



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,

I want to start by recognising the significant pressure on all our team across CKW and thank you all for your hard work you do for our community, patients and our families.

I saw Anaesthetics Medical Director Dr Ken Eastern in a meeting this week and he showed me a photo of a lady standing and smiling at the camera – you could see the smile in her eyes. It was then Dr Eastern reflected the story of the great work of the pain team, as the day before this lady had been unable to move around without pain. The photo had been taken and sent by one of the team to Dr Eastern as the patient was saying thank you.

The story bought tears to my eyes, as that is why I come to work each day and I am sure that is the same for you all. Thank you to Dr Eastern both for sharing the story but also to him and the pain team for the work they did with this patient and others, each and every day!

The pain team are resourced in a way that they have to work around other work, such as anaesthetic rosters etc, to see these patients and are one of the many areas we continue to look at how we resource in a more effective way to ensure our community have access to these life changing services.

High Community Demand

It's been another week of high community demand this week not only for CKW but across Metro North and more broadly. We have seen high pressures for beds and we continue to see lots of respiratory illness affecting our staff, as well as patients, with Metro North staying on an Acute Respiratory Infection Tier 2.

This means we are encouraging people to wear masks in clinical areas, use Microsoft Teams for meetings where appropriate and, as always, practice hand hygiene with intent.

Metro North Workplace Based Assessment

Caboolture Hospital's capacity as a great place to train medical staff has taken a large step forward this week.

The Australian Medical Council (AMC) Prevocational Standards Accreditation Committee agreed that the Metro North Workplace Based Assessment (WBA) commenced at Caboolture Hospital continues to substantially meet the required standards to be a workplace based assessment site.

The AMC has also tentatively given us the green light to increase the annual cohort from five to 10 candidates annually (from 2025) which will be formally ratified at a meeting in September.

Congratulations to CKW Director of Clinical Training Dr Gunjan Chawla who has led most of this work for CKW.

The WBA program implementation and maintenance would also not have been possible without the work of the clinical supervisors and support from Medical Education and administrative officers.

Program Administrator Tanya Hardaker was instrumental in organising the candidates, as well as the supervisors. Tanya coordinates the assessor calibration, recalibration, the mapping of the candidates, as well as reporting to the AMC.

In addition to the new National Framework for Prevocational Training for PGY1/ 2 doctors, the WBA program and increased international medical graduate recruitment has led to an increase in the orientation and supervision requirements. The Medical Education Unit has developed an orientation and alignment package for the prevocational doctors from diverse backgrounds to support this.

Thanks also to Metro North Chief Medical Officer Dr Liz Rushbrook who has been a driving force in steering the WBA program. Dr Rushbrook (while Acting Director of Medical Services at CKW) also supported the Medical Education Unit, including an Acting SMEO role and guidance to develop the prevocational and IMG doctors' training program.

I also wanted to acknowledge the hard work and focus of our clinical staff particularly Dr Arif Shaikh who is actively passionate about and with the program.

I look forward to the further development of the program for the prevocational doctors and the expansion of the WBA program.

All Staff Forum

Unfortunately, this week we had to cancel the planned All Staff Forum where we were going to do some reflection on the last year and the year ahead.

The slides are [available here](#) so you can look at some memories. We will look at rescheduling in a few weeks.

I thought we might schedule a 30 - 60 minute All Staff Forum quarterly and run them regardless of Tier 3 but record them if we are in Tier 3 so that people can still see them.

I am interested in your thoughts on this – please send them through and topics you would like us to cover to [Ask Karlene](#).

Temporary Central Sterilising Department

You might have noted that the temporary Central Sterilising Department (CSD) in Education Lane has been operational since Monday (there are a lot of people heading in and out).

This area is meant to be in use for the next eight weeks while the refurbishment is completed on level 2.

While the new environment will be exciting it is always challenging to work in a temporary environment, particularly for services such as these so a huge thankyou to the team for their patience and focus on getting the job done in a temporary zone.

Thanks to Yvonne Albertyn for her leadership and support of the team and move as we go through this time.

Happy International Neonatal Nurses' Day for yesterday

A belated Happy International Neonatal Nurses Day for yesterday to our team in the Neonatal Unit and those Neonatal Nurses working in Maternity, Paediatrics, Emergency Department and other areas.

Thank you for all the hard work that you do to care for some of the most vulnerable of our patients here at Caboolture and their often very stressed parents.

It is not the place you plan to be when you have a new baby and you support the physical care of the babies, alongside the distress / emotion of the parents and families.



Thank you - you truly are healthcare heroes!

CKW Clinical Council meeting update

The CKW Clinical Council held its monthly meeting this week and there was once again good discussion about what's happening at CKW and Metro North now and what's coming up.

Metro North Board Chair Bernard Curran, Metro North Chief Executive Jackie Hanson and Chief Operating Officer Jane Hancock attended and shared updates with the CKW Clinical Council staff members.

Bernard, Jackie and I updated the group on a few key topics, including:

- the upcoming State election and what Caretaker Mode will mean for us.
- the challenging and pressured financial situation with growth funding allocated to initiatives such as the satellite hospitals and CHRP.
- the Paediatric Review and how CKW will implement the recommendations, also what it will mean for Metro North and broader health system collaboration.

The group chatted about the recent successful Winter Warmer initiative the Council funded, which saw members deliver hot soup and bread rolls to 250 hospital staff over a week, and the Aboriginal and Torres Strait Islander Children's Day morning tea at which Cultural Capability Officer Janita Adams reminded us that *"we must look after our children, as they are our future Elders."*

The Council then spoke about upcoming days that CKW will acknowledge/celebrate including Wear It Purple Day (Friday 30 August), National Child Protection Week (first week of September) and RUOK? Day (Thursday 12 September).

It was great to see some new members on the Council this month, including Aboriginal and Torres Strait Islander Health Worker Jemma Bruynesteyn, Director of Occupational Therapy Sam Masters, ED SMO Dr Jonathon Thomson and Assistant Nursing Director for Satellite Hospitals, Kilcoy and Woodford Paul Kemp.

The Council continues to seek members from all teams and professions across CKW. The Council plays a really important role in discussing what is important for our community and colleagues, coming up with solutions for some of our current challenges and planning for the future.

If you are interested in joining, send an email to ckwclinicalcouncil@health.qld.gov.au for more information.

CKW Staff Excellence Awards

I mentioned last week that the CKW Caring Together Staff Excellence Awards received more than 160 nominations. The judging has been completed with the finalists to be announced next week.

The awards will be presented on Wednesday 18 September from 10am to 11am. You're welcome to join us in person at the Lecture Theatre or on Microsoft Teams.

The awards are sponsored by QSuper. Justin and his team will host an information stall and be able to answer your questions.

If you know a colleague or team going above and beyond, don't forget to send them a Staff Shout Out!

Outpatients and Antenatal Admission Administration Officer Tiara Moorhead received a Staff Shout Out in July for her going above and beyond attitude.

"Tiara accepts additional and urgent requests for appointment re-bookings with a smile and 'no problems' attitude," her Shout Out read.

"Tiara is efficient, proactive and troubleshoots any issues with a sensible, compassionate and understanding approach.

"Tiara, your hard work does not go unnoticed and we appreciate all that you do in ANC for our women

and families.”

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



Health Information Management Week

Next Week (August 19-23) is Health information Management Week (HIM), which celebrates the work of Health Information Managers, Clinical Coders and Health Information Service employees perform for CKW and across Metro North Health.

The theme for HIM Week 2024 is ‘Empowering Health Data for Better Care: Innovations, Insights and Impacts’.

The CKW Health Information Service plays an important role in our care for patients ensuring that patients records are kept in a way that they are accessible and effective.

The team also ensures we are recognised for the work we do - both from a data perspective so we can identify the work and its complexity, also so that we are “paid” for the work we do.

They also ensure that staff, patients and researchers who need access to clinical information or files are able to appropriately access that while overseeing and ensuring that we manage the privacy of patients.

They play a much bigger role than many people realise... and I really encourage you to stop and chat to one of the team to learn more.

The CKW HIM team have invited Acting Executive Director Daniel Francis and CKW Executive to a morning tea with the HIM and Coding teams. It will be great opportunity to learn more about the important role these roles play in our organisation.

For more information, visit the Health Information Management Association Australia [website here](#).

Caboolture and Kilcoy Hospitals ieMR Project Update

iEMR is on its way to us and while May 2025 seems a long way away, it is not really when you start to map out the work we have to do to successfully roll out the iEMR.

In fact, the CKW executive team met yesterday with our colleagues from Digital Metro North and the Metro North Health ieMR Program to officially launch the Caboolture and Kilcoy Hospitals ieMR Project.

I calculated that Christmas was exactly the mid-point to our iEMR implementation date! (That is a little scary, isn't it?!).

This was an exciting first step in CKW's integrated electronic Medical Record (ieMR) digital transformation journey. Caboolture and Kilcoy Hospitals are scheduled to go live with the ieMR on **Wednesday 7 May 2025** – just over 263 days away.

Over the coming months, the ieMR Program team will become a part of our CKW team. They will spend much time at-site learning all about our device, infrastructure and workflow requirements needed to support the implementation of the ieMR at Caboolture and Kilcoy.



You will also begin to see information about ieMR training, devices skills stations, practice activities and more.

The ieMR [Caboolture and Kilcoy ieMR QHEPS page](#) offers loads of information for you to access. This page will host all key information about our ieMR implementation. I encourage you to keep up to date with this project as we move along as it will truly have an impact on us all.

Otherwise, if you have any initial questions about the Caboolture and Kilcoy hospitals ieMR Project, email ieMRProject-MetroNorth@health.qld.gov.au.



Caboolture Paediatric Emergency Department wayfinding signs

If you have been in the Emergency Department lately, you will notice our new paediatric emergency wayfinding signage which provides families with a clear path to the Paediatric Emergency Department and new paediatric triage.

The paediatric triage is not in the same area as the adult triage and require parents/patients to ring a “doorbell”. We wanted to make the stressful arrival at an Emergency Department a little less confusing.

This is recent signage and was designed with consumers, focused on enhancing and streamlining access to the Paediatric Emergency Department for families.

Our goal is to make the experience of our patients and families as stress-free as possible with clear directions and improved access to the care their child needs.



FOCUS

ON THE FIRST QUARTER



I hope you all remember it is Metro North's Year of the Children, Adolescent and Young - Focus on the First Quarter. To celebrate, there is a vidcast series with guest speakers highlighting some of Metro North's programs and sharing the expertise of others working in this area.

Earlier this week, Professor Leonie Callaway with Brianna McCoola and Kylie Hart from the Queensland Child and Youth Network discussed why prioritising the health of people aged 0-25 was key to health system improvement.

You can view a recording of the vidcast [here](#).

City of Moreton Bay parking update

We continue to receive messages and complaints from local businesses and residents about staff parking in areas surrounding Caboolture Hospital.

In his latest newsletter, Division 3 (which includes the hospital) City of Moreton Bay councillor Adam Hain said Council would be undertaking a broad review of parking in the area, which will include community engagement.

The intention of the review is to identify where hospital staff parking is a concern for residents now and may spread to in future. The project is expected to be complete in December, weather permitting.

Remember that Council's Local Laws team actively monitors on-street parking in areas around the hospital.

Caboolture Hospital now offers direct debit to pay for parking. Salary Sacrificing is also available through the regular providers RemServ and Smart Salary. For more details, visit the [QHEPS page](#).

Key CKW meetings this week:

I thought I would include some calls to action from our CKW Executive meetings to keep you up to date and ensure everyone has access to important information.

I will send key messages to all managers to pass on to staff.

Please let me know if this is helpful on [Ask Karlene](#).

Safety and Quality Committee Key Messages

Tuesday 13 August 2024

CALL TO ACTION:

1. Is your Mandatory training up to date?

This is important and a requirement of you working at Metro North, mandatory training is about your safety and your patients / community safety.

2. Is your Quality board in your area up to date?

if not, speak to your manager. This is meant to be a tool for you and the patients to see your focus on

the quality of care we provide and how we are addressing any gaps.

3. Do you have a passion for providing great care to our patients?

Join a standards committee today. Send an email to ckw_directorsafetyandquality@health.qld.gov.au

Senior Leadership Team

Tuesday 13 August

CALL TO ACTION:

1. Do you know when you should declare a Conflict of Interest?

A conflict of Interest is an association or relationship that will, may or could influence your actions. Further Information: [Conflict of interest.](#)

2. Do you have any cost savings ideas?

This year is a challenging financial year for us and we want to reinvest into services that have grown or are new and needed in our community.

You, our amazing CKW team, are the ones who often see where we could be more efficient or save money... please your ideas through to [Ask Karlene](#) so we can either help you in your area or look at them from an organisational perspective.

OUR SUPERHEROES OF HEALTH

**Stephanie Archibald
and Torres Strait Islander Health Hub Community Engagement
Officer (Women's Business)**

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

Where is your Mob from? Bigambul and Gamilaroi (border of New South Wales and Queensland).

Where did you work before joining CKW Aboriginal and Torres Strait Islander Health Services - CKW Fit Testing Program Coordinator and prior to that I was a registered midwife with our Ngarrama MGP (Midwifery Group Practice) team.

Which site do you work at? Caboolture Satellite Hospital (Kabul).

What do you enjoy/look forward in your role? Meeting and engaging with our community and helping mob feel comfortable accessing health care services.



**Sandra Burton
Acting NUM Caboolture Hospital Ward 4C**

I am the Acting NUM of Caboolture Hospital Ward 4C. I feel this will be a great learning experience for me to use my skills as a NUM but in a different setting.

I moved from Townsville in 2023. I had been a NUM in Townsville for 20 years: Surgical, Medical, Delirium and Dementia/Acute Geriatrics. The move to Caboolture was to look for a new challenge and the opportunity to live in South East Queensland.

I am an 'empty nester' with two amazing pugs and one amazing Husband. I have three daughters – two live in South East Queensland and one in Victoria, so I'm closer to them now as well.

I love travel and will continue to explore the areas around South East Queensland on short local trips. We completed a half 'lap' in 2022 interrupted by COVID borders and look forward to completing that when the opportunity arises.

What a compliment!

Another great compliment received about our Health Heroes in the Emergency Department and Ward 2A:

"During my admittance and stay in hospital, I cannot speak highly enough about the quality, friendliness, professionalism and patience of all staff. I was extremely well look after at all times.

The initial waiting time to be seen was long. However, this can be expected in any hospital and is caused by the workload at the time. All told, very happy."

We also received this compliment for Central Sterilising Department Nurse Unit Manager Yvonne Albertyn regarding the CSD move this week:

"I would like to acknowledge the work that Yvonne and her team have been doing in managing working in a space that is probably half the size of their existing CSD, while maintaining to work in the existing CSD for some of the sterilising.

"There has been a number of issues that we have been working around and managing. Yvonne's 'can do attitude' has been a big part in managing the issues.

"I appreciate the assistance of Yvonne's team in continuing to provide the high level of service delivery of sterilising from the temporary CSD space."

Positions Vacant

Roles for the new Clinical Governance Unit (previously Safety and Quality) will also be listed here once they are available on Smart Jobs.

- [Safety and Quality Compliance Officer](#)

Other senior roles available include:

- [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](#)
- [Senior House Officer - Emergency](#)
- [Registrar / Principal House Officer - Emergency](#)
- [Medical Director Orthopaedic Service – Redcliffe and Caboolture Hospitals](#)
- [Senior Clinical Coder](#)

Caretaker Convention update

As I mentioned above, with the Queensland Government election on Saturday 26 October, the caretaker period will begin on Tuesday 1 October.

The caretaker period is the period of time preceding the election when the government assumes a caretaker role.

The caretaker period ends either when the current government is returned or, if there is a change of government, when the new government is sworn in.

See [Guidelines on the Caretaker Conventions](#) for more details.

Reflection

Well, after another full week, I always take the time to reflect on the **why for me....** *My why is improving care for our community ...* I believe as health professionals we should do this with kindness, openness and integrity.

This week, I have spoken with a number of patients. One had raised concerns about her care - she is a patient who regularly attends and is seen to have challenging needs and behaviours. While we spoke she provided me the privilege of sharing her issues and fears. It gave me a whole new perspective of her responses to us and the way we manage her.

I was then made aware of a situation where a patient who uses different pronouns to biological gender had experienced a significant number of occurrences of being addressed by the wrong pronouns. Again, this patient had some challenging behaviours and I am sure a different history to mine or many of yours.

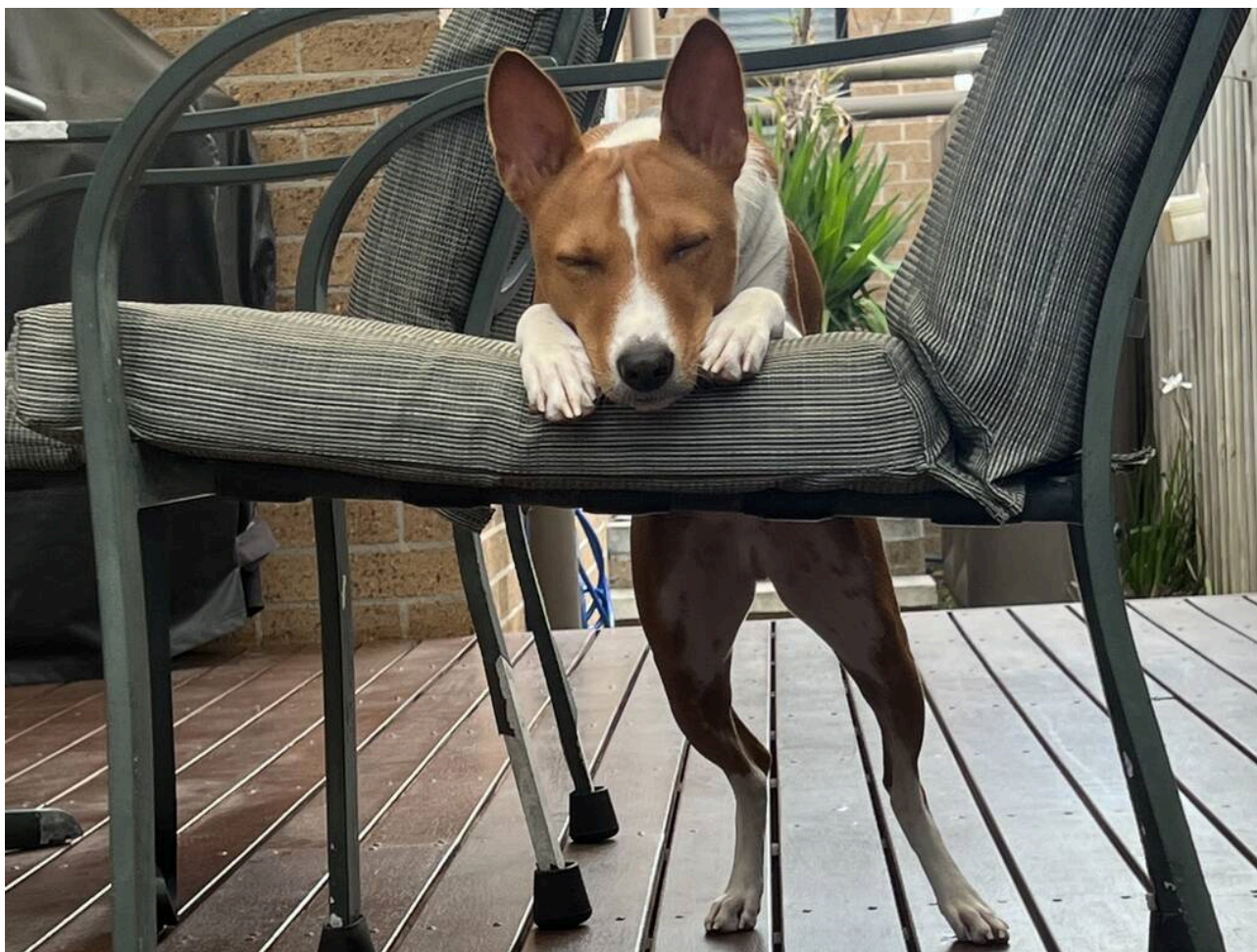
We don't always like the people we work with or care for, or more accurately the way they behave, respond or work. However, working from a base of kindness I believe questioning what is going on for the other person and what has happened for them is essential to respectful care and working. The old adage of walk a mile in their shoes is so key to understanding and being kind.

Providing feedback and understanding that listening is a process of hearing each other is key to integrity in care and collegueship. Whether it is a patient who is responding in an "inappropriate" way or a colleague who has worked in a way you don't like, it is always worth a kind inquisitive conversation to try to understand and provide an opportunity for you to feedback your concern.

As many of you know, I am heading on a break returning on Tuesday 4 September. During this time Daniel Francis (right) will be covering.

Dan is substantively the Metro North Public Health Director and has been around and about with me for the last couple of weeks.

Please say hello to Dan as you see him out and about, I know you will be in great hands.



“Do not look back on happiness or dream of it in the future. You are only sure of today; do not be cheated out of it.” Henry Ward Beecher.

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

EMAIL ASK KARLENE



Kind Regards,

Karlene.