care for patients with neurological, respiratory, rheumatoid, gastroenterological, haemoglobin and blood disorders, as well as immune and iron deficiencies.

Lesley Murphy is the acting CNC as we open with Skye Gibson the substantive role holder currently on Maternity leave (though she has come in for the Community Open day and the formal opening which has been fabulous for the team to meet her).

The DMTU will be open 8am to 4pm Monday to Friday.

You can read more in the [Metro North Newsroom](#).



NEW MODELS OF SERVICE DELIVERY

Medicine and Older Persons Ward Based Medicine

From Monday (15 July), the CKW Medicine and Older Persons Service Line will be transitioning to a ward-based model of care for medical inpatients on a trial basis.

The Medical and Older persons services have seen unprecedented numbers of inpatient admissions over the past eight months and the current model is no longer sustainable or providing best care for our patients.

Our teams have far more patients than is manageable across the hospital meaning our ward rounds are taking many hours and our teams are traversing the hospital, while our patients are frequently moved multiple times (which we know from research is an absolute factor in increasing length of stay).

We expect that the first week will be a little challenging as we redefine patient allocation pathways to ensure patients that need specialist care, such as Stroke and Cardiology are being moved to the wards of those specialists, so we ask everyone to show patience and kindness next week while the trial gets started, particularly during some patient reallocations on Monday.

There will be communications that outline the teams covering each ward and area which we will send out next week.

I really want to thank our Medical and Older Persons teams for their focus on patient care and their positive engagement in trialling a new way of working to improve the staff and patient experience and care.

Caboolture Hospital Paediatric Review

The Paediatric Review has not yet been released. However, as always, our commitment is to do our best to ensure our staff are kept informed of the review outcomes from us as soon as we are able to do so.

Congratulations to Caboolture Hospital School Based Trainee Ryan Wareham!

Last Friday night at Brisbane City Hall, Ryan won the Brisbane and Ipswich School-Based Apprentice of Trainee of the Year at the [2024 Queensland Training Awards](#) Metropolitan region final.

Ryan was recognised for his work with Metro North Health at Caboolture Hospital, while completing a Certificate III in Health Services Assistance. He will now progress to the State final in September.



It's also a wonderful achievement for the Caboolture Hospital staff who provided on the ground training for Ryan and our traineeship coordinator Kylie Boccuzzi.

I hope we will continue to see Ryan at work at Caboolture Hospital for many years to come!

Premier Steven Miles is also a fan of Ryan. He featured Ryan on his Facebook page, which included Ryan being inspired by his mum and grandmother's nursing stories to pursue a career in healthcare.

The Facebook post is available [here](#). Such a great result, Ryan!

CKW Clinical Council

I attended the CKW Clinical Council meeting earlier this week.

Metro North Board Chief Executive Jackie Hanson and Board Chair Bernard Curran attended the meeting. At this meeting Jackie, Bernard and I give your clinical council representatives an update and engage with the council on strategies, issues and ideas.

During this meeting, the Board Chair put on the record his thanks to CKW staff for all of your hard work recently, particularly given the huge demand and increased complexity of patients presenting for medical and surgical services.

He also congratulated Caboolture Hospital for our recent Patient Off Stretcher Time (POST) results, allowing ambulances to return to supporting the community who needs them.

Our POST has improved significantly and we are currently providing the best time to offload across Metro North despite the high demand and complexity. We should all be proud of this recognition and achievement as we continue to put the patient and community at the centre of everything we do.

The Council is extremely important in engaging with our team and looking for more representatives.

If you are interested, contact Lisa Kane via CKWClinicalCouncil@health.qld.gov.au who is the Clinical Council Chair.

OUT AND ABOUT

It was my privilege to show Metro North Hospital and Health Service Board Chair Bernard Curran around the Emergency department with Nursing Director ED, Kilcoy and Woodford Aleesha Hampson.

Bernard was impressed with the team (though certainly surprised at the large footprint and the steps our team would get on a shift).

While we were visiting, we spoke to one of the Queensland Ambulance Service (QAS) Paramedics who was proud to tell us that the relationship with QAS and Caboolture was one of the best and most effective relationships with any hospital.

Many thanks to the ED team. This has been a focus and it sure is paying off, particularly our Logistics team, Triage Nurses and those of you who work in the Ambulance arrival area.

I failed on photos here... but have included a photo of Bernard visiting Kilcoy Hospital recently, so you all know our Board Chair.



CKW ieMR Program update

In the coming months, we will start to see more information from our Metro North ieMR Program colleagues ahead of the Caboolture Hospital and Kilcoy Hospital integrated electronic Medical Record (ieMR) go-lives in May 2025.

The ieMR is a secure clinical information system that replaces a hospital's paper-based charts and records. For more information on the ieMR, please [click here](#).

Caboolture and Kilcoy Hospitals are the next Metro North hospitals scheduled to go-live with the ieMR, following on from Redcliffe Hospital and several Community Services sites that are currently in the midst of their ieMR go-lives.

Implementing the ieMR will see the entirety of our service transition to using a consistent digital patient record system, with Caboolture Satellite Hospital and the soon-to-open Bribie Island Satellite Hospital both opening as ieMR facilities.

Woodford Corrections Service will also be going live with the Prisoner electronic Medical Record (PeMR), aligning with the rest of our ieMR go-live.

Keep your eyes peeled for more information soon, as well as ieMR Program staff starting to visit clinical areas across Caboolture and Kilcoy.

Nursing and Midwifery workforce survey

Are you a nurse or midwife at CKW?

If so, please complete this short [workforce survey](#) to help provide a clear understanding of the CKW nursing workforce skill mix and plans for length of service.

This survey will help with workforce and education planning.



Key Appointments

Congratulations to Dr Rajeev Jarugula who has been appointed as Caboolture Hospital's new Clinical Director for the Paediatric Emergency Department.

Dr Jarugula is currently a Staff Specialist in the Paediatric Emergency at TPCH, so has recent hands-on experience in paediatric emergency care at a senior level. Exactly what we were looking for!

The final details are still being worked out, but I'm hopeful Dr Jarugula will start at Caboolture Hospital on Monday 16 September.

Positions Vacant

There are several great roles available at CKW at present. Please consider applying yourself or sending out via your networks:

- [Registrar/Principal House Officer, Caboolture Hospital Emergency Department](#)
- [Senior Staff Specialist / Staff Specialist - Respiratory Medicine](#)
- [General Practitioner – Minor Injuries and Illness Clinic, Caboolture Satellite Hospital](#)
- [Pharmacist Advanced - Team leader](#)
- [Site Manager – Patient Support Services, Caboolture Hospital](#)
- [Nurse Navigator - Minor Injury and Illness Clinic, Caboolture Satellite Hospital](#)

Reflection

Well, as a really frantic week of events comes to an end, I reflect on a lot of positive feedback around our care of patients, our engagement and commitment to Equity and some things I have learnt. I thought I would provide 3 challenges to us all:

Feedback:

One of our consumers at the Bribie Island Satellite Hospital Yarun community event raised privacy as a concern and also a cultural concern... she spoke about how as health professionals we openly and boldly speak people's names and details without consideration of privacy.

As we spoke about the necessity to check details, it was apparent that we may become desensitised to the importance of privacy around these details to our patients and community.

I don't know about you, but I certainly don't share my address and birth date openly around the community!

CHALLENGE 1

Can I challenge you all, as you identify your patients today, to speak just that little bit quieter, closer or in a way to protect their privacy.

The community member also spoke about communication and cultural impacts giving an example of waking in a shared gender room without any knowledge that would be the case and how upsetting this was. As we spoke about our realities, she also spoke about how communication of this being a possibility would have made it a lot better.

CHALLENGE 2:

How do we communicate to our patients about our environment and care and what they can expect? What can you do in your practice to make this better?

Lastly – thanks Debbi Sutherland – taking your TAKE 3 message a bit broader.

CHALLENGE 3

What 3 steps can you remove today – for your patient or simply in the processes of your day? What are the wasted steps you do or we have your patients do that we can eliminate... makes you think, doesn't it!

Well, following a very busy week full of lots of engagements, I am off to find some peace with my boys to regenerate before next week. I really encourage you all to do the same.

We simply can not work in the health environment where we give so much of ourselves each and every day without finding space to look after ourselves!

Thankyou team you are ALL true superheroes of health!



“Self-care is a deliberate choice **to gift yourself** with people, places, things, events and opportunities that recharge our personal battery and promote health body, mind and spirit.”
Laurie Buchanan.

Kind Regards,

Karlene.

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

EMAIL ASK KARLENE

