

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,

Fridays (my weekends) seem to come around so fast these days!

As we head into the end of the week for much of the world, it is always a reminder to me of those of you working 'after hours' in our hospitals and care facilities. These 128 hours that sit outside a 'normal' office working week form 76 per cent of the week.

As a clinician, I did the majority of my senior clinical work in the 'after hours' times and loved the environment and camaraderie of these hours. I am one of the people that loved working night shifts (and actually still miss them)!

However, I really acknowledge the impost of these shifts on life and family, alongside the solitude and pressure of work demand in these hours and I wanted to take this opportunity to sincerely thank you all who work in these 'after hours' times to care for and support our community – THANK YOU!

Apologies for the late send out of my message today we held it as we have just been advised that we will undertake Metro North Peer Assessment for Kabul/Caboolture Satellite Hospital on Tuesday 6 August (next week). So we lead in with an overview of this:

Caboolture Satellite Hospital (Kabul) Metro North Peer Review

As part of Metro North's commitment to quality patient care, CKW, along with other directorates, are required to undergo a Peer Review every 12 months.

Caboolture Satellite Hospital's Peer Review, being led by Metro North's Executive Director Clinical Governance Grant Carey-Ide, will be undertaken on Tuesday (6 August) starting at 8.30am.

As part of this process, peer assessors will be on site visiting selected areas throughout the facility.

Further resources and information on the NSQHS standards can be found on [QHEPS here](#).

- Standard 1 - Clinical Governance Standard
- Standard 2 - Partnering with Consumers Standard
- Standard 3 - Preventing and Controlling Infections
- Standard 4 - Medication Safety Standard
- Standard 5 - Comprehensive Care Standard
- Standard 6 - Communicating for Safety Standard
- Standard 7 - Blood Management Standard
- Standard 8 – Recognising and Responding to Acute Deterioration.

Other areas of focus will also include:

- Hand hygiene
- Bare below the elbows
- Mask wearing
- Storage of consumables

- Mandatory training e.g. fire safety.

The peer assessors will also speak to patients, relatives, visitors and staff to find out more about their experiences at the satellite hospital.

In preparation for the Peer Review, the Safety and Quality team will be seeking support in collating the appropriate evidence, your swift cooperation in providing whatever they ask is appreciated.

For any queries, please contact the Safety and Quality Unit at: [@CKW_Director_Safety_and_Quality](#) or speak to your line manager.

Out and About!

It was great to be out and about this week as we continue to welcome and introduce CKW Director Medical Services Dr Ted Chamberlain to our teams at the Caboolture Satellite Hospital (Kabul) and Kilcoy Hospital this week.

At Caboolture Satellite Hospital (Kabul), we met the team in the Minor Injury and Illness Centre, many of whom have worked there for the last 364 days as of today.

They were proud to show us around and highlight the amazing work of Stuart the Assistant In Nursing, who keeps the department spick and span.



And I really saw it when I entered the plaster room and asked if they had done any plasters as it was so clean! They have done many, however I have never even in new facilities seen such a tidy, clean plaster area.

Not in the photo, however, we also saw Leanne Young who has been the acting Nurse Unit Manager while Amanda Jensen has been on secondment opening Bribie Island Satellite Hospital (Yarun).

Big thanks to Leanne for leading the team through this period. I am sure there has been much fun, challenge and learning. We welcome Amanda back next week after her successful work at Bribie Island Satellite Hospital (Yarun).

We then went to Kilcoy Hospital. Those of you who regularly read my message know I love the healing, calm atmosphere at Kilcoy. This week's visit was no different as we followed a workman's truck into the carpark and watched as the team calmly welcomed the worker who had a largely bandaged, clearly bleeding hand at Emergency.

We then went across and chatted to the staff working on the ward delivering care to a range of patients, from acute to rehab, showing compassion and passion as they moved efficiently around on their busy day.

Thanks to Craig for giving Ted and I a tour of the whole facility. Craig is usually our head cook but is currently acting as the facility manager while David Payne is working as the Manager at Caboolture Hospital.

Please send me an email using the 'Ask Karlene' link if you are having an event (no matter how big or small) that you would like me to attend (I will do my best!) or if you have not seen me lately or are keen for me to visit and meet your team.

Caboolture Satellite Hospital (Kabul) First Birthday!

Caboolture Satellite Hospital (Kabul) - the first satellite hospital in Queensland - celebrates its first-year anniversary tomorrow (Saturday 3 August) which is a fantastic milestone to acknowledge.



The Minor injury and Illness Clinic, together with the various outpatient services, continue to make such a huge and positive difference to the health of our community.

For this first quarter, we saw more than 5600 presentations to the Minor Injury and Illness Clinic and over 1700 outpatient activities across mental health, Dental and Aboriginal and Torres Strait Island services. We have also completed more than 5000 x-rays.

We would not have been able to achieve this success, if we didn't have a great team of people, supported with good processes and governance underpinning all that we do.

Thankyou everyone for your efforts on our first year and I hope you enjoy the celebratory sausage sizzle on Monday!

And not to be outdone, Bribie Island Satellite Hospital (Yarun) has also had a good start and staff are in good spirits!

As of 30 July, we saw more than 480 patients though the Minor Injury and Illness Clinic, with the common presentations continuing to be viral illness, coughs and colds.

We also welcomed two General Practitioners to the team, Dr Peter and Dr Ellie (above).

Happy First Birthday Caboolture Satellite Hospital (Kabul)!

If you are interested, the performance of all Queensland Health Satellite Hospitals is available [here](#) where you can see the activity of all seven facilities.

Health Service Directives

Are you aware what a Health Service Directive is?

It is essential you are as Health Service Directives are legislative requirements that we (both the organisation and individuals) are **obliged** to respond to, adhere to and follow.

They come directly from the Health Minister's office and apply to all 16 Hospital and Health Services across Queensland.

It is important that we review and adopt Health Service Directives as soon as they are issued. This may mean changing the way we do things in your ward, unit, department or work area to ensure compliance. There are serious implications should we fail to do so.

A recent example of a Health Service Directive from the Minister was ensuring victims of sexual assault are seen by medical professionals within 10 minutes of presenting to hospital.

A list of Health Service Directives is available [online here](#). If you sort them by document number, the most recent ones are higher-numbered.

If you have any questions or concerns on Health Service Directives, please contact my office asap.

The simple things in life are so special!

Ambulance Wish Queensland is such an amazing charity program that allows patients to fulfil their wish

and families and friends to have lasting memories with their loved ones.

Caboolture Hospital recently completed another wish with Ambulance Wish Queensland.

Ramona had a lovely day at Bribie, watching her daughter play and having fish and chips. It's a great reminder that the simple things in life are so special.

A big thank you to our team that supports these wishes and makes them possible.

You can read more about her special day on the Ambulance Wish Queensland [Facebook page](#).



A smile years in the making!

One of our long-time and highly valued consumer representatives, Carolyn McQueen, visited Caboolture Hospital and was so excited to see the new Adult Change Facility that she cried tears of joy.

Carolyn became a consumer representative after caring for her daughter, Madelyn, for 13 years. Madelyn had extremely complex health needs and, as her adoring mother and fulltime carer, Carolyn spent a lot of time navigating hospitals.

When Carolyn joined the user groups to design the new Clinical Services Building, her focus was always on better access and facilities for parents and children, particularly those with disabilities.



One of her priorities was to have a bathroom and change facility that was suitable for older kids and adults that was easily accessible to parents and visitors.

While Carolyn has now moved on to a new career, she was very excited to visit Caboolture Hospital this week and see how the floorplans designed years ago have come to life. Seeing the Adult Change Facility for the first time was particularly emotional.

After the visit, Carolyn sent a message to say, ***“Thank you so much for a great afternoon showing me around the new building. It was awesome to see so many finished products/areas in action and making a difference in people’s lives and health journey. I feel really honoured to have been a part of this.”***

This truly highlights the benefits of our consumers involvement in our planning and the importance of listening and hearing them! What may just be part of our building or service to us means so much to those who need it and have not had access to these things in other facilities or services!

Safety and Quality Business Case For Change

Thank you to everyone who provided input into the CKW Safety and Quality Unit Business Case for

Change.

The CKW Safety and Quality Implementation Plan (for feedback until 8 August) and the Feedback Consultation Register (under the resources heading) are now available on the [QHEPS page](#).

I encourage you to read the documents which highlights our next steps in this important process.

As always, staff wellbeing is important and I am committed to supporting anyone affected as we progress through this change process.

If you find this situation stressful or challenging, please refer to the recently published Metro North [Supporting Staff through People Processes Guideline](#) which outlines the supports available to Metro North employees.

New home for CKW Infection Control team

A reminder that the CKW Infection Control team has relocated to Caboolture Hospital level 3 in the main building. The office is at the entry to ward 3A (the old cardiac sciences room). Contact details for staff remain the same.



International Security Officers' Day

The CKW Security team ensures our patients, visitors and staff are kept safe and happy.

The team recently observed International Security Officers Day, which is held annually on 24 July to celebrate the people who safeguard our workplaces every day.

The team – under direction of supervisor Corey Charles (left) keep us safe and supported 24 hours a day, seven days a week. When you see a security guard, please say a big thank you for the work they do.

Although belated I wanted to sincerely thank the Security team for the work they do and encourage you all to do the same – Thank You Team!



Welcoming our new nursing and midwifery graduates

I was excited to meet our new CKW nursing and midwifery graduates this week!

In the 2024 graduate program, 11 EN graduates, 65 RNs and 14 RMs have commenced at Caboolture and Kilcoy hospitals.

The group I met came from all around Queensland and New South Wales. While they are newly qualified, they bring a wealth of life experience. It was great to have the opportunity to drop in and welcome them to CKW and their new career.

I dropped in to meet them during a new graduate day focused on clinical skills aimed at assisting our

graduates to get to know each other and develop their clinical skills. Topics on the agenda this week were catheterisation, PIVC and Venepuncture.

It was great to meet you!

Last chance to nominate in CKW Staff Excellence Awards!

Good news! I have asked for nominations in the CKW Caring Together Staff Excellence Awards to remain open over the weekend to make sure we acknowledge the staff and teams who go above and beyond to improve the health of our community!

Nominations will definitely close at 5pm Monday (5 August).

Caboolture, Kilcoy, Woodford, Bribie Island, Red-Cab Mental Health

Caring Together
Staff Excellence Awards 2024

NOMINATIONS EXTENDED!

HURRY! Nominations must close 5pm Monday 5th August

Proudly sponsored by **QSuper**
Part of Australian Retirement Trust

CLICK HERE

For more details, email ckw-engage@health.qld.gov.au

VALUES IN ACTION

Submit a nomination 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

Nominate here: <https://forms.office.com/r/cuJ9ZpdY80>

This is such an important way to recognise your amazing colleagues and showcase the stunning people we have working here at CKW, so please make sure you nominate these healthcare heroes!

Proudly sponsored by



Finalists will be announced on Monday 19 August with the awards ceremony to be held on Wednesday 19 September from 10am to 11am. Thanks to QSuper for sponsoring the awards.

Winter Warmer Week

This week the CKW Clinical Council hosted a Winter Warmer thank you for staff at Caboolture Hospital.

Each day this week, hot soup was delivered across the hospital to say thank you for your hard work and compassion, particularly during this very busy winter season.

It is lovely to see so many smiling faces enjoying the warm soup on these chilly days.

Thank you to Dr Lisa Kane, Chair of the CKW Clinical Council and council members, for arranging this and to spending time delivering the soup.



we're exploring at present.

I also received a few **carparking** questions.

The first related to the former temporary staff car park at Caboolture Hospital and why we could not continue to provide this area to staff, which I thought would be of interest to others:

Land used for the Caboolture Hospital temporary staff car park (located on the corner of Mewett Street and the rear access road) was leased from the Department of Education during construction of the new multi-storey car park.

This was to ensure that there was enough parking to accommodate patients, visitors and staff during the construction of the new multi-storey car park and Clinical Services Building, as these construction sites were built over the original car parks at the northern end of the hospital campus.

As per the terms of the lease from the Department of Education, the temporary staff car park closed when the new multi-storey car park opened in October 2023 and the land has been returned to the Department of Education.

The [Queensland Government Portfolio Model](#) says that all car parks are to be tarified including on-grade car parks, so there is no provision for free staff parking on-site. The tariffs are designed to be as fair and reasonable as possible with discounts available for staff, as well as eligible patients and their carers.

The second related to the **electric car charging stations/bays** on the second floor of the Caboolture Hospital multi-storey car park.

One of the volunteers sent a few suggestions which I will send on to our car parking team, but also noted that Metro North currently allows carpark users to charge their electric cars at no cost but many people parked in the bays left their cars there when they were completed charging.

It's a great privilege but please be mindful to move your car once charged so other staff can also access this service – this is an essential part of owning an electric car.

While I acknowledge we all get busy and it can be difficult to get over and move your car, many charging stations charge extra for time the car is left on without charging and I would really hope that is not necessary here as we can all be respectful and move our cars when they have finished.

I recently also received a question from Joseph about the challenge of not having enough access to wheelchairs and four-wheel walkers for patients to use so we can keep them safe and increase their mobility and recovery. It was a good suggestion and identification of a gap. We are currently working with Joseph to increase our fleet of this important equipment.

I'm always grateful to receive 'Ask Karlene' messages from you so please keep them coming.

However, if you have a **clinical or safety concern**, please ensure you follow your normal escalation pathways, first and foremost speak to your manager.

If you are concerned nothing has been done, please do not hesitate to reach out to one of the CKW leadership or Executive team or myself personally to ensure we have received and heard your concern.

Did you know, 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.

The Children, Adolescent and Young Adults [Service Directions](#) 2023-2033 consider the future healthcare service needs of our Metro North community aged from zero to 25 years of age, with cohorts broken into neonates (birth to 28 days), paediatrics (aged 0 to 18 years) and adolescents and young adults (aged from 12 to 25 years).

The Service Directions seek to reorient the way care is planned for, delivered and experienced by children, adolescents and young adults across Metro North Health. By adequately recognising the unique and specific needs of this cohort, Metro North Health can significantly improve health service access, health care experiences and outcomes.

For more details, visit [Focus on the First Quarter](#).

Have Your Say update

You told us that **support** is one of the most important things to you (in fact, it's the most used word!), and something we need to continue to improve.

We **interpreted** that to mean that you wanted us to increase the availability and options of support to you which can be provided in many ways, including peer-to-peer support.



We **identified** that you appreciate opportunities to provide support to your colleagues and that it is important that you have access to services that provide support to you when you need it.

At CKW, **we started** the Peer Responder Program in 2019. Since then, it has expanded across all of Metro North. If you want to contact a peer responder, they are available [here](#).



It is so important to us that you have access to this support. However, we also know many of you want to support others.

With our health services being so busy, we are committed to continuing to build our peer responder program to ensure you always have access to someone close by who you can talk to, confidentially.

We recently welcomed a new Senior Wellbeing and Cultural Coordinator Veronica Lister (right) who is recruiting new Peer Responders and updating the Care4You QHEPS page.

We are committed to having Peer Responders in every team across CKW, so please put your hand up or encourage your colleagues to apply.

Scott Natho has also returned to Caboolture Hospital to provide a staff psychology sessions. Contact Scott directly for more information.

Medical Imaging Clinical Services Plan

Metro North Health is progressing development of a five-year Medical Imaging Clinical Services Plan (the Plan) which will articulate an evidence-based approach to delivering high-quality medical imaging services within Metro North Health.

The plan will be developed by Health Service Strategy and Planning Unit. A Project Steering Committee has been established to provide governance over the project. I am chairing with the TPCH Director of Medical Imaging Services.

The Plan will be considered for endorsement by the Metro North Operational Leadership Team (OLT). The anticipated timeframe and key activities that will be undertaken as part of the project will be

concluded December 2024.

The development of the plan includes extensive consultation with key stakeholders across Metro North Health and consideration of current health service planning data.

It is anticipated that the Plan will deliver improved outcomes across seven domain including access, Person centred care, Safe and effective care, Efficient care, Integrated care, Research and innovation and Education and training.

A kind and generous donation!

This week, we received another lovely donation from the kind and generous women at Crazy Quilters Caboolture.

Every week, they come together to chat while they stitch, sew, and craft.

They had asked what the hospital could use and had been busy making crochet blankets, fabric bags for people to take their belongings home in, and pyjamas that have been altered to make them easier to get on and off.

All these donations are given to patients to use while they're here and to take with them when they leave, the Crazies (as they affectionately call themselves!) are happy to keep making and donating.



Having done some quilting and knitting (not well) in my past I really appreciate this work and want to thank you to Lyn, Di, Jacky and Dulcie (pictured L-R) and all the Crazy Quilters for helping to bring colour and comfort to our patients. We truly are part of such a wonderful community!

Hospital entry road and pedestrian access

Despite additional signage and barricades and the presence of traffic controllers, staff continue to walk in areas that are noted as no pedestrian access at the front of the Clinical Services Building.

While it may take longer to walk from the multi-storey car park, along McKean Street and into the hospital, this is the designated pedestrian entry and is the safe way into the hospital while construction works are ongoing.

Staff put themselves at risk when they walk through the non-pedestrian area, and it also puts the public at risk who copy this staff behaviour.

Please remember to set the example for each other and for our community and follow the approved and designated pathways into the hospital to ensure that we all remain safe.

NAIDOC Week at Woodford and Kilcoy

Being such a broad Clinical Directorate with five sites, we really try to engage all our sites in important events.

This week CKW Cultural Capability Officer Janita Adams and Manager Culture and Engagement Parker Michaels visited Kilcoy Hospital to celebrate NAIDOC Week with staff.

The lovely kitchen staff, aided by Craig, put on a lovely morning tea with scones, slices, fruit and refreshments, for staff at Kilcoy Hospital.

Nurse Unit Manager Annette Tones thanked all attendees and mentioned the importance that health equity plays within our health services.

Janita – pictured here with Sue Ball and Sue Denning - gave an overview of what the NAIDOC theme is

for 2024 and how it honours all our Aboriginal and Torres Strait Islander Elders, community mob, workforce, allies and champions – working towards a better future for us all – Keep the Fire Burning: Blak, Loud and Proud.

Woodford Corrections Health also celebrated NAIDOC this year with Cultural Capability Officer Janita Adams, Community Engagement Officers Stephanie Archibald and Thomas Casey attending, along with many community organisations, Elders and families of inmates, as well as staff of the Woodford Corrections invited.



After the Welcome to Country, all visitors were treated to damper for morning tea prepared by the inmates. One of the highlights was the touch footy game played between the inmates and representatives of community organisations, including reps from the Redcliffe Dolphins and Community Engagement Officer Thomas Casey.

After the touch footy game – which ended in a draw – lunch was served, which included kangaroo sausages, crocodile skewers and pepper berry barramundi and salads, followed by Aboriginal and Torres Strait Islander dancers and songs performed by the inmates, displaying very proudly their cultures and a real treat for all visitors and family members.

Visitors were also treated to a display of artworks by the inmates for NAIDOC 2024 – Keep the Fire Burning: Blak, Loud and Proud.

OUR SUPERHERO OF HEALTH TEAM

Aboriginal and Torres Strait Islander Health Service Administration Support Officer Michelle Scobie



Do you identify as Aboriginal and/or Torres Strait Islander- I am Aboriginal.

Where is your Mob from- Bunjalung Country, New South Wales.

Where did you work before joining CKW Aboriginal and Torres Strait Islander Health Services – I worked in a private aged care facility.

What is the name of your Role – Administration Support Officer.

Which site do you work at? Bribie Island Satellite Hospital (Yarun).

What do you look forward to and enjoy in my role? Working with and learning from different professionals and seasoned Metro North Health staff. There is so much knowledge!



National Aboriginal and Torres Strait Islander Children's Day

This important event recognises Aboriginal and Torres Strait Islander children. Closing the Gap starts with our children, but the latest Productivity Commission data shows we haven't even reached the starting blocks.

This year's theme *Strong in Culture, Stronger Together* focuses on the strength of Aboriginal and Torres Strait Islander children that comes from their connection to culture and mob.

The theme is designed to empower children, making them feel proud of who they are and where they come from, showing them that their culture is one of the most sacred, strong and important assets that they can have.

We can all show our support for Aboriginal and Torres Strait Islander children and learn about the impact that culture, family and community play in the life of every child.

More details are available on the [Secretariat of National Aboriginal and Islander Child Care \(SNAICC\) website](#).

Please join us for morning tea to celebrate National Aboriginal and Torres Strait Islander Children's Day.

Venue: Caboolture Hospital Clinical Services Courtyard

Time: 10am to 11am – Tuesday 6th August 2024

Contact: Cultural Capability Officer at cabrap@health.qld.gov.au or phone 5316 5348.

Health Equity Working Groups

Another 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.

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

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

Gender self-identification laws and new pronouns

We want an environment here at CKW that is inclusive and provides an environment that is acceptable to all our community.

As one of our commitments within the CKW Values Charter is to 'keep being welcoming, friendly and inclusive to all', whether someone affirms their gender on their birth certificate or not, one of the best things we can do at CKW to help patients feel safe and secure is to use gender inclusive language. Particularly, it is important to always use a person's chosen name and pronouns.

Being mis-gendered can be very upsetting for people and when it happens in a hospital it can break down the trust our community has in us and the care we provide. Intentionally misgendering people is completely unacceptable and is considered gender identity discrimination under the Queensland Human Rights Act 2019.

Did you know that the new *Births, Deaths and Marriages Registration Act 2023* enables trans and gender diverse people to obtain legal recognition of their gender identity?

People born in Queensland can now apply to update the sex recorded on their birth certificate, while people living in Queensland and born elsewhere can apply for a 'recognised details certificate' giving legal recognition to their identified sex/gender.

The legislation change means people can now affirm their gender on their birth certificate in Queensland without invasive surgery.

For children under 16, a developmentally informed practitioner needs to complete part of the application. These may be doctors, registered nurses, midwives, of specific allied health professions. More details are available [here](#).

Metro North Health has produced 'Helpful Guide to using Inclusive Language' cards you can attach with your staff identification. Please contact my office or Parker Michaels if you would like cards for yourself and your team.

The cards include gender-neutral pronouns people may use when introducing themselves. The most common gender-neutral pronoun is they, however you may also hear ze or xe.

It's important that we're aware these pronouns exist, that patients, staff and visitors may use them when identifying themselves, and that we use them when referring to the person whether they are present or not.

We can also choose to identify our own pronouns when using the Metro North Health [email signature generator](#). Cis-gender people doing this too normalises the conversation and identifies allies which helps people feel safe to be themselves at work.

The pronoun cards have been produced by the Pride in Metro North team. If you would like to know more about Pride in Metro North, you can [contact the committee](#) for information about upcoming activities.

For information on inclusive language and creating an inclusive and safe environment for LGBTIQ+ staff, patients and visitors, see the [resources on QHEPS](#).

Let's continue to show our support for our colleagues and our community by acknowledging the importance of using correct pronouns, so everyone feels welcome here.

What a compliment!

Here's a great compliment we received recently about kind and compassionate care through the Emergency Department and with the Ward 4D team:

"From the triage nurse in Emergency, to all the Nursing staff in Ward 4D, auxiliary staff and cleaners, everyone was so happy and professional.

"Having never been in Hospital care for 50 years, I was apprehensive and nervous about going to hospital. The care was first class."

Key Appointments

Dr Michelle Davison
Medical Director, Emergency, Kilcoy and Woodford

It's with excitement that we welcome Dr Davison who has been appointed in this role.

Michelle is currently the Medical Director of Paediatric Emergency Department at Sunshine Coast University Hospital. She was previously the Medical Director Critical Care, Women's and Children's service group at Redcliffe Hospital and has worked in a number of other senior roles across Queensland Health.

Michelle is currently also working with the Deadly Start program at Redcliffe which will soon be reaching into CKW.

Positions Vacant

We have some great positions in our amazing directorate available at present. I encourage you to apply or send to your networks:

- [Operational Commissioning Lead](#)
- [Medical Director Orthopaedic Service Redcliffe and Caboolture Hospitals](#)
- [Registrar/Principal House Officer, Emergency Department - Caboolture Hospital](#)
- [Senior House Officer – Emergency – Caboolture Hospital](#)
- [Registered Nurse/Midwife Talent Pool](#)

Reflection

I have never been the best sleeper (years of night shift benefitted from this) and this week that has had the benefit of being able to watch some snippets of the Olympics. It is great to see the athletes performing at their best in an event many have spent much of their lifetime focused on and training for.

I, of course, support both New Zealand and Australia (it has really increased my joy of medals to support

Australia!). However, as I watch, I am intrigued and in awe of the pressure (both that of the country and themselves) these athletes are under and how, when they do not win, they take it so seriously and have to rebuild.

I was listening to an interview with Harry Garside, the Australian boxer who won a Bronze at Tokyo and Gold at the Commonwealth and Pacific Games previously.

This year, he has been knocked out in the first round – his devastation and grief at letting the country down and not meeting expectations (and his own ambition) was deafening and emotional. His personal struggle and impact was evident. He apologised and discussed feeling like a failure.

This made me reflect on how we respond to pressure and issues in health, when we don't meet the consumer and community expectations, how we be authentic and understanding, how we improve and not become despondent.

Our patients and community members come to our hospital when they need our help, our care or to visit those who are here to receive our help, our care. They are guests in our facility / work home and therefore should be treated like we treat guests in our home.

I challenge you to check yourself as you engage with our guests, patients and visitors. Is this how I would treat my friends, family, guests in my house?

We also need to be prepared to say we are sorry in a compassionate, respectful and non-defensive or blame way, even when we are under pressure due to our work.

This is not always easy and to own this, rather than blame the system or others, can be an uncomfortable and raw place, but I can personally say I have had not only many learnings but also much gratitude from just apologising and listening.

Meanwhile, we own our opportunities personally and as a service to improve. I am sure none of us wants anyone to have a bad experience so I challenge you all to think about how you individually can improve our patients experience today?

“The only place that we naturally get the biggest growth, is in the place that we're uncomfortable”

Harry Garside.



A small restraint issue at home this week... we may need a restraint register and some training on appropriate restraint techniques!

Got a question or suggestion for the CKW Executive Director?

EMAIL ASK KARLENE



Kind Regards,

Karlene.