

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,

This has been an exciting week starting with the eagerly awaited commencement of **Dr Ted Chamberlain** as our new Director of Medical Services. Ted will bring stability to medical leadership in the CKW Executive and across our Directorate. A warm welcome Ted – it's great to have you on board!

Paediatric Review

As most of you will know the overview and recommendations from the **Paediatric Review** final report were released on Sunday. Thank you to everyone who came to the special all staff forum.

The review was undertaken by independent paediatric experts from other states in Australia who were asked to evaluate the Caboolture Hospital paediatric services and provide recommendations to enhance services into the future.

The good news is that we have already implemented a number of the recommendations with many more already well underway, these include:

- Strengthened paediatric governance in the Paediatric Emergency Department with the implementation of the Clinical Director, Paediatric Emergency Department (Dr Rajeev Jarugula commencing 16 September), and Associate Nurse Unit Manager, Paediatric Emergency Department (Beck Rawson);
- Implementation of the Assistant Nursing Director, Paediatrics (Kylie Sykes) who has a governance role across paediatric;
- Separation of Paediatric Emergency Department – with a separate triage and waiting area;
- Employment of specialist paediatric staff in Paediatric Emergency Department.

And many more... you can see our response to the report release in the attached link below, and I will continue to provide updates in my weekly messages.

Metro North will also be establishing a Children of Caboolture, Kilcoy and Woodford Collective, including the many other agencies involved in paediatric care, including the Brisbane North PHN, Caboolture Council, Institute of Urban Indigenous Health, Queensland Children's Hospital, Education, and the disability sector. I will keep you updated on the progress and happenings.

[Read the recommendations and action plan here](#)

Bribie Island Satellite Hospital interim accreditation

On a very positive note on Wednesday, we undertook **Interim Accreditation at Bribie Island Satellite Hospital**. The feedback from the accreditors was very positive and the initial feedback is that we met all areas of the accreditation review with no expected recommendations.

We will await the report, but I would like to thank all the staff who have worked so hard towards both the opening and the accreditation. To our leaders through this project and the opening Margie, Chris, Amanda, Mike, Lesley, Tracy Grant, Shane Rebgetz, and Louise Fichera. And also a huge thanks to

Corrina, Narika and Stephen in the Quality and Safety team and Grant Carey-Ide (Executive Director, Clinical Governance) for all his support towards this achievement.

Thank you to our Metro North Board members who also attended Dr Meg Cairns, Board Chairman Bernard Curran, and of course Chief Executive Jackie Hanson and Chief Operating Officer Jane Hancock.

This is a great achievement for our team and also signals the opening of the third and final Satellite Hospital across Metro North. Of course, we have only opened Stage 1 of the service and early next year we look forward to the further opening of Cancer Care Services, Oral Health Services and the Healthy Aging and Assessment Team (HAART).

Estimates

Finally, my congratulations on a great performance to Chief Executive Jackie Hanson during Health **Estimates** yesterday. During the estimates process each portfolio committee (ie Health) hold a public hearing where the speaker, Ministers and certain senior public servants and officers (in the case of health all the HHS CEOs) are questioned regarding government expenditure, performance and effectiveness.

It is a gruelling process for all I imagine but especially for our CEO's who are generally NOT politicians. The CEO's do not know if they will be called or what they could be asked across their broad portfolio.

Obviously with the largest health service Jackie has a huge possibility of questions to be ready for. It was great to see her respond to questions relating to Metro North Health strongly.

Don't get towed or ticketed

I have again received complaints from our community about disrespectful and at times illegal parking by our staff in the neighbourhood and in the business centre carpark and shopping centre.

I am advised the council is monitoring the streets and issuing tickets and that the business centre is investigating options. We (CKW) are part of the community and I ask you to consider as you park how you would feel if someone parked in your street or in front of your house in the way you are parking ... and please observe the signs and rules – we do not have any agreement with the business centre for parking.

When you are in your uniforms your choices reflect on us as an organisation and these choices do not reflect well on our CKW values.

Metro North move to Acute Respiratory Illness Tier 2

On 23 Tuesday, Metro North and CKW moved to Tier 2 on our Acute Respiratory Illness response plan. The Tier 2 plan for CKW (recognising moderate community transmission) is available [here](#) and means adopting measures such as:

- Masks are highly recommended in clinical areas
- Meetings should move to Teams where possible
- Where able, discourage congregation in tearooms and other shared spaces
- Transition to all virtual training

[Read the Tier 2 Plan here](#)

Quality and Safe Patient Care: Hand Hygiene Focus

As healthcare workers, we must ensure that we minimise any risk of harm to our patients. Infection management and prevention is **everyone's responsibility**.

One thing that we can all do is **wash our hands**.

We are all aware good hand hygiene practice is the single most important thing we do to keep our patients safe....a key requirement and needs to be upheld rigorously.

Everyone should sanitise their hands when they enter one of our facilities and encourage patients and visitors to do the same when they arrive. This could well be several times per day.

You should all also know and practice the Five Moments for Hand Hygiene are:

- 1) Before touching a patient
- 2) Before a procedure
- 3) After a procedure or body fluid exposure risk
- 4) After touching a patient
- 5) After touching a patient's surrounding.



What were your unit's last hand hygiene results?

Are they displayed on your quality board?

What are you doing to improve them?

Additionally you must clean your hands when you touch shared patient equipment. You should also be **bare below the elbow** to improve the effectiveness of hand hygiene – in clinical areas:

- no shirt sleeves below the elbows
- no jewellery (including watches)
- no artificial nails or nail polish.

BARE BELOW THE ELBOW? Please check on each other at each staff huddle.

Thank you for washing your hands. For more details, visit [Hand Hygiene Australia](#), or read the Infection Management and Prevention Service Plan [here](#)

Bribie Island Satellite Hospital (Yarun), reflections on Week 1

Minor Injury and illness Clinic: The team are in great spirits and have treated approximately 50 patients each day, with the most common presentation being febrile illnesses, coughs and colds.

Kidney Health Service: The service is now operating at full capacity, which is wonderful for patients who can now have their care closer to home.

Day Medical Treatment Unit: The team welcomed their first patient yesterday, welcome Janet!

Janet was scheduled for an iron infusion, after being reviewed for iron deficiency anaemia in the Caboolture Emergency Department. For her this initial encounter exemplified a commitment to improving her well-being, underscored by the professionalism and expertise of the nursing team at Bribie's Day Medical Treatment Unit.

Janet was excited to be our first patient at the Day Medical Treatment Unit and was pleased to receive treatment closer to home. Each aspect of her experience reflected a patient-centred approach with great quality care showing our commitment to providing clinical excellence to our community.

Aboriginal and Torres Strait Islander Health Service: Belinda Jackson Aboriginal and Torres Strait Islander Senior Health Worker, said the service is going well, with her consumers agreeing that it is fantastic to access such compassionate care closer to home.

Well done team, with every member of the whole team, including our security, admin and facility support, all contributing to our success and high levels of patient satisfaction, (judging by the many positive comments made on Bribie Island social media channels, see examples below).





CKW Values Charter - TEAMWORK

In our CKW Values Charter, you said a constructive behaviour for **Teamwork** is to *'Seek opportunities to share experience, knowledge, skills and wisdom'* and an unconstructive behaviour is to *'Withhold resources, knowledge and information'*.

Over the past week, I've reflected on this as we opened the new Bribie Island Satellite Hospital (Yarun) and welcomed new colleagues to work with people who have been at CKW for a while.

I saw existing staff welcome new people in, sharing their knowledge of our current processes to help them settle in quickly. Some of our brand-new team members have shared initiatives or activities that worked well in their former hospitals, and their colleagues have welcomed this information and taken it on board.

For our community, it means that our new facility has opened with staff who feel valued, supported, and able to provide the very best care. It is through sharing our knowledge and experiences, and listening to others' that we create strong teams that provide safe and compassionate care for our community.

This week, I would love to hear what you have learned from your colleagues over the years that really stuck with you or changed how you did something.

CKW Caring Together Staff Excellence Awards

Nominations are now open, and you could be a nominee like last year's Highly Commended recipient Rebecca Latcham (rt).

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

Health Equity Working Groups

A reminder to get involved in one of Health Equity Key Priority Areas working groups.

We need 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=lprLink> 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.



Improving paediatric care

Left: Using consumer feedback (like colour section), to improve outcomes!

When we opened our new Children's Emergency Department it included a Low Stimulation Room that wasn't especially calming. Feedback from parents and staff said the big TV, bright lights and white walls were all overwhelming.

Over the last month we've made several changes to the space, based on feedback from parents, kids, staff and our Paediatric Consumer Representative, Eva.



The first change was to remove the big TV. We then had to choose a new paint colour. We consulted with Queensland Children's Hospital who said they used lavender and yellow in their low stimulation and quiet rooms. When we asked Eva which she thought would be best, she gave really well considered feedback:

"The Lemon Delicious is a lovely colour and if I had to choose between the two, I'd pick that. My girls would also prefer that colour too, it's not too stimulating but it is a colour that has positive associations.

"I think they'd be less hesitant to enter a new room if it was that colour. If the room doesn't have a window, it's probably the nicer colour too. Without daylight the iced lavender might be a bit too clinical."

Eva's feedback helped us remember what is important to parents and what kids associate with different colours.

I'm pleased to say the room has now been repainted with Lemon Delicious. We've also recently purchased a sensory Bubble Tube Lamp which will be installed in the room to provide a range of calming colours and sounds for kids using the space.

This process shows the importance of engaging with people who use our services regularly, listening to them, and acting on their feedback. We really do get a much better outcome.

Focus on the First Quarter update

For the first time, a child born in 2024 will have a shorter life expectancy than their parents. The first 2000 days of life are critical for child development, with many adult chronic conditions a direct result of this critical development period.

Metro North Health is the largest public health service in the country and up to 33 per cent of patients are children, adolescents, and young adults up to 25 years old. Royal Brisbane and Women's Hospital is the state's complex maternity and neonatal service, both The Prince Charles Hospital & Redcliffe Hospital have dedicated paediatric emergency departments, as well as The Prince Charles, Redcliffe & Caboolture Hospitals all having very significant Paediatric services. Despite this, Metro North is largely considered an adult health service.

As CKW is experiencing and expecting even more significant growth in this part of our community we really need to be part of the leadership of this strategy – please take opportunities to engage further – let me know if you have ideas, please mail me at [Ask Karlene](mailto:Ask.Karlene).

Read more here [Focus on the First Quarter | Metro North Health](#). The FOCUS team can be reached at WCFMN@health.qld.gov.au and they will be visiting in the next few weeks.



Parents and Bubs Expo

Engagement Officer Kirby Harwood, Midwife Danielle Lilley and Midwife Navigator Rachael Ramsey attended the Parents and Bubs Expo in Caboolture last week.

It was a great chance to connect with parents and their kids in our community and to share information about our services. For Rachael, it was also a chance to reconnect with a couple of families she had supported through their pregnancies and births and see how much the bubs had grown.



Our community is growing quickly and we see this with the number of babies born at Caboolture Hospital each year. It's an honour for us to be there as they start their lives.

Attending community events such as these is a good reminder of the impact that we have on people's lives well after they leave our care.

Have Your Say Action Plan update

In the Have Your Say (HYS) Survey Messages in a Bottle, there were a number of comments about [flexible working arrangement \(FWA\)](#), ranging from inability to access FWA to feedback that people have seen improvements in how we respond to FWA requests.

You Said: that flexibility and a supportive work environment helps to ensure a work/life balance and manage your life and family priorities..

We interpreted: this to mean that there are occasions and circumstances, when you need flexibility on an ad-hoc basis, and there are also those instances where more structured flexible work arrangements are needed.

We did: We are **committed** to reviewing all FWA requests across CKW. FWA are employment options that aim to support the individual employees request to work their hours differently whilst meeting the needs of the organisation. We strive to make flexible work options available to staff, though we are aware we can not support all requests for all role holders. We do commit to reviewing each request.

FWA includes requests for flexible start and finish times, part-time hours, working from home or at another location, job sharing and compressed hours (i.e. working more hours over fewer days).

Metro North People & Culture Partners run regular education sessions on Flexible Working Arrangements via Microsoft Teams. These sessions are designed to educate line managers on the FWA Protocol in Metro North.

Read course details here: [TMS: Course and Class Details \(sabacloud.com\)](https://sabacloud.com). I encourage you to visit the [QHEPS page on Flexible Working Arrangements](#) for further information and also to access the resources.



Do you have other ideas on how we can continue to make CKW a great place to work? Please send me a message using the ['Ask Karlene'](#) link.

It's Almost Donate Life Week!

Donation is so important – it saves lives, improves quality of living and also often gives some meaning to loss for families in awful situations... please consider your part in this....

Register as an organ and tissue donor today. It only takes one minute at donatelife.gov.au or three taps on your Express Plus Medicare app.

Magenta light ups in the community! Grab a photo at a light up locations and connect with Donate Life on [Facebook](#) | [Instagram](#) | [X](#) | [LinkedIn](#)

- Caboolture Administration Building, 2 Hasking Street, Caboolture
- Humpybong Creek Fountain, Humpybong Park, Redcliffe
- Petrie Mill site, Moreton Parade, Petrie
- Redcliffe Administration Building, 1 Irene Street, Redcliffe
- Scarborough (seat located under the tree at Scarborough Beach Park)
- Redcliffe Hospital

Donation Specialist Nurse Barb Williams will host a display near the lifts in the Clinical Services building. Please visit to learn more about this important topic!



Key Appointments - Director of Nursing Danielle Johanson

Welcome to Danielle who is going to be our Acting Director of Nursing for the next three months while we begin the recruitment process for a permanent person.

Danielle is currently the Director of Nursing – Workforce Planning in the Metro North Nursing and Midwifery Office. Previously she held roles at The Prince Charles Hospital as the Nursing Director Workforce, and also covered the DON there for backfill.

Danielle comes with a strong clinical background in Oncology having been in leadership roles for a number of years now. She commences on 5 August with Sam Scheffe finishing on 11 August.



Key Appointments - New NUM at Woodford Correctional Centre Karen Denkel

Welcome to Karen Denkel. Karen is originally from Nottingham in the UK and started training as a nurse in 1997. She qualified as general nurse and worked across areas such as trauma, orthopaedics, before moving to Australia in 2005 where she continued to work in trauma and orthopaedics.



Following this Karen looked for a change and in 2010 entered the world of prison nursing.

Karen has held positions as Nurse Unit Manager at Southern QLD Correctional Centre, Clinical Nurse Consultant at Townsville Correctional Centre, Clinical Nurse Consultant at Brisbane Watch House and

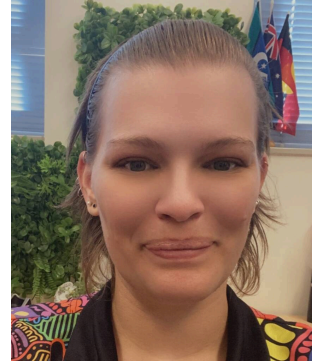
worked casually at Woodford Correctional Centre before becoming Woodford's Nurse Unit Manager.

Karen finds her job rewarding and will always look for the opportunities to promote prison nursing. She has a passion for ensuring that nursing teams are high performers and strongly advocates for nurses to enter the world of prison health.

Health Superhero profile

Aboriginal and Torres Strait Islander Senior Health Worker at Caboolture Hospital

Jemma Bruynesteyn



Do you identify as Aboriginal and/or Torres Strait Islander? I identify as a proud Aboriginal woman.

Where is your Mob from? On my maternal side we are from Darwin. Larrakia my paternal side is from The Netherlands.

Where did you work before joining CKW Aboriginal and Torres Strait Islander Health Services? I worked as an IHLO, Ngarrama Health Worker and Research Assistant at Redcliffe Hospital.

Which site will you working at? Caboolture Hospital, Caboolture Satellite Hospital or Bribie Island Satellite Hospital. I am working at Caboolture Hospital but always willing to help our fellow sites.

What do you enjoy/look forward to in your role? I enjoy spending time with mob and helping them on the journey whether it's the beginning middle or end. I look forward to being able to yarn and keep mob company and help them as much as I can.

Respect@Work

I want all our people to come to work every day, to a safe and supportive work environment. There is no place at Metro North and at CKW for unacceptable and inappropriate behaviour.

One of the ways in which we can address unacceptable conduct at work, is within the [Respect@Work](#) framework, that was adopted by Metro North Health on 1 February 2024. This [new policy](#) establishes a new program of work to systemically address the drivers and enablers of sexual harassment across our network. Sexual harassment is not only unwelcome at Metro North Health, but also unlawful.

I would like to take this opportunity to express, that should anyone receive concerns or a complaint about alleged sexual assault and or sexual harassment, the concerns/allegations must be emailed to MNRespectAtWork@health.qld.gov.au within 24 hours.

You also have the option of reporting sexual harassment anonymously by [completing an anonymous online form](#). All related resources and information are available via the links in this message, including vidcasts on [Respect@Work](#) which aired on 31 January 2024 and 5 February 2024,.

I am 100% committed to [Respect@Work](#) which empowers our people by raising awareness, through enabling action, and imposing accountability.

Thank you for your commitment to making all our CKW work areas across the directorate safe, respectful, and inclusive, therefore contributing to workplaces that are free from sexual harassment — for everyone.

Positions vacant

Here's just a few of the many CKW jobs available on SmartJobs at the moment:

- [Operational Commission Lead](#)
- [Eat Walk and Engage Facilitator](#)
- [Senior Dietitian - Redcliffe-Caboolture Child and Youth Mental Health Service](#)
- [Clinical Nurse Consultant - Diabetes Education](#)

We want CKW to be known as a great place to work! Please encourage your friends and colleagues to consider some of the amazing career opportunities available at CKW.

Reflection

As I reflect on the past week and the many positive achievements and happenings, I am also mindful that we remain under significant demand pressure.

We remain on a Tier 3, and we have seen significant demand across paediatrics, neonates, general medicine and ED. I thank you all for your continued focus on caring for our patients and our community.

I read some media reports this morning, commenting on the negative impact of **delays in ambulance response** particularly in relation to the outcomes of cardiac patients. This certainly highlights the reason, and importance, of the work we are doing in the area of Patient Off Stretcher Time (POST) and patient flow.

POST and Patient flow (or our patient journey), is the responsibility of us all of us. This is in the form of hospital and ED avoidance and seeing patients efficiently when they are referred to you from the ED. The expected timeframe is 60 minutes to see and make a plan, however when I mention this, people sometimes look surprised.

This is not a new expectation since the QEAT KPI was implemented many years ago, it has always been a KPI, with a focus on discharging patients as soon as possible, utilising outpatient support and planning to keep our patients health on track throughout the planned pathway.

For anyone who has not seen this media there was a question in the Estimates Committee to the QAS Commissioner about the effect of ambulance ramping on the chances of surviving heart attack. The Commissioner responded that there was significantly lower chance of survival.

Obviously none of us want any community members having a delay to care or treatment for critical episodes, none of us would want our family or ourselves to not get a response from QAS when we need it. My point is that it is imperative we all lean in, to ensure we are doing what we can to make this care and support accessible in the expected timeframes for our community.

In finishing I really want to thank you all for the care you provide to our community. I know you are all going above and beyond to care for our patients. I also want to overtly acknowledge that every person who works, volunteers or contributes in an advisory role in CKW - influences and impacts the care we provide every day to every person. There is not one of you that does not have an influence on our patients and community's care.

Each of us, has a privilege of not only influencing care of individuals but also a responsibility to think about the impact of our actions and words on both the individuals we care for and the broader community.

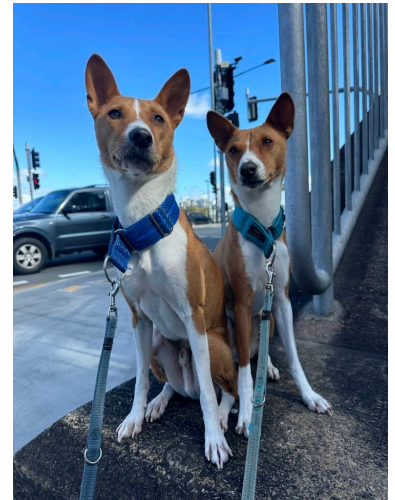
As we head towards the end of this week, I challenge you all to think about this not only in your day-to-day work, but also in your broader actions and discussions. You are all **Health Care Hero's** in the work you do, but that also means you are community leaders who are watched and heard.

Quotes of the week:

"A teacher affects eternity: they can never tell where their influence stops," **Henry Adams.**

"Leadership is an action, not a position or a title. It is action and example," **Donald McGannon.**

"Never mistake the power of influence," **Jim Rohn.**



Got a question or suggestion for the CKW Executive Director?

EMAIL ASK KARLENE



Kind Regards,

Karlene.