

Metro North Health

Message from the Executive Director Caboolture, Kilcoy and Woodford

Karlene Willcocks



Kia Ora CKW team,

This second week of September is always a week that reminds me how important kindness and care to those who we are close to or around are. We note a number of important dates, this week saw the 23rd anniversary of 9/11, an event that traumatised and caused significant horror and grief to many across the world, and certainly in my eyes, changed our world and the way we worked. Also, this week we observed World Suicide Prevention Day on the 10 September, followed appropriately by “R U OK?” day yesterday. I will reflect a little more later, but I really encourage you all to check in on each other and think about types of acts of kindness you can take each day.

Metro North Health Equity Community Consultation

On Wednesday, Tracy Grant and I attended the second Metro North Health Equity Community Consultation with our local community. We were very privileged to have the opportunity to experience two dance groups, Wajji-Walu Dreaming Dancers and Wagga Torres Strait Islander Dance Troup, along with a very moving welcome to country provided by Uncle Alex Davison.

The Clinical Directorates facilitated Yarning Circles to engage and co-design with our Aboriginal and Torres Strait Islander Community on a topic relating the Health Equity plan. Tracy and I led the CKW topic which was “How can we make Aboriginal and Torres Strait Island people feel safe and welcome at our Health Care Facilities including Caboolture, Kilcoy, Yarun and Kabul”. We made it a broad topic to ensure we had lots of conversation, and it was great to get some varied feedback.

Some key points raised were:

- **Indigenous Identification** – Asking the question - we are still not doing this well. We heard stories of people who don’t “look” Aboriginal or Torres Strait Islander not being asked, in fact one participant noted that she has twins and if she brings one to hospital in our area, she gets asked and if she brings the other, she does not. This question is so important (and not just for data!) to ensure we are able to put the right supports around people and make their health care journey safe and ensure we are working towards equities in health outcomes for Aboriginal and/or Torres Strait Islander patients.
- **Call to action** – Please ensure you ask ‘THE’ question - “Do you identify being of Aboriginal and/or Torres Strait Islander origin?” It is everyone’s responsibility to ask – if you feel uncomfortable, please familiarise yourselves with the [Cultural Capability Staff Education resources](#).
- **Communication/Consultation** – the community members raised the need for us to have a broad range of stakeholders rather than the same consumers all the time. This is a really important piece in our progress and something Tracy and I will work with the Aboriginal and Torres Strait Island leadership team on.
- **Role clarity** – There was strong conversation about the need for our Aboriginal and Torres Strait Island Staff to be included in care and care activities appropriately. The importance of staff understanding the difference between roles of the Health Care Worker and Indigenous Hospital Liaison Officer roles. We will continue to work to articulate these in

both my message and in person, to ensure they are not only valued but included and used at their full capability.

It is so important that we continue to facilitate these community consultation sessions, so that we can continue to deliver the best, and most safe and culturally appropriate care. Tracy and I will deliver these key points back to the team and work together on how to best to implement them.



Executive Support Officer Movements

Every time someone tries to find me or one of the senior leadership team members, they contact the amazing Executive Support Officer team who keep us on track. I thought it was important to let you know about a few movements that are happening and also put names to faces. The movements are largely related to some maternity leave changes with Emma Cooper (who our Nurse Managers out there will know as the Director of Nursing ESO), being the last of our current maternity leave group heading off yesterday, we wish her and the others all the best.

- Emma Cooper (Executive Support Officer Nursing and Midwifery) is on maternity leave with baby number two from today, with Natalie Rolfe backfilling.
- Karleigh Otway is backfilling the Executive Administration Support Officer role.
- Nicole Taylor (Executive Support Officer Allied Health) is on leave next week, with Lori Dunstan providing coverage.
- Sophie Wallace (Executive Support Officer Medical Services) commenced maternity leave last month, and Jess Haley is backfilling.
- Hannah Wilshire will be on leave at the end of the month, her backfill TBC.
- Rebecca Latcham, Support Officer to Nursing Director, Patient Access and Clinical Effectiveness (PACE), will be on leave commencing today with Brooke Davidson backfilling.



From left to right: Emma Cooper, Hannah Wilshire, Natalie Rolfe, Karleigh Otway, Brooke Davidson, Lori Dunstan, Jess Haley, Nicole Taylor, Erika Kovacs.

This team is key to keeping CKW moving forward so a huge shout out to them all

R U OK? Day

As I mentioned, Thursday 12 September was R U OK? Day, a day to inspire and motivate everyone to meaningfully connect with people and start a conversation that could save a life. The day follows World Suicide Prevention Day, held earlier this week on Tuesday. I believe everyone has been touched in some way by suicide, and we all have the ability to have a positive impact on someone who is feeling overwhelmed, low or just not right.

The people we work with make our work life, and while I encourage you to do this with your family and friends, it's also important we check in on our work family. Working in healthcare as we all know can bring with it many challenges, stress and high emotion. It's important we recognise that and take care of one another.

We had a huge turnout at the stall, which was great to see, and 180 cupcakes disappeared within 30minutes! I truly hope that this day prompted us all to check in with friends, family and colleagues around us to ask – R U OK?

We also had many teams that really embraced R U OK? Day in themes and activities in their areas. I got significant feedback about the OPEN team and a few clinical areas who had really focused in as an opportunity to look after each other – thank you to you all.

Please don't wait to next year to ask "R U OK?"



Mandatory Training

Mandatory training is all about keeping you and your patients safe.

Please take this opportunity to ensure all your mandatory training is up to date and that you have had a PDP. If you are struggling to complete this training, please speak to your manager.



CKW Staff Excellence Awards

Talking about the people who keep CKW moving forward and continuously striving to be better. The 2024 finalists have now been announced. The CKW Staff excellence award will be held on Wednesday 18 September from 10am to 11am and I look forward to seeing as many of you there as possible to support and celebrate all your nominees and this year's winners!

To see the list of finalists, click [here](#).

Metro North Staff Excellence Awards

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.



It is so important we recognise our staff – please think about your colleagues and progress your nominations

Nominations will close 5pm Wednesday 16 October. You can nominate [here](#).



Have your Say

In recent times, I've relayed things we've done at the CKW Directorate, in response to your feedback in the Have your Say survey, some of those actions are:

- Our commitment to reviewing all FWA requests across CKW,
- Increase the availability and options of support to you which can be provided in many ways, including peer-to-peer support.
- Working to ensure a stable executive and management teams, as when these roles are stable, you feel better supported and have clearer direction which builds your confidence and trust in CKW.
- Assurances that we will work to ensure the children of CKW are receive the best care. Our community is diverse and the families we see have unique needs.
- Since commencing in the ED role, I shared with you how my focus is on:
 - Improving access for our community
 - Ensuring our community trusts and accesses our services when they need us
 - Making this a great place to work

I recognise that there are lots of team/department/unit/ward level actions that have been done, in response to feedback you've provided to your manager in the survey. I am interested to hear more about that, and therefore commencing next week, I've asked executive and managers to use this forum to showcase what has been done in your areas. If you have things you are proud of your area achieving please send them through to [ASK KARLENE](#) so we can share them.

Metro North Community Facebook Group

Metro North Health is trialling a new way for everyone to share good news about what's happening at CKW.

The new Metro North Health Staff Community Facebook Page is now open, and all CKW staff are invited to join.

The Page has been designed to give Metro North staff more options for sharing fun events and good news in a more convenient and interactive way.

Joining the Page is optional, and it won't replace any of our traditional information channels, or be used for confidential or clinical information. The Code of Conduct will also apply to everyone using the Page.

It's something that has worked well in other Health Services in Queensland, and I encourage everyone to give it a try.

Join FB Group



Calling for Shatter the Stigma Champions and Steering Committee member

Metro North Health is committed to shattering mental health stigma. The Shatter the Stigma campaign was launched as an ongoing campaign aimed at reducing stigma connected to mental illness and empowering

more people to seek support for mental health issues. CKW has been invited to provide a representative to the Steering Committee. The committee will be meeting either on a Monday or Tuesday every second month and will require the member to assist with reviewing resources.

In addition, we are calling for Shatter the Stigma Champions – these people will be able to assist with starting conversations about how we address and reduce the stigma around mental health, drug and alcohol problems and gender issues and how our organisation works towards “Shattering the Stigma” for all. The champions will be given special T-shirts, and I would hope the Clinical Council will support the purchase of a number of these to identify the CKW Champions in this space.

If you are interested in nominating yourself to be a Shatter the Stigma Steering committee representative or a facility champion, please email lisa.kane@health.qld.gov.au or ckwclinicalcouncil@health.qld.gov.au

Challenging Behaviour Training

The Behavioural Emergency Response Team (BERT) will be facilitating three training sessions onsite at Caboolture Hospital in the Education Centre Auditorium to improve patient experience. The training is designed for all clinicians and operational staff, including Satellite Hospital staff. The dates are 19, 20 and 30 September.

The training being offered will focus on understanding behaviour, de-escalating challenging behaviour, the link between communication and behaviour and sensory modulation and integration. The goals of this workshop are to assist in learning: to remain in control at all times; support anyone, anywhere, with any issue; and avoid the wrong response which can make the situation worse.

This is a really important training program to ensure we can effectively and safely manage our complex and vulnerable patients.

To register your face-to-face attendance please follow this link [Registration](#).

What a compliment!

We received a compliment from a patient who recently came to our facilities to have her baby.

"I wanted to pass on my gratitude and thanks to the Midwives, Doctors and Patient Support in Maternity. The care and support I received during my pregnancy, delivery and post was absolutely outstanding. We are forever grateful to everyone who we crossed paths with. From a patient perspective I just can't fault the care I received. Thank you again, so much."

Thank you to the CKW team who come to work to provide great care these compliments really highlight the care you focus on!

Key Appointments

I'd like to welcome Dr Anchita Karmakar who will be joining us as Clinical Director Kilcoy Woodford and Satellite Hospital.

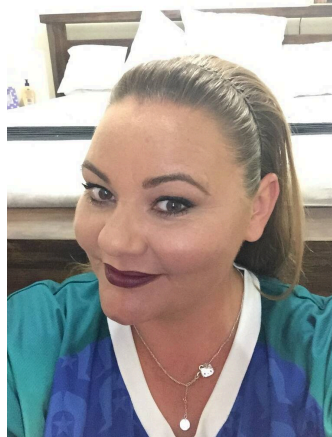
With 15+ years of experience in medicine, Dr Anchita was previously the Clinical Lead and SMO at West Moreton Health for the VAD program and a SMO at Gatton Hospital. She has triple qualifications in public health, rural generalise fellowship and as a lawyer, and hopes to bring a holistic and innovative approach to governing and shaping a sustainable and safe health care service for both consumers and our healthcare professionals. Please make her feel welcome if you see her around on campus.



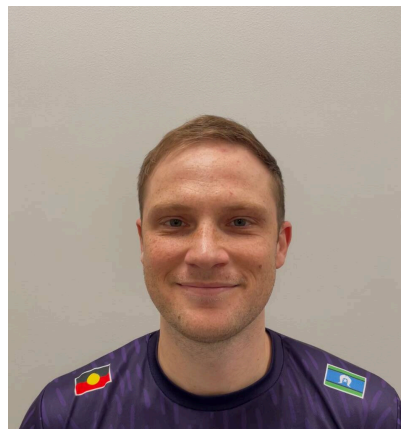
Congratulations to our two new staff members who have joined our Aboriginal and Torres Strait Islander Health Services Team at Yarun (Bribie Island) Satellite Hospital.

Please welcome **Emma** and **Chris** to our growing team.

Emma Bushby – Nurse Navigator



Christopher Ewin – Community Engagement Officer (Men's Business)



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 \(Temporary\)](#)
- [Radiographer - Satellite Hospitals](#)
- [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](#)

Caboolture and Kilcoy Hospitals ieMR Project Update



Initial work towards Caboolture and Kilcoy's integrated electronic Medical Record (ieMR) implementation has started!

If you haven't yet had the chance, I'd recommend watching the below video. It gives a great overview of why we're transitioning from paper to digital patient records, and what it means for the future of care provided at our hospitals.



watch video [here](#).

Available also to access is an ieMR Project QHEPS page that will be the central source of information for everything you need to know about the ieMR at Caboolture and Kilcoy Hospitals.

[Click here to access the Caboolture and Kilcoy Hospitals ieMR Project QHEPS page.](#)

Alternatively, you can also click the 'ieMR' button on the Caboolture and Kilcoy Hospitals QHEPS homepage.

Please pay special attention to the 'frequently asked questions' section of the QHEPS page. The aim is to grow the number of questions listed on this FAQs page, so email any questions you have about the ieMR at Caboolture and Kilcoy directly through to: ieMRProject-MetroNorth@health.qld.gov.au.

Coming your way next week will be information about the training you will receive prior to ieMR go-live, including how to complete online prerequisite training as early as November this year.

Bedside Audit

Yesterday an enthusiastic group of nursing staff from across the hospital and for the first time, consumers undertook the quarterly bed site audit. The audit is coordinated by the Safety and Quality Unit and is a huge process to organise and lead.

This process is focused on ensuring that we are delivering safe, patient centred clinical care. The

process includes discussions with the patients, chart reviews and physical head-to-toe patient assessments.

Many thanks to the team who participated. We expect the results next month for us to review and learn from.



Reflection

Well, at the end of this week, I just want to reflect on the amazing health care heroes that you all are, and that we all work with. It is so important that we keep looking after ourselves and each other. It really highlights for me how important checking in with each other is and how important those acts of kindness which can be as small as a smile and a hello. It brings me back to my challenge to us all to say HELLO to everyone we pass in the corridor and be mindful of the people we see.

I want to end by thanking you all for the work you do and encourage you to send feedback of anything you would like to see us do here at CKW directorate to improve our work or care environment. These ideas help formulate our environment.

For those interested as a number did ask, I did manage to successfully complete the Bridge to Brisbane, though I lost the people I was meant to be pacing with which is a little fail on my part! It is a great and fun event!

Next week on the 17 September 2024 is the World Health Organisations, World Patient Safety Day. The theme this year is **“Improving diagnosis for patient safety”** with the slogan “Get it right, make it safe!”. The theme focuses on the critical importance of correct and timely diagnosis in ensuring patient safety and improving health outcomes. Highlighting communication, workload, and teamwork.

I really encourage us to think and talk about these things as we move into next week noting a large number of our complaints relate to our communication with our patients and each other, alongside feedback about workload. We really need to focus on these areas and open our dialogue to collaborate on ways to work through these challenges. If you have any quality improvement ideas on approaches to strengthening our system, innovative design for safe patient pathways, or engaging patients throughout the entire diagnosis pathway I would love to hear them please send them through to [Ask Karlene](#) so that we can explore.

This document is really worth being aware of [Global Patient Safety Action Plan 2021-2030 \(who.int\)](#)

Quotes

Remember there is no such thing as a small act of kindness. Every act creates a ripple with no logical end” - Scott Adams



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.



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