



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,

Today is the first day of November, which signifies the last month of spring, and for us in Queensland, it means warmer weather and higher spirits as people start to spend more time outside. I just love this time of year with the Jacarandas blooming, which is such a spectacular display, and the frangipanis starting to flower – we truly are so lucky!

Board Meeting at Caboolture

As I mentioned in my message last week, we hosted the Board at our facility on Tuesday. It was wonderful to have them here and see them engage with our staff. This is the second Board visit to CKW – they held their Board meeting on 28 May, at Kilcoy.

I wanted to sincerely, and personally thank all our staff who met, and welcomed the Board members, in the corridors, when they were having breaks and when they were on tours around Caboolture. The Board members who visited ICU, GEM, and Palliative Care commended our teams on the welcome they received, the openness in which our teams shared and the amazing work that they were doing. They were impressed by the staff they met, commenting on your safety boards and your achievements. Thank you and congratulations!

The Board also passed on their thanks to me to share with you all for our evident focus on improving patient safety and care.

Ida's 100th Birthday at Kilcoy

Country folk don't hit this milestone often and the Kilcoy Auxiliary has contributed to improvements and made donations to Kilcoy for 49 years. On Wednesday, Parker, Manager of Consumer and Community Engagement, and I were lucky enough to be invited to celebrate a true milestone with one of the active and long-term members of the Auxiliary, Ida.

Ida, described as the patroness of the Kilcoy Auxiliary, turned 100 years young. We shared cups of tea, scones with jam and cream and sandwiches with each other, as Ida gave us some words of wisdom that I will share at the end of my message. Denise Modistach, the Vice President of the Auxiliary read out a special speech about her life. Her story was truly inspirational, and I would like to share just a small snippet.

Ida was born on 30 October 1924; she was one of six siblings. The family had a tough life growing up on the farm, but she looks back with only fond memories. Her family slept in a tent on land that was given to her father as a payment for going to war. They ate well, with all the food

coming from their own farm. She met the love of her life at the age of 17, who later became her husband of 55 years. Together they would have three children. The family moved to Kilcoy in 1965 where she worked as a cook for 10 years at the Stanley Hotel. Ida would cook home style meals for the guests and loved working there. In 1978 at age 54, Ida commenced work at the local Kilcoy poultry company in the boning room trimming and packing meat. She later retired in 1990 at 66 years old. Ida was supposed to retire at 65 but asked to be kept on one more year because she loved her job so much. After retiring, Ida threw herself into charity work. She became involved in the local RSL, Kilcoy Hospital Auxiliary, ladies race days, dance clubs and more. She says that age couldn't keep her down. At age 82, she and her sister were camp cooks on a station property, sleeping on camp stretchers under the stars with not even a tent overhead.

Even now, it's still hard to catch Ida at home. Each year at the Kilcoy Hospital fete, Ida runs the tea coffee and scone stall. When the Auxiliary members decided to make it easier and buy in the sandwiches two years ago, she in the words of Denise "cracked it", so this year, Ida was back in the stall. Ida truly is a remarkable woman.

We thoroughly enjoyed celebrating with her and as I always comment on Kilcoy's healing atmosphere, it was a truly welcoming event in the beautiful surrounds of Kilcoy.



Kilcoy Hospital staff forum

We also ran a Kilcoy staff forum on Wednesday, where representatives from Administration, Allied Health, Nursing, and Medicine, along with one of our amazing student cadets from the community attended. It was great to have an open forum and hear from the staff about various challenges and opportunities that were suggested to optimise Kilcoy Hospital and meet the community needs.

The team agreed that they are skilled at complex discharge planning and rehabilitation, the home cooked food was really appreciated, and the nursing team who work across the ED and the wards have broad skills (which takes patients with a wide range of conditions and needs, from acute care to palliative care).

We identified the need to clarify the patient cohort and to look at more education and support for the staff.

We also identified the opportunity to increase access to onsite infusions and telehealth for the local community, which would really support those who have long transits to our sites for appointments.

Many thanks to the team who spent the time yarning with us. It was really inciteful and sets the scene for our future planning.



CKW all staff forum Thursday 7 November: Compassion

On Thursday 7 November at 11am – 12pm, we are holding an all-staff forum in the Education Centre Auditorium. While we will provide the normal executive updates, we have also decided to focus on a theme of compassion as an introduction to the week of kindness that Metro North will host the following week.

I will be posing questions to a panel, which I will announce next week.

A special guest from the UQ Compassionate Mind Research group, will speak to compassion in a healthcare setting.

I highly encourage you to attend in person, but if you can't, you are able to join on teams.

Also, if you have any questions that you would like me to ask the panel or ask directly to me, please send them through to [ASK KARLENE](#).

[Join on teams](#)

Pink Morning Tea and raffle

On Wednesday, the Caboolture Hospital Breast Care Team and Perioperative AO Team finished off Breast Cancer Awareness month with a raffle and a **Pink Morning Tea**.

All funds that were raised have been donated to Be Uplifted Inc – a charity that supports breast cancer patients and their families with financial and practical everyday care.

Wendy, from Be Uplifted Inc, was there to receive a cheque for \$2350.20 which she said is very much appreciated and thanked everyone for organising. She then went on to say Queenslanders in particular, seem to go above and beyond when it comes to helping others.

A big thank you to Amy, Peta, Louise, Jacqui, and Eve for organising the raffle and morning tea. I have to say, I was really impressed when I spoke to the team earlier in the week. They spoke to their commitment to supporting Be Uplifted Inc, as they have helped and supported their patients many times.

Together, we can make a real difference in the lives of those impacted by breast cancer – thank you to all those who contributed to this valuable event.



CKW 2024 Christmas decoration competition

Why Green? Green Christmas is known as the opposite of White Christmas, which is fitting for Queensland. We are also blessed to live in this wonderful part of the world surrounded by beautiful lands, which might inspire some. And we've seen many great innovations in recycling, reusing and waste reduction this year and I expect we'll see some creative upcycling ideas come to life.

Over the years we've had so many great Christmas themes including Colourful Christmas, White Christmas, Community Christmas, Christmas in the Sky, Christmas around the World, Christmas Olympics, and Aussie Christmas. We'd love to hear theme ideas for next year! Send them to ckw-engage@health.qld.gov.au.



CKW Clinical Council Christmas Appeal

As we celebrate Christmas, I also encourage you to join the 2024 CKW Clinical Council Christmas Appeal! This year, your teams have two options to get involved.

1. As per previous years, Clinical Council will work with St Vinnies and Woodford Community Centre to provide non-perishable food items to provide Christmas cheer for a family in need in our region. Families will be identified by our local contacts from both Caboolture and Kilcoy. In readiness, please discuss with your work unit, elect a contact person and identify who wants to participate.

2. To provide a gift for those in hospital on Christmas Day, we would like to do a pyjama appeal with the aim of providing every patient with PJs (or nighties) for Christmas morning.

You can collect them with your team or drop them at location to be confirmed (likely the library).



Please contact Connie Gray by 11 November via email at constance.gray@health.qld.gov.au or on 5316 2401 if your team would like to be involved. Further details will be provided.

Christmas car parking

If you are paying for car parking via Salary Sacrifice or Direct Debit and are planning on taking some well-deserved time off over the upcoming festive season and summer holidays; please remember to pause your parking payments before the set cut-off periods provided by Salary Sacrifice and Payroll, noting that 30 days' notice is generally required.

Here are some of the upcoming on-hold dates and cut-off periods:

<u><i>Car Park Fortnight</i></u>	<u><i>Cut off Period – Direct Debit</i></u> (<u>written</u> notification required by)	<u><i>Cut off Period – Salary Sacrifice</i></u> (<u>written</u> notification required by)
Monday 9 th December 2024 – Sunday 22 nd December 2024	Midday Monday, 25 th November 2024	Midday Monday, 18 th November 2024
Monday 23 rd December 2024 – Sunday 5 th January 2025	Midday Monday, 9 th December 2024	Midday Monday, 2 nd December 2024
Monday 6 th January 2025 – Sunday 19 th January 2025	Midday Monday, 23 rd December 2024	Midday Monday, 16 th December 2024
Monday 20 th January 2025 – Sunday 2 nd February 2025	Midday Monday, 6 th January 2025	Midday Monday, 30 th December 2024

Please contact The Car Park Team at any time via email: CabooltureCarpark@health.qld.gov.au or during office hours on 5429 4722 if you have any parking related questions.

Staff survey: child safety action plan

The CKW directorate is currently undertaking a Child Safe Organisation Self-Audit. The audit has been developed to assist Queensland Health agencies to consider their current child safety and wellbeing practices and their alignment with the National Principles. The tool is designed to assist Queensland Health agencies to:

- ensure there is a strong understanding of the National Principles and child safety and wellbeing policies and practices across your agency,
- provide an opportunity to identify and promote the ways in which your agency's practices already align with the National Principles, and
- enable continuous improvement by identifying gaps in existing policies and practices and ways in which these can be addressed to improve child safety and wellbeing across your agency.

As part of the CKW audit, we are seeking feedback from current staff for the following criteria item –

Item 6.1 Your agency has inclusive mechanisms in place to support agency consumers of all needs, abilities, and backgrounds to give feedback to the agency.

We would be grateful if staff can complete this short survey (approximately 2 minutes). We appreciate your response/s. Please complete the form [here](#).

I-MED access update

We have received further clarification regarding the I-MED radiology access. Apologies if last week's message caused any confusion.

Clinical staff with both an AHPRA & Provider number

1. Medical Provider/Referrer (in hospital or community) – Sign up online - [Register Account \(i-medonline.com.au\)](https://i-medonline.com.au).

Clinical staff without AHPRA and/or provider numbers or admin staff

1. Medical Officers/Nurses/Allied Health/Other Clinical staff who require access to hospital patients that have no AHPRA and/or provider number. Will require sign off from their head of department (DMS/DON/DAH) – sign up with the QLD hospital non provider access form (requires director approval).
2. Admin staff – require access for administrative purposes (e.g. workflow or MDT coordination/research) - sign up with the QLD hospital non provider access form (requires approval by head of department)

Each form needs to meet the following criteria:

- Reason for access filled in
- No personal email addresses, must be a clinic/hospital email
- Mobile phone number required (for self service)
- Legible printed handwriting
- AHPRA number if available
- Form needs to be endorsed by line manager
- Bottom of the form must then be signed off by professional stream director (DMS/DON/DAH)

Please submit each form individually to Referrer.Success@i-med.com.au with the name of the applicant in the subject line i.e. "QLD Hospital Application – Joe Bloggs".

If account creation is clinically urgent, please email signed form and call Referrer Success - 1300 147 852 - to request the application be expedited. They can also provide temporary emergency access.



Stride4Stroke on ward 4A

The team on ward 4A have joined forces to get moving and raise funds for Stride4Stroke this November.

If you don't wish to participate that's ok, the team would appreciate your support in other ways like keeping them motivated throughout the month.

Ward 4A are hosting a fascinator day on 5 November for Melbourne Cup - Gold Coin Donation.

There will be morning teas throughout the month as well as other competitions. More information to come.

Stride4Stroke is from the 1-30 November and remember, it's your move minutes that count, not just walking. All proceeds will go to the Stroke Foundation to raise awareness and pay for vital resources (like stroke co-ordinators).

To join, use this hyperlink: <https://www.stride4stroke.org.au/fundraisers/4astroke>

Metro North medical wards functional decline awareness activity

The Multi-professional Mobility Improvement Collaborative (MMIC) is working across Metro North medical wards to improve awareness about functional decline. The Eat Walk Engage medical wards are challenged to a bingo-style patient mobility competition across Metro North Health services. For us at Caboolture, it's wards 3B and 4D.

All patients will be provided with a bingo card to complete for this one-day event. The card includes one page of activities (e.g. sit out for lunch, march on the spot 10 times etc) and one page of tips for staying active whilst in hospital. All patients who complete all the activities on their card will receive a "medal", and the ward at each hospital with the most cards completed (relevant to the number of patients able to participate) will win a prize. The overall winner across the 11 medical wards will also win a prize, and the glory of being the best medical ward in Metro North!

The plan for the week:

Mon 11 Nov: Caboolture – 3B and 4D

Judging will take place between 2:30pm and 3:00pm on the relevant day. Thank you to those who will be involved in this.

As this is an awareness raising activity, we would love all the MDT to be involved in as many ways as possible including promoting physical activity to patients, helping patients to participate in and complete their bingo cards, creating promotional posters etc. With all hands-on deck, we can hopefully make this a fun day for everyone...and perhaps a little competitiveness on the side.

Nurse Emma putting Caboolture on the international research map

In case you missed it, our very own Emma Williams who is Caboolture's first dedicated clinical trials nurse, was published in the Moreton Daily online recently.

Emma is in a new role that will collaborate with Herston Infectious Diseases Institute (HeIDI) and Caboolture Hospital's Intensive Care and Surgical Stream. Read more about all the amazing things Emma is doing [here](#).

This November, join Metro North Health Services to... GET MOVING GET BETTER GET HOME

ON NOVEMBER 11TH 2024...
Eat Walk Engage medical wards across Metro North Health Services are challenged to a bingo-style patient mobility competition. The ward with the most completed patient bingo cards (proportionate to ward size) will be awarded a trophy and a prize... with the possibility of snagging the Metro North prize as well!

How? Patients will be provided with a bingo card on the morning of the competition. Cards will be tailored to the patient's functional status, so everyone can be involved! Instead of numbers, patients will be working with their health care team to cross off activities like sitting in chair for meals, or getting changed in your own clothes.

PATIENT BINGO CARD

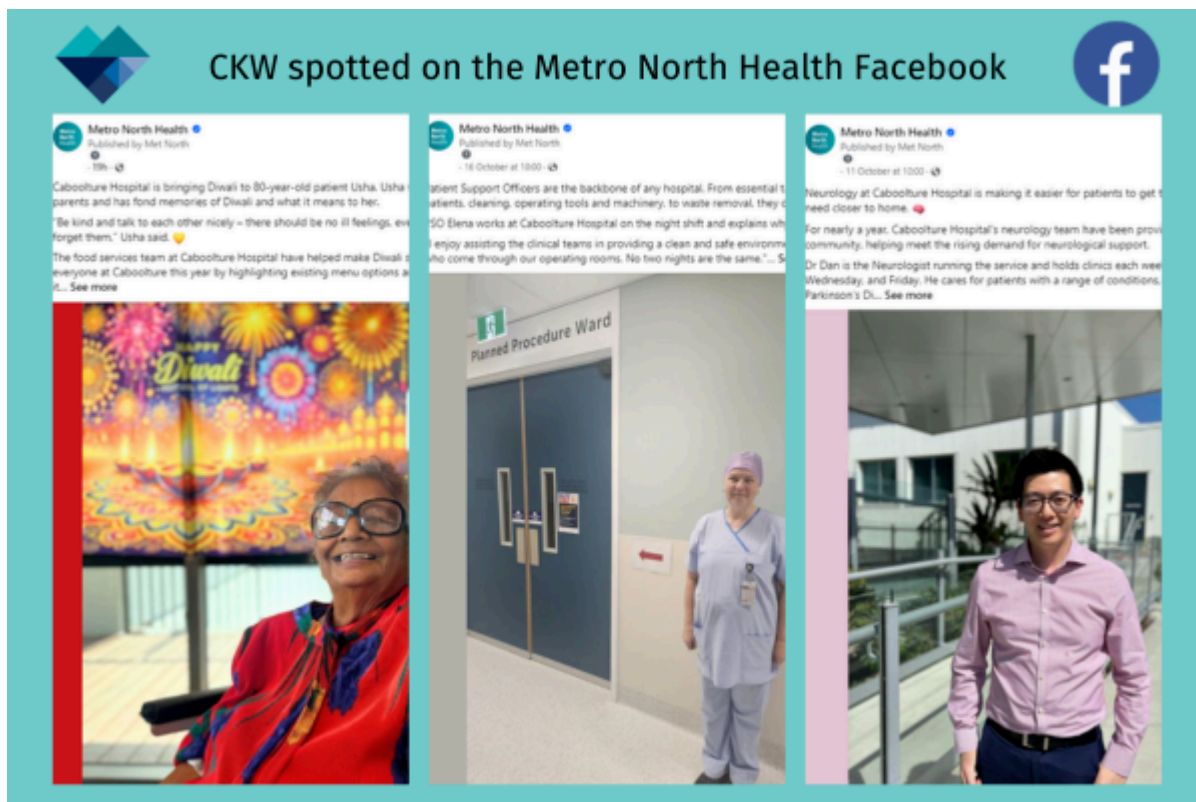
TALK TO YOUR NURSE AND/OR PHYSIOTHERAPIST FOR YOUR MOBILITY NEEDS	WALK YOUR GAITED UP AND DOWNED STAIRS	SIT IN A CHAIR FOR LUNCH
WALK 10 METERS ON THE SPOT	EAT A BRUSSEL FOR AFTERNOON TEA	TAKE TO A SEAT AND COMPLETE ANY ACTIVITIES YOU USE DAILY
EAT YOUR LUNCH IN CHAIR	GET CHANGED INTO YOUR OWN CLOTHES DAILY	WALK 50 METERS

Will 3B or 4D take home the hospital trophy? And which ward will win the overall prize for best ward in Metro North!

EAT WALK ENGAGE



CKW spotted on the Metro North Health Facebook



Have Your Say

As you all know, the Have Your Say survey is our opportunity to provide feedback on the culture of our teams and ways we can improve our environment. I am sharing some of the feedback that different teams have provided and the actions that they have worked on to address them. Please take these ideas back to your teams as they are truly great ideas and reminders of how important feedback is.

Team: Speech Pathology and Audiology

You **told** us: that the support and guidance to overcome performance shortfalls is not always received, including a lack of appreciation of good performance and reduced opportunities to discuss performance expectations.

This was **interpreted** as the team wanted clear expectations and feedback about work performance; and wanted increased opportunities to have these conversations where feedback and support to improve performance can be accessed.

In response the team **have**:

- Scheduled quarterly performance meetings for our service areas: adult acute, paediatric acute and post-acute, and audiology outpatients. These meetings are opportunities for the Director to provide an update on service performance via feedback on specific KPI achievement, acknowledge good work or effort by individuals or the team, and develop action plans to progress safety and quality within the service.
- Delivered regular staff shout outs to team members via weekly Director email.
- Added a team meeting agenda item to encourage team members to acknowledge value-based achievements of individuals.
- Ensured performance objectives in line with RDs are set in "Part 3 – Performance Appraisal" of everyone's annual PDP. Supervisors are providing quarterly reviews of these objectives during individual supervision sessions.

Key Appointments and Recruitment

Director of Operations

I am pleased to share that Jeff Andersen has been appointed as the temporary Director of Operations, for three months, effective Monday 28 October. Many of you will know Jeff from his substantive role as Nursing Director of Surgical Services, which Graham Winbank will be backfilling.

The Director of Operations is an important role in the Executive Team, overseeing strategic initiatives, and operational imperatives, managing key contract relationships and leading major projects. Jeff will be overseeing outpatients and patient flow in the role and will be looking at strategies for improvements to ensure access to our community.



Director of Clinical Governance - advertising to commence

As part of the Safety and Quality BCFC, we are changing the name of the unit to the Clinical Governance Unit. The BCFC also identified the need for a Director of Clinical Governance, and we are now in the position to advertise this role. Please forward the role to any of your networks as it is a key role, and we want the best person for Caboolture to lead and oversee our Safety and Quality Clinical Governance strategy and processes.

Our future...New graduate nurses and midwives

It has been my pleasure to attend 3 New Grad Specific workshop events for our new nurses and midwives over the last three weeks. It is fantastic to meet and welcome these new health professionals to our team. They bring a wealth of knowledge and life experience to add to our team as we support them to become solid and exemplary nurses and midwives.

In 2024 we welcomed a large new graduate cohort that these groups represented including 62 Registered Nurses, 13 Registered Midwives and 10 Enrolled Nurses. Next year, in 2025, we continue to support our new colleagues with an exciting learning calendar and to date will be welcoming to the directorate: 51 Registered Nurses and 10 Registered Midwives most of whom will start in the first few months of the year.

To support the new clinicians, we have specific days focusing on recognition of deterioration, clinical skills (eg PIVC, CVAD and IDC) along with important skills related to self-care and resilience. The education team offer "Tea and Tim-Tam sessions " across the year as a touch point to offer support and if necessary, counselling options to support the move from academia to workforce readiness.



What's your name: Kathryn Button

Do you identify as Aboriginal and/or Torres Strait Islander: Yes, Aboriginal

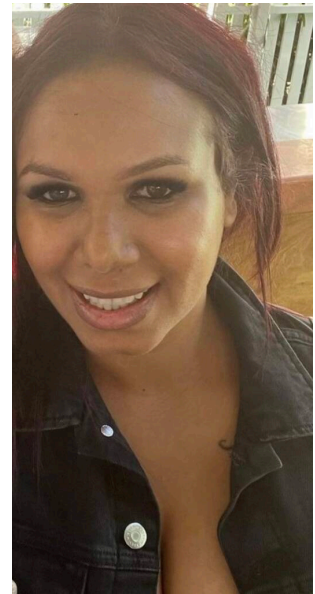
Where is your Mob from: My family including my grandparents, Aunts and Uncles all grew up in Cherbourg Wakka Wakka but originally our family comes from Koa country in Western Central Qld.

Where did you work before joining CKW Aboriginal and Torres Strait Islander Health Services: I have always worked within Indigenous Health space as a Nurse. I originally started out working with our elders at the Jimbelunga Nursing Center. I then moved onto Yulu Burri Ba working as a Practice Nurse for 4.5 years and then recently 12 months at Moreton ATSICHS Caboolture.

What is the name of your role: Senior Health Worker

Which site will you be working at: I will be working across all the Satellite hospitals with the Ngarrama midwifery team - Caboolture, Bribie and Kallangur sites. I'll also be at the main Caboolture Hospital to provide support as needed.

What do you enjoy/look forward to in your role: I look forward to trying something different in my career and being able to support our mums and families who come through our Ngarrama program.



A banner for the ieMR Program. On the left is the ieMR logo (a green circle with a white Wi-Fi symbol and the text 'ieMR'). To its right is the text 'ieMR Program' in large white font, followed by 'Caboolture and Kilcoy Hospitals' and '7 May 2025' in smaller green font. On the right side of the banner is a countdown timer for 'ieMR Go-Live' showing '186:21:15' in large green digits, with 'Days', 'Hours', and 'Minutes' labels above the respective digits.

Caboolture and Kilcoy Hospitals ieMR Project Update

Next week marks a very important milestone in our ieMR learning journey, with the commencement of online prerequisite training.

From Monday 4 November 2024, online prerequisite training will be available to complete at your own pace via [Talent Management System](#) (TMS) – most should take about an hour to complete.

These courses are compulsory and will serve as an introduction to using the ieMR ahead of instructor-led training, which will commence in January 2025.

The ieMR Project team have created a handy quiz that will outline your profession-specific training requirements. Click below to see your individual training journey, including the various knowledge maintenance and practice opportunities that will be made available to you ahead of go-live.

A promotional graphic with a dark blue background. The main text reads 'Prerequisite online ieMR training is now available to complete' in large white font. Below this is the text 'Click below to see what training you need'. A large green button with white text says 'Take the Quiz'. To the right, there is an illustration of a woman in a light blue lab coat holding a tablet. The tablet displays a quiz titled 'What ieMR training do I need?' with various options and a progress bar. A green arrow points from the 'Take the Quiz' button towards the tablet.

Please speak with your line manager if you believe you have been assigned incorrect ieMR training course/s in TMS. If you have any other questions about the ieMR or have trouble accessing your training, please email: ieMRProject-MetroNorth@health.qld.gov.au.

Reflection

Well, it's been a packed week during which I have had the pleasure of visiting Kilcoy, and Caboolture Satellite Hospital, as well as being around Caboolture. I have had the opportunity to chat to staff, volunteers and patients and the one thing that really stands out is the community feel across our sites, the desire to look after our community and do our best.

This made me reflect on how so often, we feel overwhelmed with our workload, but what the community and visitors most commonly comment to me on in the positive tense is kindness and being welcoming. For example, this week I had feedback that someone waited a long time, but people were friendly, checked on them, and it was noted that everyone was asked if they identified as Aboriginal or Torres Strait Islander.

Another piece of feedback was about how our fantastic it was that our volunteers insist on walking with our visitors to their destination, as the path was a bit confusing. Lastly, how friendly everyone was and how that element had improved since the person's last visit.

So, in this vein, can I again ask everyone to focus on three things:

1. Be kind – always.
2. Say hello to everyone in the corridor (and check on them if they look lost or upset).
3. Treat everyone as a visitor in our house (after all it is our house, and we do invite people in).

Quote of the day:

“Just get in and do it.”

“Be kind and helpful to everyone.”

Ida Moffett's advice for a good life on her 100th birthday





Got a question or suggestion for the CKW Executive Director?

EMAIL ASK KARLENE



Kind regards,

Karlene Willcocks

Executive Director,

Caboolture, Kilcoy and Woodford

**Metro North
Health**



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