

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,

Thank you to everyone for going above and beyond for another busy week.

We have escalated back on to a Tier 3 given ongoing high patient demand. We also continue Tier 2 of our Acute Respiratory Index, which reflects a high number of patients with flu, COVID-19, RSV and other respiratory illness, as well as a high number of staff unwell.

Winter is always a busy period in healthcare, but it can also be personally hard to keep up the pace and motivation can be hard to find.

If you're struggling at work, please reach out for help. Talk to your line manager or one of the support services available for Metro North staff including [Telus Health \(previously Benestar\)](#) or a [CKW Peer Responder](#).

We started this week with the Caboolture Satellite Hospital Metro North Peer Review, which is an important step to ensure we continue to provide high-quality care that meets the National Standards for Safety and Quality in Health Care.

Thank you to the reviewers, the Safety and Quality team members and satellite hospital staff who put the information together and assisted the reviewers.

Our learnings so far from this process is that we need to strengthen documentation of our governance and assessment systems, outcomes and quality improvement initiatives, policy and procedures reflecting our iEMR sites, and our evidence folders.

I have asked the Safety and Quality team to ensure that our evidence folders are standardised and accessible to all our teams so that you can ensure all the evidence of your hard work and patient focused improvements are available for our future reviews.

It is so important we keep this evidence up to date as business as usual, not a function for peer assessment or accreditation, as this is all about how we care for our patients in a safe way.

This evidence includes our clinical audits. It is also essential that we all ensure our clinical audits are up to date and appropriately documented. We have an audit schedule [here](#) that we undertake across the site and which you can all get involved in.

This process allows us to review our compliance with expected practice standards and address any gaps regularly. The results of these are reviewed by our patient safety standards committees and should be kept (along with improvement plans) in your evidence files.

The **CKW Caring Together Staff Excellence Awards** nominations have now closed and the judging has started.

This year, we received an amazing response with **more than 160 nominations received!** This is about double the number from last year and shows just how much we value and continue to be inspired by our colleagues.

Next steps are finalising the judging and organising the awards ceremony and festivities on Wednesday 18 September. A thank you to QSuper for sponsoring the awards again this year.

Finally, I postponed the **CKW All Staff Forum on Wednesday**, given the notification had been unfortunately delayed and we were in a Tier 3.

We will now hold this on Thursday afternoon (15 August) which should already be in everyone's calendar. Please come in person to the Lecture Theatre or join online via Microsoft Teams.

Safety Spotlight Boards

Safety Spotlight Boards help us to bring focus to topics that we're working to improve.

By highlighting a small number of things at a time, we are able to dive into how we've been doing and what we can do to improve in a targeted way.

It is also there to show our patients and families that safety is important to us.



"In the Transit Lounge, our Safety Boards have a focus on our biggest risks as an area patients spend a short time in," Nurse Unit Manager Jess Linnan said.

"These risks include Clinical Handover and Patient Deterioration and we always focus on how we Partner with Consumers.

"We meet once a month as a team and review our clinical incidents and determine an action plan around these incidents.

Our current focus is fine-tuning our handover tool to ensure we get accurate patient information over the phone to keep our patients safe in Transit Lounge and checking Patient Identities on arrival.

"As a NUM, I engage the staff in developing action plans as they are the ones carrying out the work every day. All Transit Lounge staff provide high quality, evidence-based care in a safe environment."

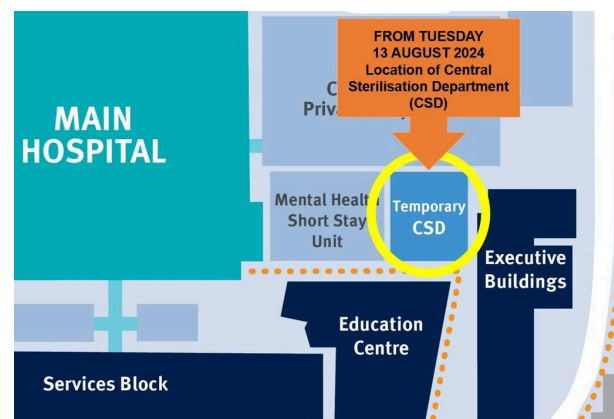
How do your areas manage your Safety Boards? Let me know on [Ask Karlene!](#)

Central Sterilising Department (CSD) temporarily relocating

On Tuesday (13 August) the CSD is **anticipated** to move temporarily from Level 2 in the Main Hospital Building to the mobile unit in Education Lane.

This temporary move is needed so that the builders can finish works required as part of the Caboolture Hospital Redevelopment Project for the new CSD on Level 2.

Once the CSD has moved, Reusable Medical Devices (RMDs) will need to be dropped off and picked up from the temporary CSD mobile unit.



Access to the temporary CSD is via Education Lane, adjacent to the "cheese grater", which is the outdoor corridor that runs along the outside of the Education Centre from the hospital to Education Lane. Other deliveries will be as per the Nurse Unit Manager's direction.

Contact Caboolture_Projects@health.qld.gov.au if you have any questions.

CKW PPP update

The July 2024 CKW Staff PPP Update is available. Visit the [Procedural Documentation Portal](#) and follow the links to ensure you are up-to-date with the latest changes.

CKW Health Equity working groups

We are still looking for staff from all streams and cultural backgrounds to complete the CKW Health Equity working groups for each of the Health Equity Key Performance Area (KPA) within the [Metro North Health Equity Strategy 2022 – 2025](#).

This strategy supports our work to achieve life expectancy parity for Aboriginal peoples and Torres Strait Islander peoples by 2031.

The KPA1 workgroup – Actively eliminating racial discrimination and institutional racism within the service - is being led by Allied Health Director Anne Padayachee and Cultural Capability Officer Janita Adams.



Anne Padayachee: *As a co-lead for KPA 1, I am keen to actively eliminate racial discrimination and institutional racism within CKW services.*

Having personal lived experience of racism being born into apartheid in South Africa before emigrating to Australia as a teenager, I am passionate to ensure that institutional and systemic racism has no place in our health services and work areas.

We must be courageous in recognising it and work towards eliminating it. All consumers and staff deserve to be treated with kindness, respect and care at all times throughout their health journey.

If you have a passion to support this vision, please email your interest to either Janita or myself, to join our KPA1 Working Group.

Janita Adams: *As one of the co-leads for KPA 1 – Eliminating Racism - I would like to ensure that all our health services in CKW are working towards eliminating racism and know that it is unacceptable in all its forms.*

Institutional and systemic racism has no place in our hospitals, workplaces and community. We have a responsibility to recognise it and work towards eliminating it and is best done by leading by example.

Our patients, families, clients and consumers deserve to be treated with kindness, respect and care at all times throughout their health journey.

Please join KPA1 Working Group and let's work on the Health Equity Strategies together for a brighter future for us all.

The other four working groups are also seeking members:

KPA2 - Increasing access to healthcare services: Led by Constance Gray and Ty Cleary

KPA 3 – Delivering sustainable, culturally safe and responsive health services: Led by Jeffery Anderson and Stella Bamaga

KPA4 – Influencing the social, cultural and economic determinants of health: Led by Marcia Morris and Lenore Wasaga

KPA5 – Working with First Nations people, communities and organisations to design, deliver, monitor and review health services: Led by Parker Michaels and Thomas Casey

This is an important part of the journey towards improving health equity for Aboriginal and Torres Strait Islander people.

To apply to join a working group, visit <https://forms.office.com/r/QCP86vkseE?origin=IprLink> by Friday 16 August. For more information, send an [email](#) or phone 5316 5347.

Disability Services Action Plan

The Metro North Disability Action Plan was launched recently. You may remember the great music from the Clear Vision band, which was a huge hit!

Metro North recently developed an [easy read version](#) of the plan to make it more accessible for more people.

We're now moving into the implementation phase of the plan and we want to co-design our approach and our actions with our staff, patients and community.

If you are a person with disability, a carer or support person for someone with disability, or have a passion for making our workplace and healthcare environments more inclusive and accessible, we would love to hear from you.

Led by Director of Allied Health Anne Padayachee and Manager of Consumer and Community Engagement Parker Michaels, we will have different ways to hear from you and work with you, so email ckw-engage@health.qld.gov.au to find out more. Your experience and feedback is so important!

I also encourage you to complete the free [Access for All](#) online disability awareness training.

The training aims to improve disability awareness among health professionals and increase understanding of the barriers people with disability experience when accessing healthcare.



Farewell Kate Copeland

Executive Director Strategy, Planning, Assets, Infrastructure and Strategic Developments Kate Copeland AM has played an enormous role with Metro North.

She has been a big supporter and foundation of many of the changes and improvements across the CKW directorate, including the Caboolture Hospital Redevelopment Program.

I am sure we all wish Kate much happiness and fun in her retirement.

Kate's retirement means that Fiona Brewin-Brown, the Caboolture Hospital Redevelopment Project (CHRP) Project Director, who will be familiar to many of you, takes on the Executive Director for Health Service Strategy and Planning role. Congratulations, Fiona.

National Aboriginal and Torres Strait Islander Children's Day

On Tuesday, Caboolture Hospital celebrated National Aboriginal and Torres Strait Islander Children's Day. This day is celebrated annually on the 4th of August – this year's theme is – Strong in Culture, Stronger Together!

The theme encourages us to stand with our children (jarjums) to be proud of their culture, their connections to country and kin, learn their stories and to be strong in their identity and resilient for themselves and their families. Our children deserve to have bright futures ahead and are our future Elders and Leaders and generations to come.

We welcomed staff from across Caboolture Hospital including our Paediatrics teams, Emergency and leadership teams. Enjoying time to come together and yarning about this important day.

Thank you to our CKW RAP Working Group members and helpers, Janita Adams, Parker Michaels,

Kirby Harwood, Anna Wilson and Michelle Enoch – for putting on a lovely morning tea and welcoming staff and visitors to the event.



OUR NEW PAEDIATRIC LEADERSHIP TEAM

It was great to see the new Paediatric Leadership team at the Aboriginal and Torres Strait Island children's day event.

New Clinical Director Paediatric Emergency Department Dr Rajeev Jarugula had popped in to meet some of the team prior to his commencement (on 16 September) and was joined by our new Associate Nurse Unit Manager Paediatric Emergency Rebekah Rawson and new Assistant Nursing Director Paediatrics Kylie Sykes.

Dr Caitlin Appleby, one of our Paediatric Emergency Medicine Specialists (PEMS), was also present and noted how she was now one of a growing group of PEMS and paediatric specialists. While all our Emergency Department (ED) Consultants or FACEMs work across paediatrics and have skills in managing children and young people, our PEMS are ED specialists who have undertaken specific paediatric emergency training focused on neonates to adolescents.

It really was fantastic to see the team together, chatting about opportunities and the future – we truly are on a journey to improve care for the children of Caboolture and this team is so excited to be working with us to lead the way forward.

We will showcase the team in future messages but please stop and chat about opportunities, ideas or challenges when you see them about. Welcome everyone.



From left to right are Associate Nurse Unit Manager Paediatric Emergency Rebekah Rawson, Assistant Nursing Director Paediatrics Kylie Sykes and Paediatric Emergency Clinical Director Dr Rajeev Jarugula and PEMS Dr Caitlin Appleby.

Caboolture Satellite Hospital (Kabul) turns ONE!

Earlier this week, we celebrated the Caboolture Satellite Hospital (Kabul) first birthday.

It is hard to believe that it is a whole year since we opened the first satellite hospital across the State - it seems to have gone so fast!

It is also amazing that Metro North has three satellite hospitals up and running with Bribie Island (Yarun) most recently opening on 17 August.

The first birthday celebration, whilst small, was a wonderful occasion!



Again, thanks to Justin and the QSuper team who were on site to support the team during the celebration.

My special message on Monday had some great stats for our services at Caboolture Satellite Hospital (Kabul) since opening, including 22,504 patients through the Minor Injuries and Illness Centre and more than 5000 x-rays to name but a few ... and I wanted to add one more.

In the first 12 months (to Monday), the Aboriginal and Torres Strait Islander Health Services team at Caboolture Satellite Hospital (Kabul) had seen 1078 patients. How AWESOME or DEADLY for our community! Another great achievement!



SUPERHERO OF HEALTH TEAM MEMBER

**Senior Aboriginal and Torres Strait Islander Health Worker
Lenore Wasaga**

Do you identify as Aboriginal and/or Torres Strait Islander: Both.

Where is your Mob from? I'm from Kaurareg nation in the Torres Strait.

Where did you work before joining CKW Aboriginal and Torres Strait Islander Health Services? Prior to joining CKW, I worked at UIIH (Institute for Urban Indigenous Health).

Which site do you work at? Caboolture Hospital but I am always available to assist at other CKW sites.

What do you enjoy/look forward in your role? I look forward to empowering mob throughout their health journeys.

Staff Shout Outs!

Congratulations to our Staff Shout Out recipients for July:

Jacinta McInnes (right) was nominated for doing an exceptional job as Acting CNC for Palliative Care.

“Jacinta was instrumental in facilitating Palliative Care Week activities and initiating our Ambulance Wish processes,” the nomination read.

“She is always happy to review patients in the wards and provide education, as well as hands-on clinical care during periods of extra pressure. Jacinta consistently advocates for and role-models compassion and care to our vulnerable community members.”



Having chatted to Jacinta on a number of occasions I can absolutely confirm her passion, expertise

compassion and kindness, alongside her focus on ensuring that we support staff and provide a great service to our patients in an individualised way. Well done, Jacinta!

Other Shout Out recipients last month were:

- Karalee Merchant – Discharge Planning Team
- Karen Denkel – Woodford Correctios Health
- Karla Tionka – ICU
- Cass Kellaway – Allied Health
- Zoe Robertson – Caboolture Heart Failure Service pharmacist
- Ehlana Devine – Occupational Therapy
- Chris Herd – Allied Health
- Tiara Moorhead – Antenatal Clinic
- Erin McCaughey – Emergency Department and Minor Injury and Illness Clinic
- Sheridan Hoffman – previously Ward 4C/CCU
- Avi Nath – Woodford Corrections Health
- Peter Pratt – Pharmacy
- Monica Darrough – Caboolture Hospital Women, Children, Family Centre
- Dean Izzard – Hospital Coordinator
- Tarryn Day – Ward 3A

Team Shout Outs went to:

- Caboolture Hospital Security Team
- Specialist Outpatients front reception team
- Patient Support Services supervisors
- Nursing Workforce Team

Recognition from our peers and colleagues not only means a lot to individuals recognising their impact on others, but also truly highlights our values in action!

Congratulations to all of you recognised in these Shout Outs and many thanks to those of you who nominated people!

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

International Assistance Dog Week

Everyone who meets me quickly knows I am a dog lover and so this is a topic close to my heart.

We are coming to the end of International Assistance Dog Week (4-10 August), which celebrates the wonderful companions and their trainers who help people with different abilities and anxieties navigate their everyday lives.

Assistance Dogs play an important role in people's lives and it is important for all of us in health to know how we support assistance dogs in our environment and how to work with our patients, visitors or staff when they cannot have their assistance dog present. ie. during visits to designated procedural areas.

It is important that we work to enable people to have their assistance dogs with them without any prejudice or negativity as part of their human rights. However, we obviously need to ensure that we understand how we make this safe in our environment, for our staff and other patients. Please find the Metro North Procedure [Animals in Healthcare Facilities](#).

Here are two articles that I encourage you to read to learn more about assistance dogs and guide dogs:

- This [article](#) has helpful background on assistance dogs in health care settings
- This [article](#) on Guide Dogs access and etiquette is a great reminder for staff.

What a compliment!

It was lovely to receive this compliment recently. Our staff at the Bribie Island Satellite Hospital Minor Injury and Illness Clinic do a great job and deserve to be recognised.

Thanks to Phil for sending. It made my day!



Bribie Island Community

Marcia Flint · 23 h · 🌐



Had to take my son for an x-ray on his ankle last night at the new Yarun/Bribie Island Hospital and have to say it's bloody brilliant! My son, 15, was in a lot of pain but didn't want to go as he was thinking hours and over to Caboolture at 8pm but nope 5 minutes up the road. What a difference this will make for all of us! — 😊 feeling grateful.



Like



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Ask Karlene!

I always appreciate receiving your 'Ask Karlene' messages. Last week, I received a message from Julie-Ann requesting more tables and chairs in the new Clinical Services building courtyard.

Thanks, Julie-Ann. It's a truly lovely space and I enjoy going past and seeing people out there. I have asked our facilities team to look at what we can do.

If you would like to send an 'Ask Karlene' message, click on the link below to send me an email.

Key Appointments

Acting Executive Director

I am taking leave from next Monday (19 August), returning Monday 3 September.

During that time, Metro North Public Health Unit Director Daniel Francis (pictured right) will be acting CKW Executive Director.

Before becoming Director, Daniel was an Advanced Epidemiologist with the Metro North Public Health Unit.

Welcome to CKW! Dan will be around with me, orientating over the next week, so please stop and say hello!



Nursing Director Medicine and Older Persons

Amanda Jensen - our Caboolture Satellite Hospital (Kabul) Minor Injury and Illness Clinic Nurse Unit

Manager - will be backfilling the CKW Nursing Director Medicine and Older Persons role, as Marguerite takes some well-deserved leave, from Monday (12 August) to Sunday 25 August.

Positions Vacant

- [PHO/Reg Med/Endocrinology](#)
- [PHO/Reg Medicine/Geriatrics](#)
- [PHO/Reg Medicine/Respiratory](#)
- [PHO/Reg Medicine/Infectious Diseases](#)
- [Senior Staff Specialist / Staff Specialist / Senior Medical Officer - Anaesthetics](#)
- [Chief Medical Registrar](#)
- [Vascular Surgery – Registrar or Senior Registrar](#)
- [Senior House Officer - Emergency](#)
- [Registrar / Principal House Officer - Emergency](#)

Safety and Quality Unit Business Case for Change finalised

Our Safety and Quality Business Case for Change has now been finalised.

The Safety and Quality Unit, soon to be renamed Clinical Governance Unit, will begin implementation of these changes and, as a first step, over the next few days there will be a number of positions relating to this business case that will be advertised.

These include:

- Director Clinical Governance (1FTE)
- Medical Director Clinical Governance (0.4FTE)
- Safety and Quality Officers (2FTE) with portfolios for risk and compliance or policy and procedures
- Consumer Liaison Officer (1FTE)

These roles have come about both from the business case for change or from current vacancies. Please watch out for them and encourage your colleagues who have skills and passion in these areas to consider them.

I would like to take the opportunity to thank the Safety and Quality/Clinical Governance team for their positive input into this process and to all of those who provided feedback.

Each and every staff member has a role in safe and quality care – it is why we are all here and therefore is important you are all involved in this change.

We are committed to work with all of you as we implement the changes in the structure and the subsequent ways of working to support the safe and quality delivery of care across our service.

Reflection

This coming week we celebrate the Ekka or the Royal Queensland Show.

The statutory public holiday this year for us in the Moreton Bay region is Monday, while for staff in Brisbane it is Wednesday.

This means that for those of us that do not work shift work, we have a long weekend. It also means that across Metro North we have different services celebrating different public holidays.

Hopefully, for all of you working, it will not cause any confusion but sometimes it can for example with different managers from other sites calling to speak to their counterparts from other sites.

If there is any issues or confusion, please do not hesitate to speak to your team leaders or reach out to our amazing hospital coordination team for clarity.

When I first moved to Australia, I was so surprised about these show days and also the sporting recognition days such as the Melbourne Cup... New Zealand has different days (such as 2 January...

which I also could not understand was not a public holiday here) but it is great to embrace these days and the traditions that go with them.

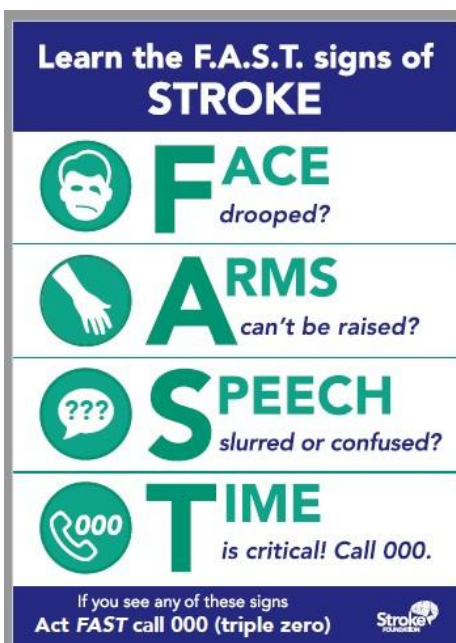
The Ekka celebration is the Queensland celebration of show day and also sees The Common Good strawberry sundaes being sold.

The Common Good provides a lot of funding to Caboolture for research and equipment. They also run our café at the front door.



The proceeds from the sundaes are reinvested into both CKW and The Prince Charles Hospital (TPCH) so if you are at the EKKA, please indulge to support The Common Good and also our hospital.

Also, did you know that the proceeds from the café are used to fund the staff in The Common Good team so that 100 per cent of every donation can be provided to strategies in CKW and TPCH?



Nowadays, we have a celebration and recognition days for many things. There are a lot we celebrate and I try to showcase the recognition and celebration in my message.

However, we simply cannot celebrate every single day and special week of the year ... there are so many of them!

However, if there is one special to you let me know so we can try to showcase them briefly. I wanted, this week, to mention National Stroke Week, which runs from 5-11 August.

Having had two young friends suffer strokes recently, it seemed important to remind people about the importance of early recognition of stroke in improving outcomes and the F.A.S.T signs of stroke (left).

I also listened to an amazing ABC Conversations podcast a few weeks ago with Neurosurgeon Brindha Shivalingam who talks about her privilege to be in someone's brain but also her own experience, it is really worth a listen. Find it [here](#).

As we head towards the Ekka weekend, I wanted to wish everyone not working a happy long weekend.

If you're one of the lucky ones, please enjoy the long weekend and be safe, take some time to breath and enjoy the down time.

For those of you working on the weekend, thank you and I hope you will still find time to rest and recuperate next week on your days off.



'There are only two days in the year that nothing can be done. One is called yesterday and the other is called tomorrow. Today is the right day to love, believe, do and mostly live'. Dalai Lama.

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

EMAIL ASK KARLENE



Kind Regards,

Karlene.