



Kia Ora CKW team,

I'd once again like to start by acknowledging all the hard work and dedication from you all, as we end another week where we had high patient demand and need, with us being on Tier 3 for much of it.

I thought I would share some statistics from August, showcasing the number of ED presentations across our facilities.

- Caboolture Hospital ED saw 5726 patients - 11% increase from last month's presentations.
- Bribie Island (Yarun) Satellite Hospital opened 3 August, and for the first 4 weeks saw 1383 presentations, averaging 45 patients per day. Peak times at opening then again after school.
- Caboolture Satellite Hospital saw 2212 patients per month averaging 70 patients per day.

I really want to thank you all and ask you to keep our patients, their safety and kindness at the forefront of everything you do.

No matter where you are in the hospital or across our CKW and Metro North services, you are seen by our community as a leader and healthcare worker who they hope can be their hero to help them and make their health journey better. Even a small act of kindness, a "hello", a smile, taking the time to listen or helping someone find their way changes their experience of their journey through our service at what is often a stressful time for them.

Eat Walk Engage

Congratulations to the Eat Walk Engage statewide team who recently did a study on mobility documentation across Metro North, which has just been published in the Physical Therapy and Rehabilitation Journal.

This was a quality improvement study they undertook across all four sites in Metro North a couple of years ago. The team queried where Physiotherapists and Nurses look for information about mobility and then completed an audit of the most commonly used sources to use, and what information was available in those sources.

At Caboolture Hospital, you might remember we did this on wards 3B and 4A (4D when it was on 4A). Below are the links for the article - I would encourage you to read the findings and disseminate to your teams, as I feel this work can directly inform our written communication about mobility in the future. This research directly relates to our current documentation of mobility in Caboolture Hospital, it would be great for these findings help inform any future versions of forms that included wording around mobility to improve on some of the gaps these findings highlight. Read the study [here](#).

Congratulations to our team both involved specifically in this research but also who actively engage with our patients in the eat, walk, engage program. I know a highlight for me was to

see our patients and staff encouraged by the Eat Walk Engage team back in May, competing to walk to Surfer's Paradise across four of our wards. What a fantastic strategy Eat Walk Engage is.



Communication and Patient Safety Program

It was fantastic to see our team attending the first session of the current series of Communication and Patient Safety (CAPS) program yesterday. As part of our focus on compassionate and effective communication, and the compassionate communication learning set we are running two sessions initially.

The program was designed to meet requirements of adult learning, and to enable inter-professional communication and understanding. The program uses some of the key principles of learning from the field of Neuro-leadership. It is also designed to capture attention and interest in the topic (beyond the session), create opportunities for insight which have a stronger impact on behaviour than knowledge alone and to create a safe space to explore the emotions associated with error (for the patients and their families however, more significantly, also for the care providers in attendance).

This is a really important program for those who have interest in cultural insights and change, those wanting to explore the connection between communication and patient safety, and those wanting a deeper understanding of working with humans.



This training is so important especially when we assess the themes of our complaints and other feedback (Ryans Rules, PREMS) that include gaps in our communication and our patients experiences that highlight times where they do not feel compassion or heard. And when we

consider this in the strong body of evidence that aligns patient safety and effective communication.

If you are interested in attending a future session, please contact nikia.goldsmith@health.qld.gov.au. There are some remaining gaps for the second training session on Tuesday 1 October (next week) if you can attend.

Clinical Handover Audit

Transferring patient care between healthcare providers or locations is a high-risk situation with an increased risk of communication errors at these times. Effective and structured clinical handover has been shown to reduce communication errors within and between health service organisations, and to improve patient safety and care.

The mandatory expectation is that all clinical areas are to complete a minimum of 5 clinical handover audits per month by a senior member of staff within the clinical unit. Please ensure compliance by completing five per month for your areas. Click [here](#) for the electronic form.

Kilcoy Auxiliary AGM

Thanks to Parker who attended the Kilcoy Auxiliary AGM on Tuesday 10 September on our behalf, I was sorry to not be able to get there.

The Kilcoy Auxiliary play an important role with our Clinical Directorate as they support and fund things that improve patient care which we do not have other funding sources readily available for.

It was lovely to hear that the Auxiliary leadership positions were reconfirmed at the AGM: (seen in the photo l-r) Allison Kropp – Treasurer, Lesley Warren – President, Denise Modistach – Vice President, Judy Crawford-Raby – General Secretary.

I am looking forward to a catch up with the Kilcoy Auxiliary team shortly to walk through the hospital and discuss ideas they may have to improve our services for the community. One area they are keen to work with us on is a Palliative Care specific area, which I know the team at Kilcoy are also excited about.

A congratulations to Allison, Lesly, Denise and Judy and a big thankyou to the Kilcoy Auxiliary for their ongoing support, I cannot believe the energy and passion the auxiliary members put into their support of our service.



Seniors Expo

Big thanks to Alex, Keiran, Lesley, Kirby, Parker, Chris and Thomas who spent time talking with our community at the Caboolture and Bribie Island Seniors Expos this week. There were lots of great conversation about local services and lots of very nice feedback about Caboolture

Hospital, Caboolture Satellite Hospital and Bribie Island Satellite Hospital. We spoke to more than 250 people over the two days about everything from where to go for what, how to follow up on appointment letters, how to access dental care, about our Aboriginal and Torres Strait Islander health services, and about our My Health Now document.



Research Round-Up

Welcome on board Emma.

Emma Williams recently joined the Caboolture Kilcoy and Woodford Research Development Unit in a new clinical trials nurse position – a collaboration between CKW surgical and intensive care stream and the Herston Infectious Diseases Unit (HeIDI). Emma coordinates clinical trials and other research projects that help develop local research clinicians and assists in getting Caboolture Hospital involved in large scale international research projects that aim to improve treatment options for the local community. Having links within RDU, ICU and HeIDI give a greater variety of contacts and resources to provide greater opportunities, education, and assistance to clinicians with research aspirations. This is a fantastic opportunity for CKW and we are so grateful to have Emma part of the team.

I look forward to sharing some of Emma's work in future round-ups.

Staff Shout Out

I recently received an Ask Karlene email that contained an amazing shoutout for Yvonne Albertyn, the NUM of the CSD at Caboolture Hospital from Caroline Zantis from CHRP. I have fond memories of my first meeting with Yvonne. The "Police Box" door behind Yvonne in this picture opened and there sat Yvonne on the computer talking to one of her staff about the sterilisation standards and the new build! I think more powerful, as Yvonne showed me around and described all aspects of CSD work and how they operated to ensure they met standards but also to improve the flow and care of equipment and patient safety.

The Ask Karlene read:

"Over the last few weeks, Yvonne and her team have been moved to the temporary CSD and during this time she has shown a high level of leadership. Her 'can do' attitude has greatly assisted in making the transition to the temp CSD manageable. She has dealt with a number of challenges during the time they have been in the temp CSD. She is a great person to work with and nothing is too much trouble."

When we asked Yvonne what the key is to her 'can do' attitude, she replied: *"Having a positive attitude and glass half full outlook on life. If someone says no or it can't be done, I will always find a way around it, over it, or through it. I always try to find a way. Make your own happiness. I want to give credit to my team. It's a team effort. My job is to make sure we have all the resources, the machines are working so our staff can do their job safely."*

Without the invaluable service of CSD, our hospital would not function. This service ensures that all of our utensils are sterilised, clean, functional, and most importantly, safe for our patients.

Congratulations on this recognition Yvonne, and thank you.

You will also notice that the demountable CSD that was in Education Lane out the back of the admin block has this week been deconstructed and will soon be completely gone as the team have moved back into the CSD inside. It is not quite complete, but they have a functional space to work currently.



Have Your Say

From: The Nursing Education team.

You told us that there was favouritism and inequity in decisions made! You also focused on job insecurity and lack of succession planning decreasing the value of education.

We interpreted this to mean that whether real or perceived that the communication and information sharing regarding decisions was not transparent enough and was leading to our team feeling their was lack of transparency in decisions.

The feedback also highlighted for us the need to stabilise the leadership of the team and build healthy internal relationships and communication structures within the team.

In response we have:

- Appointed Connie as the permanent Assistant Director of Nursing permanent in June 2023.
- Ensured that all positions are filled by a timely value-based recruitment process and outcomes are shared with staff.
- Implemented a process of regular EOI's for the backfill of rolls for both planned and emergent leave.
- Movement of the CNCF roles to education to support development and succession planning thus showing value in the education team.
- Communications are shared to all staff on a regular basis utilising a group email account that all new starters are added to.
- Focused on Above the Line Behaviours across the board, including a Process for escalation of issues agreed and clear to all staff and when there has been concerns raised they are managed quickly, confidentially and constructively with the individual.
- The team agreed together to STOP tolerating unreasonable behaviours and allowing problems to linger longer than they should without being managed.
- The Education teams focus is on TEAMWORK.



What's your name - Emma Bushby

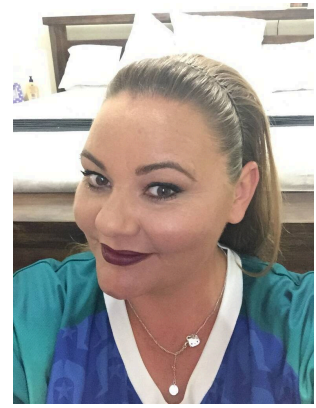
**Do you identify as Aboriginal and/or Torres Strait Islander-
Aboriginal**

**Where did you work before joining CKW Aboriginal and Torres
Strait Islander Health Services - IUIH for 9 years**

What is the name of your Role – Nurse Navigator

**Which site will you working at? Bribie Island (Yarun) Satellite
Hospital**

What do you enjoy/look forward to in your role? I look forward
to meeting new people, learning new things and connecting with
Mob



Positions Vacant

The EOI for the temporary DONM and DOO have closed, and we are finalising the recruitment processes.

Also, the permanent DONM role recruitment is in progress with advertising closing last week and selection processes in progress

We will keep you updated.



Caboolture and Kilcoy Hospitals ieMR Project Update

We are approaching an exciting milestone in our ieMR journey!

Earlier this week, you will have received an invite for the [Caboolture and Kilcoy Hospitals ieMR Project Launch Vidcast](#), occurring at 12.30pm on Thursday 3 October.

While there has been a lot of ieMR pre-work and collaboration already occurring for us at Caboolture and Kilcoy, this event marks an official start to the ieMR journey we are embarking on with our Metro North ieMR Program colleagues.

This kick-off event will be hosted virtually via Microsoft Teams and will provide an overview of what the ieMR is, why is it being implemented, and what we can expect to see from our ieMR Program colleagues over the coming months.

I encourage everyone to attend the vidcast. For those who are unable to attend, the meeting will be recorded and made available following its conclusion.

In next week's update, keep an eye out for more information about the ieMR Early Adoption Leads network.

Nominating as an Early Adoption Lead is one of the best things you can do to proactively help your colleagues and work area through our ieMR transition. Once further information about the Early Adoption Leads network is released, please speak to your line manager about your interest before nominating [here](#).

Reflection

Friday's always signal the end of my formal working week. As I dragged myself out of bed this morning to run in the torrential rain, while considering staying in my warm cocoon bed, I was reminded of an Ultra Race I ran a few years ago. It was a 100km race in Rotorua NZ – it started in the dark with torrential rain. Throughout the day it got light, and we had torrential rain and then it got dark as I finished with more torrential rain.

Throughout this run, there were some really challenging moments. I have no doubt made worse by the rain. To be honest, ultra running distances are purely a mind game for the most part and staying in a good head space is the key to success. During this race, I have great memories of the joy and camaraderie of the runners around me, but also the bedraggled support crews we were seeing at the support crew aid stations.

When I am going through the lows of ultra running, I focus on the people around me, the beauty of the bush I am in, and the support crew – my team that I am going to see soon (even though it can be 40k away sometimes) What the support crew provides as far as equipment or supplies, is actually not what is important (you can get that from the race or the other runners in these races) but it is their presence and them being there for you, in rain, hail or snow, their belief, and sometimes their support urging you to take a break!

The other runners in the race and the support crew make these feats possible. They make you smile through the challenges, help you to accept your race destiny and meet your potential. In our day-to-day work, the rain signals the challenges we are often thrown. We never know if the sun will shine or how hard the rain will pour but our colleagues and teams that we work with are like the runners and support crews that make us smile and make the amazing work we all do within the challenging environment of health possible.

Today I want to challenge you on how you will support those around you and be the support crew to your team or the broader CKW team today. How will you inject the joy, the smile, and the support to do the best for our patients and community while enjoying the experience?

Let's dance in the rain and do our best care regardless of the challenges sent to us. Send through any ideas you have to inject fun into our workplace to [ASK KARLENE.](#)

Quote of the day

"Life isn't about waiting for the storm to pass, it's about learning how to dance in the rain!"

My boys on the other hand are not so good at dancing in the rain they find their joy in these situations from their support crew wrapping them in warmth.



Lastly, WOO HOO for those sports fans out there. We have game 2 of the Bledisloe cup. Of course, GO THE ALL BLACKS! Although we already have the cup for another year, another win will top it off. To my Aussie side, GO THE LIONS at the AFL grand finals this Saturday. If only we were in Melbourne, we would be having the footy long weekend (even with no Melbourne teams in the final) However, as we are not, we will just enjoy watching our Brissy team win. (And to note: I am really a Hawks fan, but my second team is the Lions).



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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