

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,

On Wednesday morning, we celebrated the opening of the Bribie Island Satellite Hospital which is co-named with the Aboriginal Traditional Owner name of Yarun. What a great day!



Images L-R 1: Meet Karleah one of our first patients **2:** CNC Prim Zvirawa and Bribie Island local Lennie **3:** Great to welcome Belinda Jackson Senior Health Worker (1st rt) and Michelle Scobie Admin Support (2nd rt) to the BISH Aboriginal and Torres Strait Islander Health Service. Thanks to Stephanie Archibald (lt) from the CSH team supporting the team.

I met our first Minor Injury and Illness patient Karleah (left) who stubbed her toe last week. She was advised by her GP that the hanging toenail needed to be removed.

Her GP was about to go on leave so she had difficulty securing another timely appointment. Nurse Practitioner Grace (who Karleah described as the best needle giver ever!) successfully removed the toenail and Karleah went home pain free.

There were so many highlights for me as we delivered Metro North's third satellite hospital, which now stands proudly alongside the Caboolture and Kallangur facilities as a new model of healthcare services making positive impacts on patient outcomes and helping to reduce low acuity admission to our emergency departments.

There were many moments that exemplified success for me.

One was seeing the new Kidney Health Service at full capacity with patients (who all live locally), now being able to access this important service so close to home.



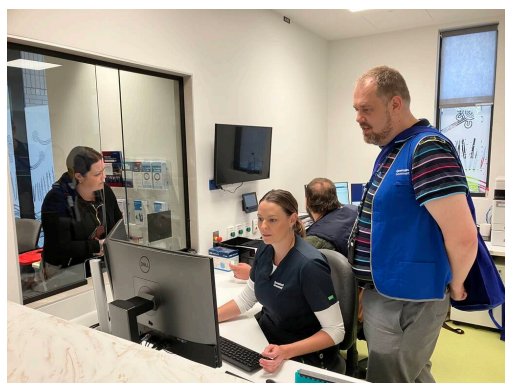
Above: Welcome to the Kidney Health Service and Day Medical Treat Unit at the Bribie Island Satellite Hospital (Yarun)

Another highlight was witnessing the wonderful collaborative relationship between the Queensland Ambulance Service (QAS) and the Minor Injury and Illness team (right).

Each worked in seamless way to deliver quality care as our first patient arrived by ambulance.

What a day to welcome our new staff to the satellite!

They were well-trained, supported and encouraged, particularly by the Digital Metro North team, which provided on the ground support as the IeMR and other informatic systems went live (below).



And one final 'moment'... seeing our new Nurse Unit Manager of the Minor Illness and Injury Clinic/ Day Medical Treatment Unit Kieren Bailey, start in his new role.

I'm sure Kieren will be well supported by the whole BISH team, a group of highly skilled and passionate people, who were really operating at the top of their game to ensure a successful day one!

Health Hero introduction - Kieren Bailey

Kieren is our new Nurse Unit Manager of the Minor Illness and Injury Clinic/ Day Medical Treatment Unit at Yarun. Kieren is our inaugural Nurse Unit Manager of these services, so this is a very exciting start.

Kieren began his career working as an Enrolled Nurse at a GP Clinic in a rural town in North Queensland. After completing his Bachelor's degree to become a Registered Nurse, he moved to Townsville and secured a job at the Townsville Hospital Coronary Care Unit, where he completed the Cardiac Transition program.



His career aspirations brought him to Brisbane where he worked in the CCU at RBWH and TPCH. He used this opportunity to complete postgraduate qualifications in cardiovascular nursing. Another move south to Melbourne saw Kieren transition to working in the Emergency Department.

Kieren accepted the opportunity to undertake the role of Associate Nurse Unit Manager which saw him undertake a challenge of merging two separate units. He led a team through significant change and improved performance targets, including patient and staff satisfaction.

These experiences positioned Kieren to become the Acting Nurse Unit Manager for Renal Dialysis.

Kieren said it was extremely exciting to be able to open a new service for the community and he's looking forward to the challenge. Welcome! We're so glad to have you on the CKWB team!



Above: New Nurse Unit Manager Kieren Bailey with the Minor Injuries and Illness Clinic team at Bribie Island Satellite Hospital (Yarun).

Renal care now also available at Morayfield

Metro North Kidney Health has also teamed up with B.Braun to provide dialysis beds at Health Hub Doctors Morayfield, meaning vastly reduced travel time for local patients.

Public beds at the facility vastly reduces travel time for patients, especially those who need dialysis multiple times per week. It also frees up the time of that family member or friend who might previously have been accompanying the patient all the way into Brisbane for their treatment.

The 17-chair facility is already being utilised by 10 patients within the public health system as well as private patients, with four permanent nurses employed.



Caption: Clinical Director Metro North Kidney Health Service Doctor Sharad Ratanjee (right) chats with State Member for Morayfield Mark Ryan recently.

Paediatric Review

This week the CKW executive team and key hospital stakeholders were briefed on the independent Caboolture Hospital Paediatric Review. We will be holding a staff forum on Monday at 12pm to update staff on what's happening and next steps.

CKW Caring Together Staff Excellence Awards nominations now open!

I am pleased to announce that nominations for the CKW Caring Together Staff Excellence Awards are now open! You could be a nominee like last year's High Commended Award Recipient Aunty Sandra Blackman (right).



Our Staff Excellence Awards provide an opportunity to recognise the outstanding work and contributions of individual staff and teams who are committed to creating a great organisation through putting our values into practice - respect, teamwork, compassion, integrity and high performance.

The awards acknowledge the broad range of talent that exists within our facilities and help make us a strong leader in patient care. Nominations are now open in these categories:

- Health Equity
- Caring Together Excellence In Patient and Family Centred Care
- Care4You Wellbeing Champion
- Values In Action: Respect
- Values In Action: Integrity
- Values In Action: Teamwork
- Values In Action: Compassion
- Values In Action: High Performance
- Research
- Integrated Care
- Training and Education
- Innovation
- Leadership

Nominations are open until 5pm Friday 26 July. Nominate here now via this link: bit.ly/CKWSEA (note the short link is case sensitive).

Proudly sponsored by



Thank you to QSuper for sponsoring the CKW Staff Excellence Awards again this year. We greatly appreciate your ongoing support.

Health Equity Working Groups

CKW has five working groups for each of the Health Equity Key Priority Area:

- Actively eliminating racial discrimination and institutional racism within the service
- Increasing access to healthcare services
- Delivering sustainable, culturally safe and responsive health care services
- Influencing the social, cultural and economic determinants of health
- Working with First Nations peoples, communities and organisations to design, deliver, monitor and review health services



An Aboriginal and Torres Strait Islander Health staff member and CKW senior staff member lead each group.

We have previously sent an EOI but require more staff from all streams and cultural backgrounds to complete the working groups.

Our Aboriginal and Torres Strait Islander Health Team staff can't do this alone. Please put up your hand to assist.

To apply, visit <https://forms.office.com/r/QCP86vkseE?origin=IprLink> or scan the QR code by Friday 16 August.

If you want to learn more about this opportunity, please send an [email](#) or phone 5316 5347.



Kilcoy Hospital accreditation

CKW applied for accreditation with the Australian College of Rural and Remote Medicine (ACRRM) to continue and grow our training opportunities for doctors.

On Wednesday, we were informed that our application was successful and that ACRRM has provided accreditation to Kilcoy Hospital for rural, remote, secondary care and emergency care for the next three years.

Congratulations to Deputy Director of Medical Services Dr Helen Vickery and the medical, nursing and allied health teams at Kilcoy in achieving this great outcome.

This means that Kilcoy Hospital can continue to be an accredited training facility for Rural Generalist registrars, which will be a great step towards attracting and retaining medical staff who can continue their training at Kilcoy.

The accreditation also highlights the ongoing confidence that college has in our training medical team and the care they provide to the community.

Metro North moving to Acute Respiratory Illness Tier 2

Metro North continues to see an increasing number of patient presentations with respiratory illness.

As a result, on Tuesday (23 July), Metro North will make a planned transition to Tier 2 in our Acute Respiratory Illness response plan.

This will include moving meetings and training to virtual, except essential training. Under Tier 2, staff are encouraged to wear masks when providing clinical care. We should avoid congregating in tearooms and other shared spaces.

It's also important to ensure your vaccinations are current, your fit testing is up to date, we continue to practice good hand hygiene and stay home if you're unwell.

We will also encourage visitors to wear masks while on-site, sanitise their hands on entry and exit and avoid visits if they have respiratory illness symptoms.

The full CKW Tier 2 plan recognising moderate community transmission is available on the [Metro North Extranet](#).

'Kid-ifying' the paediatric 'kid's area'

As I have talked about in previous messages, we have been working hard to make our areas that accept children more children friendly. To do this we put a group of interested people together including consumer representation to identify some strategies that we could put in place to improve our paediatric environments.

The aim was to get some quick wins – which we did initially as I reported with the 'above bed names' and a few other things. However we also identified how 'white' the paediatric ward was and the need to add some colours.

This sounded simple but it wasn't! Firstly there is a science behind hospital colours and then it's negotiating the works – phew. It took in my mind AGES!!!!

We liaised with Children's Health Queensland and borrowed their research-based colour palate and



then engaged with patients and their families to decide what should be painted and to decide on colours.

Excitingly, we finally started the painting this week. The colours really stand out and add a little colour and excitement for our young patients and their families. It is so much better for our patients than the white that we had.

We continue to work on a much bigger plan for the artistic design on the paediatric ward but would love any feedback – please email ideas to [ASK KARLENE](#) or if you are keen to be involved let me know.

This is such an important part of our paediatric strategy, especially as we at CKW are keen to be leaders in the Metro North '**Focus on the First Quarter**' - **The year of children, adolescents & young adults**'. Have you heard about this strategy, [read it here](#).

This strategy is so important. The first quarter influences life-long health and therefore our community's health and their need for healthcare in the future. I will continue to keep you informed about this strategy and I am keen on ideas of how we can really embrace and celebrate the strategy. Please send your ideas, thoughts or concerns.

Have Your Say Action Plan update

Since the 2023 Have Your Say survey, there's been a lot of work going on at both our local level and at a Metro North-wide level to address the feedback received.

Co-designing new initiatives with you – our people – has been a big focus. As Executive Sponsor for the Metro North action group, 'Supporting People Through Unplanned Leave' I've been privileged to work with some passionate people who have great ideas about how we can improve the way we do things and make the most impact.

HAVE YOUR SAY

VALUES IN ACTION

ACTION PLAN UPDATE
IN RESPONSE TO YOUR FEEDBACK, 21 INITIATIVES ARE UNDERWAY. VIA THE ACTION GROUPS, WE'RE CO-DESIGNING THE FUTURE WITH YOU!

FOLLOWING ACTION GROUPS KICKING OFF SOON

- A clear capability pathway
- Metro North-wide mentoring program
- What does 'great support from an organisation' look like?
- Onboarding

GET INVOLVED! CLICK HERE

FIRST ROUND OF ACTION GROUPS

- ✓ 9 workshops completed
- ✓ 6 more workshops scheduled
- ✓ 49 staff members participating from across all streams and locations
- ✓ 7 executive leaders collaborating and endorsing the work
- ✓ Various outcomes/initiatives being finalised

The next round of Metro North action groups listed below are about to kick-off and I strongly encourage you to put your hand up and get involved.

Each action group is made up of approximately 10 staff members from across all levels and streams, working together to co-design some important initiatives.

- A clear capability pathway – setting you up for success
- Metro North-wide mentoring program
- What does 'great support from an organisation' look like?
- Onboarding

This is not only a development and networking opportunity, but a great way to be part of positive culture change and have your say on how things can get better. [Find out more](#).

CHRP updates

This week the builder's extended the construction zone on Level 2 in the Main Hospital Building, where the old operating theatres used to be.

This means that the travel path from Birth Suite and Maternity to the Clinical Services Building has changed. [Click here](#) for the new Level 2 travel paths.

As a reminder to all staff, the area where the old Fast Track used to be (and where our new Medical Day Unit will be) is a restricted access area. Only authorised personnel can enter or traverse this area.

This area is not a general thoroughfare and needs to remain clear for specific urgent patient transport, MET team access, security access, storage and specific construction activities.

Please note that access to this area is monitored.

National Pain Week

Caboolture Hospital will host a display during National Pain Week (22-28 July) to raise awareness about chronic pain.



Resources will be available from Chronic Pain Australia, which is aiming to encourage a national conversation around people who live with chronic pain.

You can visit the display on Thursday 25 July next to the public lifts in the Caboolture Hospital Clinical Services building.

Thank you to CKW Intern Pharmacist Ruby Ridgway for organising!

For more details on National Pain Week, visit the [National Pain Week 2024](#) website.

Our Staff Shout Outs!

Congratulations to the CKW Staff Shout Out recipients for June 2024.

Occupational Therapist Taylor Evans (right) pictured here with OT Director Sam Masters (left) received an individual Shout Out for embracing her oncology day with such ease, astute questions and initiative.



"It is a pleasure to share the load and time pressures of the day with Taylor, as the result is productive and effective care for our patients. Taylor has been impressive in translating her skills and knowledge to the tasks asked of her," the Shout Out read.

Other individual Shout Out recipients were:

- Odreh Sambamo, Kim Cooper, Dr Kate Neufeld – Antenatal Clinic
- Janelle Peel – Facility Service Director
- Karen Mapstone – Operational Services
- Brooke Davidson and Tegan Kuhn – Specialist Outpatient Booking
- Amber Quelch – Clinical Facilitator
- Farhana Kavanadu Latheef, Mikayla Absolom, Narwan Anwar, Sarah King, Kellie Slatts, Jan Birss, Lillian Beaumont-Tyson, Michelle Daniels, Jasmine Pocock, Tia Hall, Emily Chassar-McGrath, Subeshka Kunwar, Khloe Nester, Ali Reynolds – Ward 4D
- Michelle Smith, Rebecca Bowman, Annie Murphy, Ryan Shaw and Corrina 'Tracey' Brogden, Ryan Shaw, Melanie Hughes, Ashley Rynne, Pauline Cougan, Ashley Bersamina, Vitallina Lewatoro, Chen Bothwell, Meghan Pike, Tania Von Dohren – Ward 4C
- Sarah Frankham – Ward 4A
- Julie-Ann Thompson – POLO
- Wendy Graves – Central Admissions
- Kirsch Jacobs, Donne Clengan – Palliative Care
- Lori Dunstan – Executive Administration
- Josephine Smithard – Security
- Kalem Brown – Security
- Martin Kramer – OVP Advisor
- Parker Michaels – Culture and Engagement
- Toni Bradley, Anuva Dhungana – Ward 3C
- Tia Verboog – Minor Injury and Illness Clinic, Caboolture Satellite Hospital

Team Shout Outs were received by:

- Ward 4C Team
- Emergency Department Administration Support Officers

- Patient Support Services supervisors

For more details, visit the [Staff Shout Out](#) QHEPS page.



Aboriginal and Torres Strait Islander Social and Emotional Wellbeing team site visits

Metro North Health Social and Emotional Wellbeing (SEWB) Officers are available to provide holistic one-on-one support to Metro North Health Aboriginal and Torres Strait Islander workers.

Nickita and Aleacha will visit Caboolture Hospital on Friday 26 July and Tuesday 30 July from 1pm to 3pm.

They will also visit Caboolture Satellite Hospital on Wednesday (17 July) and next Thursday (25 July) from 10am to 12pm.

You can also contact the SEWB team to arrange a date and time that works for you. For more details, visit [SEWB QHEPS page](#) or phone 3139 3235.

Health Superhero profile **Kylie Sykes** (left) Assistant Nursing Director Paediatrics role for CKW.

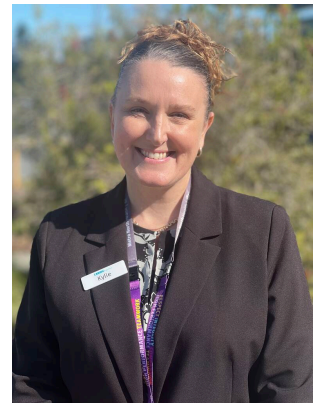
I wanted to profile another CKW superhero this week, Kylie Sykes Assistant Nursing Director Paediatrics CKW.

I am currently serving as the Assistant Nursing Director for Paediatrics at Caboolture Hospital since April 8, 2024, initially on a temporary contract. During my time here, I've had the privilege of interacting with a dedicated team of staff who have made a positive impression on me.

With a Master's degree in Leadership and Management, along with a Postgraduate Certificate in Paediatrics, my passion for paediatric care began during my early years as a nurse and has continued to grow over my 20-year career in the field.

I deeply value the opportunity to care for our young patients and support their families throughout their hospital journey. Over the years, I've held multiple leadership positions, each reinforcing my commitment to making a difference in healthcare.

Nursing is not just a profession to me; it's a calling where every action, whether a smile, a comforting word, or a gesture of empathy, can profoundly impact those around us. I believe wholeheartedly in the transformative power of compassionate care and strive to inspire others to uphold these values in their daily practice.



Key Appointments

Left - Congratulations Kieren Bailey (L) and Kylie Sykes (R)

Congratulations to **Kylie Sykes** (who has been permanently appointed to the Assistant Nursing Director Paediatrics role for CKW).

Before starting with Caboolture Hospital, Kylie was Nurse Unit Manager of The Prince Charles Hospital Paediatric Emergency Department. She will work with Marcia Morris to continue building a strong paediatric service for CKW. Congratulations, Kylie

As mentioned above, Congratulations to **Kieren Bailey** has been permanently appointed to the Nurse Unit Manager role for the Bribie Island Minor Injury and Illness Clinic and Day Medical Treatment Unit.

Congratulations also to **Skye Gibson** who has been permanently appointed to the Clinical Nurse Consultant role for Bribie Island Day Medical Treatment Unit. Skye is currently on maternity leave and will be temporarily backfilled by Lesley Murphy.

On Monday, we will welcome **Dr Ted Chamberlain** as CKW Director of Medical Services. He will work closely with our two Deputy Directors Dr Lachlan Gordon and Dr Helen Vickery-Smith and Metro North Chief Medical Officer Dr Liz Rushbrook.

Eat Walk Engage Postie Program delivers patient care!

The [Metro North Facebook page](#) late last week featured Caboolture Hospital patient Jen receiving a get-well card during her stay, thanks to the Eat Walk Engage Postie Program.

The cards are made by children in the paediatric ward and are delivered to older patients with the hope of engaging them in meaningful conversation to help reduce the risk of cognitive deconditioning in hospital.

The cards help provide a talking point and brighten the day of all who receive one. A great initiative!



Positions Vacant

- [CKW Fit Testing Program Coordinator](#)
- [Nurse Unit Manager Minor Injuries and Illness Clinic, Caboolture Satellite Hospital](#)
- [Senior House Officer – Emergency, Caboolture Hospital](#)
- [Registrar/Principal House Officer, Emergency Department, Caboolture Hospital](#)
- [Medical Director Orthopaedic Services Redcliffe and Caboolture hospitals](#)
- [Senior Staff Specialist / Staff Specialist – Respiratory Medicine, Caboolture Hospital](#)
- [Pharmacist – Advanced, Caboolture Hospital](#)
- [Clinical Nurse Consultant – Diabetes Education](#)
- [General Practitioner – Minor Injuries and Illness Clinic, Bribie Island Satellite Hospital](#)
- [General Practitioner – Minor Injuries and Illness Clinic, Caboolture Satellite Hospital](#)

Reflection

As I reflect on my week.... it really did not go to plan, though they seldom do! It's easy to reflect on what I did not do.....

I did not get to be out and about as much as I had planned to. My trip to see our Kilcoy team was side-tracked (sorry). My intent to go and see our amazing general medical team who have positively and successfully changed their model of care this week (not without a huge amount of extra energy, but some great feedback – thankyou team!) was sideswiped.

I could not get down to our ED team yesterday when they were under significant demand pressure (I know you kept going and continued to work with our patients to provide the care they needed – thankyou), nor did I get up to theatre who had run into the night with some big cases this week (well done).

While I keep very much aware of what is going on, it is my frustration that I do not have more hours in the day to actually get around to visit our services!

I am sure many of you feel the same as our days seldom go the way we planned. There are always things that happen along the way that change things for us. We do not work in a service/industry that travels a straight-line plan it is always wriggly, that is because we have the privilege of working with and for people!!!

[It is important we therefore reflect on the positives.](#)



I feel really honoured to be in my role to have the opportunity to work with you - the CKW team and our community. To have the opportunity to work to improve health equity, healthcare access and therefore health outcomes of our community is truly a privilege!

In doing this work, our workplace culture and being a great place to work is such an important part of doing a great job. I have talked before about how much of ourselves we bring to work in health, it is not just that we come to work use our technical skills and leave, we bring our emotional, physical and psychological selves to ensure we do the best job.

When I started, one of you told me that CKW had a philosophy of 'Caring together' it is even on our name tags. As I look back on our week in which we have again seen high occupancy, considerable community demand, challenges and lots of changes, I note I had a number of you reach out to check in on me and watched you check in on each other also. This really highlights that philosophy of 'Caring together' and makes you think what does this philosophy mean to you? To me, it is being part of a team that provides care to our community while caring for our team and team members at the same time.

This made me reflect further on what easy, low energy, high impact things we could do to improve our work environment at CKW. I almost hear you all sigh with exhaustion at what I might come up with! Well, it's truly simple and not new or my idea ... it is simply saying "HI" or "Hello" in our corridors. This is something I generally do however I am asking you all to really be present in doing this all the time. Places that acknowledge each other in this way are noted in evidence to have better cultures of engagement and care!

So, this week's challenge to us all is TO BE PRESENT in our corridors (and everywhere) and SAY HI!

"The strength of the team is each individual member. The strength of each member is the team." Phil Jackson.

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

EMAIL ASK KARLENE



Kind Regards,

Karlene.