

Having trouble viewing this email? [View Online](#)

Metro North Health

Message from the Executive Director Caboolture, Kilcoy and Woodford

Karlene Willcocks



Kia Ora CKW team,

Well, following two weeks in Vancouver with family, I feel privileged to have returned to Australia and to CKW. Vancouver and Canada are truly beautiful and busy with so many mountains and places to explore, and although I had some family matters to attend, I got to experience some fantastic places.



While I adore and am revitalised by travel, the opportunity to explore and spend time in different environments and beautiful places, I always feel I am home as I enter Australia. I know I am a proud Kiwi, but Australia is my living home. As I fly in, I am always reminded of how big the Australian land base is and how lucky we are to have the opportunity to live and learn from the oldest culture in the world as we enjoy these lands.

A big thank you to Daniel Francis who covered me as the Executive Director during the last two weeks. On getting handover and reviewing the weeks, it is evident that we continue to see high demand from our community for our services and care. Thank you to everyone for continuing to focus on delivering great patient care, with the principles of respect and compassion at the forefront.

This week has seen us drop back to a Tier 2 hospital capacity response with some improved patient access and flow which is great. I want to acknowledge your hard work to continue to move our patients through our hospital system efficiently. This is so important for our patients and community, noting that delays in movement through ED (or extended stays in ED) is not only shown to increase overall hospital stay, but also blocks access to care for our broader community. It is really important to remember that increased length of stay in ED and the wards are shown (in research and practice) to increase risk to our patients with potential negative impacts on outcomes. This is why our focus on patient flow and movement at all points, from the ambulance or ED walk-in arrival to discharge, are all so important. It's all about our patients, the community and their safety and care.

We also remain in our Acute Respiratory Infection response Tier 2, with increase respiratory illness around in our community, meaning face-to-face meetings are limited and masks are encouraged in clinical areas. It is expected that we will transition back to a Tier 1 by Tuesday 17 September if our current trend in respiratory illness rates continue.

Bridge to Brisbane

Bridge to Brisbane Race/Fun Run Week is here and I will be taking part in the event on Sunday (though this year with just a slight long-term and very annoying injury, I will be 'ralking' [run/walking]) and raising money for the hospital through The Common Good. It's truly a great and fun event!

If you donate to ['The Common Good' team page](#), you'll be contributing to research, special equipment, and patient care programs at Caboolture Hospital and The Prince Charles Hospital. Also, if you've signed up to participate in Sunday's event, you can still opt-in to be 'The Common Good' team and help us raise funds for our very own hospital.

The Common Good is a huge supporter of our research programs, equipment and patient care here at Caboolture so I want to thank you all in advance for your support!

Metro North Staff Excellence Awards

Nominations for our Metro North Staff Excellence Awards have now opened. The awards celebrate our staff who make a significant contribution and demonstrate a strong commitment to our values, either as individuals or a team. There are also four new categories awards this year including:

- Board Safety and Quality
- Excellence in Consumer Partnerships
- Emerging Leaders
- Non-clinical Excellence in Operations.

We can't celebrate the amazing work of our peers if we don't know about it, so please take some time to nominate a deserving colleague if you can. You can nominate [here](#).

The Metro North 10th annual Staff Excellence Awards will take place on Friday 22 November at Brisbane Convention and Exhibition Centre – be sure to save the date for this milestone event and nominate a colleague who deserves it. We'd like to see nominations across all areas and roles in Metro North Health!

While we are on the topic, we will shortly be announcing the nominees for the **2024 CKW Staff Excellence Awards**, but I wanted to highlight that the event will be held on Wednesday, 18 September from 10am - 11am in the auditorium. Stay tuned for the nominee announcement.

Mandatory and Requisite Training

As part of our employment at MNHs we are required to ensure our mandatory (and requisite/area essential) training is completed within the expected timeframes – some of this training, such as fire, is a legislative requirement and is all about keeping you, our patients and our organisation safe. Please ensure all your training is up to date – if you are struggling to get it done, please talk to your manager today as it is a responsibility that we all hold working here.

PDP's are also essential to ensure that you have an opportunity to have dedicated time with your manager or a leader in your unit to discuss your performance, provide feedback on your work environment, and find ways of support and training that would help you achieve your personal and professional career goals.

This time is important time with your manager to discuss your goals and aspirations. Please make sure you have a current PDP and if you don't, book a time today.

National Child Protection Week

Our children are our future and their health will influence the demands on our services in the future. This week is National Child Protection Week and I hope some of you have been able to visit the display in the foyer.

The National Child Protection week champions the message that ***Every Child, in every***



community, needs a fair go and aims to focus on every child, always having a safe and supported life, and this year's theme really is focused on this.

Last year's theme was **"Where we start matters..."** and this year's build on this with **"Every conversation matters"**.

Conversations are the most powerful tool to keep children and young people safe – they help understand, design solutions, ensure knowledge and social connection. We are encouraged to start a new conversation about this important topic and recognise the importance of these important topics.

I encourage you today to start a conversation about child safety – on your ward; with your family; with your friends; your neighbours; your local education, religion or health professionals. As health professionals we are leaders – let's lead the improvement in safety for our children.

More information can be found <https://www.napcan.org.au/>

There is also child safety training which I encourage staff to undertake even if you do not work in paediatrics as you never know when you may need these skills. [Click here.](#)

CKW volunteer profile

Today, I wanted to profile one of our volunteers, Carol Melling.

Carol has been a volunteer at Caboolture Hospital for 17 months and enjoys making up welcome hospital packs, baby bundles, stocking refreshments and showing residents to their destinations on entrance.

"I volunteer, as I like to do things & help others. I want to keep myself busy, as long as possible, in my ageing life. My life has always been a challenge to me, as a sportswoman over the years, participating in many sporting activities and still doing some today mainly running 🏃 10 kms most mornings. So, adding another volunteer role to my days of living is just another way for showing that I care for others not just me. I would recommend a volunteer role for all people who care. As we get older, we are just joining the queue ourselves, and if no one comes forward, where will we be?"



Consumer Network Meeting

The CKW Consumer Network met at Bribie Island Satellite Hospital this week and were very pleased to get a tour of the new facility, thanks to Rachel Mullen, Facility Manager. As several of our Consumer Representatives live on or near Bribie Island, they said it was great to see how it works and what is on offer so they can tell their friends and families who may need it in the future.

The group also heard from Helen Edwards, Clinical Lead GPSC & Physiotherapy Pelvic Health Service, about the research she is doing to explore the relationship between menopausal symptoms and workplace factors for women working at CKW, and how we can increase awareness and open the conversation about menopause within our workplace. Helen sought feedback from our consumers about what they understand about menopause symptoms and how they could impact their experience as patients.

We thank our Consumer Representatives for continuing to work with us to improve how we can for our community and our colleagues. If you have a project you would like to present to the CKW Consumer Network for feedback, please email ckw-engage@health.qld.gov.au.



Workplace RAP Barometer 2024

As part of our commitment to Health Equity and Reconciliation, CKW is taking part in the Australian Reconciliation Barometer survey and we need your feedback.

The Barometer is a biennial, national research study, undertaken by Reconciliation Australia and is the only survey in Australia that measures the progress of reconciliation between Aboriginal and Torres Strait Islander people and non-Indigenous Australians.

As the Co-Chairs of our CKW Reconciliation Action Plan (RAP) Working Group, Janita Adams, Cultural Capability Officer, and Parker Michaels, Manager of Consumer and Community Engagement, say we have done a lot to progress towards reconciliation, but there is still more to do.

Your voice is important and we want you to share what is working and what can still be improved.

The survey should only take about 15 minutes of your time and you can complete it at work or at home, whichever is most convenient for you. The survey will be open until COB 20 September 2024.

[Start survey here](#)

What a compliment!

“Attention to my care and comfort at all times. Encouragement to do my best and to get to my potential. Physiotherapy Department team are amazing and go the extra mile to help us to get going again – very special!”

This fantastic feedback was from a patient on ward 3C who praised the care from the Physiotherapy team during her stay. Thank you to the Physio team it is so great to get such wonderful recognition of your work and patient centred approach to care.



R U OK? Day any day

Our friends, family and colleagues make our work and lives what they are.

How important is it that we check on each other? Beyond words important.

For anyone who has lost someone important, close or even an acquaintance to suicide we know not only the loss but how much it affects those around the person. Although every day is an opportunity to check-in with your colleagues, the National Day of Action, **R U OK? Day** is coming up on **Thursday 12 September**, and is a great reminder of the positive impact this question can have – at any time – on someone going through a tough time.

Training to help you navigate an R U OK? conversation

To support staff and leaders to ask, “are you ok?” and be prepared for how to deal with any response, People & Culture have developed a **one-hour informative training session** which is being held **virtually on 9 September at 1pm**. Spots are limited, so [register now!](#) The session will be recorded and housed on the [Metro North R U OK? extranet page](#) after this date.

Information and Cupcake Stall

To help spread the word, People & Culture will be hosting a cupcake and information stall for staff on Thursday 12 September from 10am-12pm. Located in the main throughfare near the green lifts (between the two buildings). Staff are encouraged to pop down to say hi, grab a sweet treat and learn more about this National Day of Action and the staff support programs within the CKW Directorate.

You can find out about all the wellbeing resources available to you as a Metro North employee on the [Culture & Wellbeing extranet page](#).

Key Appointments

Nadine Medwin – Patient Experience Manager

I would like to give a warm welcome to Nadine Medwin who has just joined us in the Patient Experience Manager role. This is a new role, and will be focused on enhancing positive patient experience at CKW, ensuring the best quality collaborative care for every patient and their family, which includes the values and needs of the patient within a compassionate care framework. This position supports staff and training to build capacity with the goal that every patient and their families in CKW directorate will receive the highest level of care. It is so exciting to have Nadine on board and we will showcase her in a future message along with some of her early insights and focuses.



Positions Vacant

As always, we need you and your encouragement of your amazing collegial networks to come and work at Caboolture helps us build an amazing team. We currently have a number of positions in the CKW Clinical Directorate:

- [Director of Nursing and Midwifery \(temporary and permanent\)](#)
- [Director of Operations \(Temporary\)](#)
- [Manager Facility & Support Services \(Fixed term temp\)](#)
- [Deputy Director Clinical Training \(Including Workplace Based Assessment Clinical Lead Portfolio\)](#)
- [Consumer Liaison Support Officer](#)
- [Medical Director Clinical Governance](#)
- [Registrar / Principal House Officer, Emergency Department - Caboolture Hospital](#)
- [Registered Nurse/Midwife Talent Pool - Caboolture, Kilcoy and Woodford Directorate](#)

ieMR is coming to Caboolture and Kilcoy

Please keep watching this space for more information soon.



ieMR Program
Caboolture and Kilcoy Hospitals
7 May 2025

ieMR Go-Live
Days Hours Minutes
242:20:42

Reflection

Well as I reassimilate to work, I have been reflecting on goals and achievements.

Some of you may know that I run Ultra Trail events, but have been suffering a long term (10 month) injury which has been preventing me from running the amount I usually do.

In my last week on leave, I had the privilege of providing remote support to Adam Golebiowski who some of you will know as the Director of Strategic Communications for Metro North (currently on secondment), who ran Ultra trail du Mont-Blanc (UTMB).

UTMB is regarded as one of the most prestigious trail running race in the world with 171 kilometres and 10,000 meters of positive elevation gain around the Mont-Blanc through Italy, Switzerland and France. Adam completed this amazing feat in just over 45 hours. That is nonstop moving for nearly two days to achieve this amazing and once-in-a-lifetime goal. I firstly want to extend my sincere congratulations and pay homage to Adam on such a remarkable achievement. But I also wanted to really highlight through Adam's achievement what we can do when we believe, prepare and participate, and have passion.



The achievement of goals was no less highlighted at the MNHHS Research awards last night. I was upset to not be able to attend the celebration of our researchers but wanted to acknowledge Caboolture ICU specialist Dr Mahesh Ramanan for his research work on Diabetic Ketoacidosis Trials, who was nominated.

I would love to see more CKW researchers nominated for next year's awards to showcase their achievements which are gained through passion, participation and planning. The researchers here at CKW really epitomise this in their practice and deserve to be recognised.

As I thought about these achievements in the context of CKW I was reflecting on the myriad of opportunities we have to improve the access and provision of our service to our community. With the amazing team that works here at CKW we have so much opportunity to achieve great things. I would really love you to send me your ideas and team focuses though to [Ask Karlene](#) in relation to improvements we could make for our community or areas we need to focus on so we can ensure we cover them in our clinical services and strategic plans which we are currently working on.

Quotes

"I can't change the direction of the wind, but I can adjust my sails to always reach my destination" - Jimmy Dean

"You must do the things you think you cannot do" - Eleanor Roosevelt



Got a question or suggestion for the CKW Executive Director?

EMAIL ASK KARLENE



Kind regards,

Karlene Willcocks

Executive Director,

Caboolture, Kilcoy and Woodford

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.



**Metro North
Health**



**Queensland
Government**

Produced by the Metro North Communication Directorate