

Metro North Health

Message from the Executive Director Caboolture, Kilcoy and Woodford

Karlene Willcocks



Kia Ora CKW team,

We have had a fantastic week celebrating our amazing team here at CKW, I sent a separate message yesterday outlining our highly commended and winners in our awards ceremony. This was a great event and even more impressive was the engagement from you all. These events are so important to recognise our great people and inject positivity into our busy lives. It was impressive to see we had a packed lecture theatre, with more people online. We impressively received 160 nominations from across the majority of our areas and all our teams. Every one of these nominees has made a significant impact on a colleague or a team that has led them to be nominated, and has no doubt improved the quality of care that we provide to our community and the work environment of CKW.

I am very aware that while we had this celebration, we also continue to see high demand for our services, with us remaining on a tier 3 this week with additional beds open and ED very full. As we head into school holidays where we often have less staff available, we are working hard with our teams to look at how we decrease our occupancy, so we can manage our community's needs. Please let us know if you have any ideas or thoughts.

On Monday we ran a multiagency Active Armed Offender Exercise. We had some key CKW stakeholders, along with Queensland Police Inspectors, Gavin Marsh (XO Moreton Region) and Julia Cook (Security and Counter Terrorism) also attended, and the exercise was facilitated by Metro North Emergency Management and Business Continuity.

The exercise focussed on discussing a scenario with the aim of exploring the current planned response to an active armed offender event, identifying areas where we can improve these responses, understanding interagency working and subsequently developing capability to protect staff, patients and people within our hospitals. CKW was the first directorate to complete the discussion exercise, with similar exercises to be completed across the other directorates. The information collected will inform the Metro North Active Armed Offender sub-plan and our subsequent directorate planning.

It was a great opportunity to have open discussions between QPS, key CKW stakeholders and Executives. Due to the demand in the clinical areas, we could not have as many people present as we would have liked, and we identified many more key stakeholders both internal and external to include in the future. We are very keen to run further events onsite in the future, with different scenarios, as it was so evident how beneficial this exercise was.

I would like to thank Denise Johnson and Di Bretherton from Metro North EMBC for facilitating the discussion, and Casey McCoist our Emergency Management Coordinator, who helped pull this event together.

If you are keen to be involved in future events, please let us know on casey.mccoist@health.qld.gov.au



Caboolture Hospital Redevelopment Update

As you all know, the Caboolture Hospital Redevelopment Project, refurbishment phase is progressing (it's hard to miss with our changing paths of travel, false walls and construction noise in our hospital). The construction is predominantly now in the Main hospital. The priority as these progresses, is on maintaining continuity of service while ensuring the safety of our staff, patients and visitors.

The construction is being undertaken in stages and is unfortunately taking longer than expected due to the complex nature of building within an existing facility and within a live hospital environment. You will also note that we are having regular essential service outages as these works progress. I ask you all to be alert to any NIA's that come out as they provide essential information on the outages and processes to keep you and our patients safe.

There are two upcoming events to note:

- **Saturday 21 September from 2pm – 4pm:** *power to mental health short stay and the administration/executive demountable will be shut off*
- **Monday 23 September – Sunday 28 September:** *the walkway between the administration/Executive demountable and the cheese grater will have some delays as a crane removes the temporary Central Sterilisation Department.*

We appreciate your patience and understanding during this period. I will continue to include any updates in my messages to keep you all informed.

Please remember if you need to report any building issues, the process is to contact your line manager or team leader who will then contact BEMS or load a request. Staff should not be contacting the CHRP team directly.



Metro North Staff Excellence Awards

We have another opportunity coming up to recognise our amazing staff, teams, and their work.

The Metro North Health Staff Excellence Awards recognises excellence in all our clinical, non-clinical and operational areas, across a range of categories. The awards celebrate our staff who make a significant contribution and demonstrate a strong commitment to our values, either as individuals or a team.

This year is the tenth anniversary of the Staff Excellence Awards, so we want to make this year's event, the biggest one yet! It would be great to see CKW recognised and represented strongly. Please think about who you might nominate.

Nominations for the awards are now open, featuring four new awards, alongside our existing categories.

The new award categories are:

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

To view all the award categories, or to nominate, [CLICK HERE](#)

The event will take place on Friday, 22 November at Brisbane Convention and Exhibition Centre. It would be great to see CKW there to celebrate. I will let you know once tickets are available for purchase.

August Staff Shout Outs

To add to the week of celebration our August Staff Shout Outs came out this week. Congratulations to the recipients who received CKW Staff Shout outs in August you have been recognised by your colleagues for your actions at work. Our recipients were:

- Jerson Teola – PSO
- Dr Kerryn Chatham – Bribie Island Satellite Hospital
- Rob Cannon – PPW
- Warren Clark – Caboolture Transit Lounge
- Joseph Nika – Physiotherapy team
- Dona Daniel – A/Num 3C GEM
- Shelley Reed – Nurse Manager Medical Service Line
- Kylie Annetts – Admin Officer Mail Fleet Admissions
- Patricia Saia – AIN 4D
- Kristen Riggs – Senior Dietitian
- Leisa Jackson - 4D



We will be out to meet some of you over the next few weeks and hear about what you are up to!

What a fantastic way to recognise your colleagues or a team. For more details and to submit a Shout Out, visit this [QHEPS page](#).

Ask Karlene

Last week I received a couple of Ask Karlene emails – one was an email telling me about one of our wonderful team members which we will keep until next week when we have the opportunity to go and meet them and show them this feedback.

The other was from Viviana Bennett who works in MOPS Administration.

Viviana highlighted two improvement opportunities:

The first was if it were possible to have a computer with HBCIS access installed in the hospital mail room. As the process was very time-consuming practice, with admin staff having to go back and forth to clinical areas to check locations for results to be delivered. By having a computer with HBCIS access available, admin staff can search for the correct location in a timely manner. I am happy to report that we will be installing a computer in the mail room today.

Feedback from Viv: *“That’s awesome! Thanks, I really appreciate it! This is the first time I’ve been excited at the thought of going to the mail room! Thanks again, Viv.”*

Thank you for raising your idea, Vivian. These are the simple things that we often wouldn't know about, without you bringing it to our attention. We are really keen to help in simplifying processes to make doing your job, easier or at least smoother.

Viviana's second suggestion was a centralised “lost property” department – I was surprised we did

not have one. I am grateful to now have the opportunity to work through with relevant stakeholders on how we could do this to improve our patient experience.

If you have any ideas, questions or queries, please email me at [ASK KARLENE](#)

Have your Say Update

From: Surgical and Intensive Care Service Line

You **told** us that Rostering was a major concern.

We **interpreted** this to mean that you were potentially facing:

- Unfair rostering practices; and
- There was an inability or a lack of flexible rostering.



We recognise that a well-designed roster forms the backbone of an our service line. It will optimise labour usage, minimise labour costs, ensure compliance with awards and employment agreements, and improve both staff satisfaction and customer service levels.

Rostering and scheduling can be complex, with managers required to consider multiple components. For example, mandated staffing requirements, staff certifications and qualifications, the time between shifts for individuals, budget considerations including overtime, and so much more.

We **have** undertaken a few initiatives to address the feedback that we received about rosters and recognise that there is still more to be done. Work undertaken to date, includes:

- Providing a survey of rostering in ICU through Forms.
- Standing up a rostering review team in Perioperative services.
- Rostering is a standing agenda item, to be discussed at each ward/unit meeting.

Basic Life Support and Patient Handling Blitz

Manual competencies are key in keeping both you and our patients safe – our Nursing Education team is running a blitz for those of us that have trouble getting these skills updated.

Don't miss out on these essential skills! Prepare yourself with top-notch training this week. Be sure to sign up and sharpen your skills!

Dates: 23 - 27 September 2024

Find Courses on TMS: Search "[Basic Life Support](#)" or "[Patient Handling](#)" book today!

-OR-

Roving In-Situ Training: Monday call (0800-1400) #8951 or #8145 (0800-1100) or Friday #8951 (0800-1500) or #5121 (1000-1400), to find out where the team is!

Key Appointments

I'd like to welcome Lillian Flanagan who is our Advanced Social Worker and Domestic Family Violence workforce specialist. Lillian's role is to provide training and education to all Queensland Health staff. This role supports, Caboolture Hospital, Caboolture Mental Health, Kilcoy, Redcliffe Hospital and Community and Oral health.

With 1 in 4 women and 1 in 14 men currently reported to be experiencing DFV in our communities, Metro North is excited to have a dedicated role like this. Lillian will work in conjunction to Jelena who is the DFV workforce specialists for Metro North (Southern). Together Metro North have access to targeted training and education to support staff in their confidence, competence and compassion in seeing, hearing and believing and knowing what to do or where to get support. Lillian supports Queensland Health staff to work in connection with our Community partners, alongside facilitating

training in the Common Risk and Safety Framework and a range of specific trainings. Take the opportunity to reach out to Lillian to provide targeted training to your team today.



OUR SUPERHEROES OF HEALTH TEAM

What's your name - Christopher Ewin (Chris)

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

Where is your Mob from - NT (Gurindji)

Where did you work before joining CKW Aboriginal and Torres Strait Islander Health Services – Institute for Urban Indigenous Health (IUIH) I first started in the youth services then transitioned to the Family Mediation Service.



What is the name of your role – Community Engagement Officer.

Which site will you be working at? Bribie Island Satellite Hospital

What do you enjoy/look forward to in your role? Engaging with community, building a strong and healthy relationships and to drive health equity.

Share your views with Reconciliation Australia on CKW's reconciliation commitment!

The Workplace RAP 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.

The survey takes about 15 minutes and you can complete it at work or at home.
The survey closes
COB 20 September 2024.

Please contact Janita Adams or Parker Michaels if you have any questions or would like further information, or email: cabrap@health.qld.gov.au



To start the survey please click [here](#) or use the QR code.



Cultural Share - the importance of Identity

We must ask the question!

What Question?

Do you identify as Aboriginal or Torres Strait Islander?

This is so important and because you cannot tell by someone's appearance. You cannot rely on what is previously written. You must always ask.

This is not just a data collection question; this is a question that has significant impact on the care of the patient – ensuring we offer the right resources such as cultural support and refer to the right services to work towards equal health outcomes for our Aboriginal and Torres Strait Islander people.

Why are some of you uncomfortable or maybe scared to ask? We ask all sorts of private and far more intrusive questions on a daily basis for example about a patient's bowel movements. I could keep going and I know you are all aware of way more personal questions that you have to ask.

We have amazing training in place to support you asking this question and having conversations with Aboriginal and Torres Strait Island patients and visitors – please ensure you enrol if you have concerns.

Indigenous Identification sessions run for 90mins, and look at why we ask the question, why it's important, how to ask the question, what to do after we have asked, the background on where the data goes for that, how to refer to the Aboriginal & Torres Strait Islander teams, the services available, introduce the teams and other services & programs available.

To register, log onto TMS and book in, sessions run every month or contact the Cultural Capability Officer if you would like a flexible training session for your team.



ieMR Program

Caboolture and Kilcoy Hospitals
7 May 2025

ieMR Go-Live

Days 228: Hours 20: Minutes 12

Caboolture and Kilcoy Hospitals ieMR Project Update

In last week's update, we learnt about what the integrated electronic Medical Record (ieMR) means for the future of care provided across Caboolture and Kilcoy (if you haven't already – I thoroughly recommend watching [this video](#)).

We'll cover more about what the ieMR is in coming updates. However, one question that I have already started to hear is around training – specifically, what sort of training will be provided for staff?

Click below to watch a video comprehensively covering all the training opportunities that will be offered prior to our ieMR go-live.



For any questions about training not answered by this video, I encourage you to visit the '[Frequently Asked Questions \(FAQs\)](#)' page on our ieMR QHEPS page.

If you have a question that isn't covered on the page, please email it through to the ieMR Project team at: ieMRProject-MetroNorth@health.qld.gov.au. The plan is to continue building out this page with answers to all of your questions, so please ask away!

Reflection

Well, after a week where we have celebrated our wonderful team, I am feeling positive about the joy that we can bring each other.

In such a challenging work environment, where we often deal with very sad, and challenging situations, we are the place that our patients and community come to when they need help. Often at the worst times for them (though sometimes the most exciting in maternity). They trust us to provide them the care they need in a safe and kind way. You all come to work with that as your focus.

The weight of our roles in providing this care can be heavy and overwhelming at times, however, the people we work with often make this a much easier load to bear. In reflecting on the amazing nominations that were written by many of you, really highlighted this in our nominees and winners, and I know there is so many more people out there who are doing amazing things. I challenge you all to think about one action you can do each day to improve someone's day:

- Is it saying hello to everyone you pass in the corridor,
- Asking a colleague about their family,
- Offering to help a colleague who is busy when you have a small break in your workload or just the ability to do so,
- Is it getting someone an unexpected coffee or just commenting positively on something someone does,
- Is it throwing the "R U OK? Dice" to a colleague and starting a conversation,
- Challenging your team to only saying things with a positive frame for a whole day,
- Bringing some fun to your team's day by all including a song lyric in each conversation.

These are little things that could help bring some fun and joy, which are key to making our environment better. What can you do today to help that?

Quote of the day

"Joy is the most magnetic force in the universe" - Danielle LaPorte



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.

