



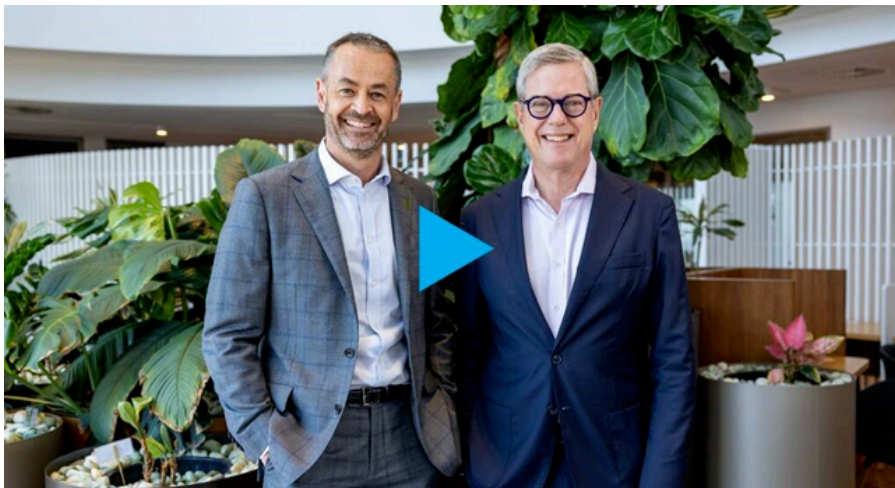
We respectfully acknowledge the Traditional Owners and Custodians of the land on which our facilities are built. We also pay respect and acknowledge Elders past, present and the future.

Kia Ora CKW team,

It's been another great week at CKW, with lots going on. It was great to attend our Consumer Advisory Group this week, where we spoke about our commitment to the equity agenda progression, and our focus on improving patient care. It was wonderful to see them all – they are so committed to providing advice and sharing their experience and knowledge.

On Wednesday, we hosted Metro North Chief Executive Jackie Hanson, Chief Operating Officer Jane Hancock, and Chief Finance Officer Alister Whitta, who met with some of our leaders to discuss the achievements and opportunities we have moving forward. We also discussed some of the investments we have made over the last few years and how they have influenced the care we provide. It was great to have the opportunity to hear our teams reflect on the improvements we so often forget, as we identify the never-ending challenges. I really encourage all our teams to keep a list of achievements and positive outcomes, as you all do such amazing work.

As you all know, two weeks ago we had a change in government with The Liberal National Party of Queensland now leading our state. I would like to welcome the Honourable Tim Nicholls MP, Minister for Health and Ambulance Services and Dr David Rosengren, Director-General of Queensland Health. To get a better understanding for their vision for Queensland Health, I highly recommend that you watch the below informative video.



Christmas is coming!

Mariah Carey is slowly defrosting (oh no, not again!) and there are plenty of festive activities on the horizon at CKW. I am such a grinch!



CKW 2024 Christmas decoration competition

The theme is **GREEN** - perfect for a grinch, or an eco-warrior. So much fun to be had, and I cannot wait until the judging.

Register by Friday 13 December
Judging Wednesday 18 December



CKW Clinical Council Christmas appeal

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 families 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.

The other initiative is 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.

Transit Lounge Christmas Challenge - this is on now so get your team involved

The Transit Lounge team have decided to up the ante and put a challenge in place. Have you joined yet?

I am looking forward to seeing who will win. But with all seriousness, the transit lounge provides an opportunity for patients to move to a less hectic environment, where the staff can focus on ensuring the essentials of discharge have been completed and easier access/egress for them to be picked up by family, friends or other support services.

Please consider the transit lounge for early transition once discharge is confirmed, as there is pharmacy support and other allied health support that can also be managed in this environment.



TRANSIT LOUNGE

CHRISTMAS CHALLENGE

Three (3) prizes to be won!

The wards with the highest percentage of discharges through Transit Lounge will win!

1st November – 30th November

Extra points are awarded to those wards who send patients **awaiting** final DC processes, paperwork, and Pharmacy.

Elevate Patient Safety and Staff Experience!

We believe that patient safety and staff well-being go hand in hand. We're committed to creating an environment where every team member understands the vital role, they play in delivering exceptional care.

By streamlining patient discharges and admissions, we not only enhance safety but also ensure a more manageable workload for staff. This means fewer late-shift challenges and a more supportive work environment for everyone.

Let's work together to prioritise patient health and create a smoother shift experience for our dedicated staff.

Your efforts make a difference every day—join us in making care better for both patients and colleagues!

Compassion: CKW all staff forum wrap-up



Thank you to everyone who attended the CKW all staff forum on Thursday, both online and in person. There was such a great turn out and I appreciated the engagement and interaction from you all. The forum was themed around compassion, but before we got into that, I gave updates on key topics such as Christmas planning, investments, future planning, celebrations and challenges, and finance. I have and will continue to cover these topics in my message, but the main event was COMPASSION.

A big thank you to our panel guests; Indigenous Health Liaison Officer Stella Bamaga, Emergency Department Ambassador Gigi Hoppner, Patient Consumer & Experience Manager Nadine Medwin, Director of Medicine Dr Emma Donaldson, Director of Medical Services Dr Ted Chamberlain, and Medical Director of the Emergency Service Line Dr Michelle Davison.

The panel were asked questions around compassion and were asked to give examples of when they applied compassion in the workplace, and instances where being compassionate had gone wrong. We were very privileged that the panel not only shared their professional expertise but were courageous in sharing personal stories and personal values that drive their compassion in action.

Key messages that the audience heard as the **essentials to compassion** were:

- Kindness
- Listening
- Time

A key tip was to ask: "What matters to you?"

Rather than, "what is the matter with you?"

We also then asked the panel what their essential aspects of compassion were:



The stories and wisdom they all shared were truly heartfelt, and there were definitely a few tears in the audience.

Lastly, thank you to our special guest from UQ Compassionate Mind Research group, Ton-Lin Hsieh who shared his research findings on compassion in healthcare with us. Healthcare workers across Australia are invited by The University of Queensland to participate in a 10-minute survey focused on identifying institutional barriers that impact both patient care and healthcare workers' well-being.

The results of this research will help inform policy and shape strategies to enhance healthcare delivery while supporting the well-being of healthcare workers. Participation is confidential and anonymous, with a chance to win 1 of 3 \$100 Coles Mastercard gift cards upon completion. To take part, click [here](#). For more information, contact Ton-Lin Hsieh at tonlin.hsieh@student.uq.edu.au.

We look forward to continuing to doing staff forums in a format that you get benefit from so please send me:

1. Your thoughts on the forum (we want all feedback – good or bad and ideas for improvement)
2. Ideas for future forums – topics and formats
3. People to invite
4. How often and time we should do these

**HEALTHCARE
PROFESSIONALS
IN AUSTRALIA NEEDED FOR STUDY**

URL: [BIT.LY/BARRIERS_TO_CARE](https://bit.ly/barriers_to_care)

Tell us about your work and help us identify the barriers to providing effective patient care. Complete a 10-minute survey for a chance to win a \$100 Coles gift card.



This study adheres to the guidelines of the ethical review process of The University of Queensland and the National Statement on Ethical Conduct in Human Research. Please contact tonlin.hsieh@student.uq.edu.au for any inquiries.

Ask Karlene

Self-care: excess leave

One of the big messages in the compassion forum was self-care and with the Christmas period just around the corner, now is a great time to think about planning leave for the year ahead. Recreational leave is vital to ensure we can take time rest and revitalise. It is essential that we all take regular breaks for a period of time that allows us to wind down from work and rest.

Many of our staff have excess leave, this suggests that we are not ensuring we are looking after ourselves and each other. If you have excess leave, please speak to your manager (before they get to you!) and put a plan in place to reduce this leave by planning a period to look after yourself.

The hospital will also be having a longer step-down period for planned care this year from Sunday 22 December 2024 to Sunday 12 January 2025.

This may be a time for staff (particularly those of you with excess leave) to take some time off.

Our Christmas closure plan will be released next week.

Peer Review

On Tuesday 12 and Wednesday 13 November, CKW will undergo a Peer Review against the National Safety and Quality Health Service Standards. This will involve a team of peer assessors from Safety and Quality Units across Metro North coming into our facilities to review our adherence with the National Standards and how we have embedded the Standards into our Business as usual here at CKW.

The Satellite Hospitals will be excluded from this assessment process, as they are currently on a separate accreditation schedule, but Woodford Corrections and Kilcoy will very much be included.

To ensure we are as ready as possible for the review, can all clinical areas ensure that safety spotlight boards are updated with up-to-date data and evidence of your Quality Improvement activities and consumer engagement activities (you said/we did).

If any support is required, please speak with your Nursing Directors or call/email the clinical

governance team.

Cultural Protocol: Do you know when to respectfully use Aunty and Uncle titles?

It is important when you are meeting an Aboriginal and/or Torres Strait Islander person who is in the Elder age group, 50 years +, that you sit in a space of curiosity as to how they would like to be addressed. It is cultural protocol to ask the Elder how they would like to be addressed - Aunty, Uncle, Mr or Mrs or by their name.

It is important that you allow the Elder to guide you on this and what they are most comfortable with. By sitting in a space of curiosity and asking the question, also allows for a culturally safe space to be created from the start of an interaction. This allows the Elder to feel safe and know that their culture is being respected. It can create a strong therapeutic relationship moving forward and improve the Elder's experience in our hospitals and health care settings.

Remember it is always important to ask the question rather than offend.

Recent patient feedback received, highlights the impact of this protocol in action:

An Elder from the Community presented at a MNH Hospital via QAS handover. On arrival, the nurse spoke with the Elder about how she would like to be addressed. The patient stated Aunty and from that moment throughout her whole patient journey, from the ED to the wards, Aunty was written on her name above her bed to discharge, she was acknowledged her preference was to be called Aunty. Aunty also noted that as it was written on her name board. Every staff member who entered her room called her Aunty, from the specialist doctors to the patient support officers and nurses. What a respectful way to treat our patients. Aunty also noted that this easy-to-enact action became a pathway for ad-hoc conversations with staff who wanted to understand her cultural needs.

Celebrations of excellence: research report

CKW Research Report January 2022 - June 2023 is now published online. I encourage you all to familiarise yourself with the research we are doing that ensures we provide the most appropriate and safest healthcare to our patients and community. It also allows us and our community to contribute to the development of new technologies, care, procedures, and therapies worldwide.



[See report](#)

Parkinson's seminar

Desre Arnold, our Advanced Care Planning Facilitator, was invited to provide a display table at a recent Parkinson's Seminar in Caboolture. Desre provided information packs for participants to take



home information about Enduring Power of Attorney and Advance Health Directives. It is important that the people in our community receive information to make informed decisions about their choices around Enduring Documents.

It is wonderful that as the major health care provider in this area, that we support education to community groups about topics relevant to their needs. The seminar provided information from a neurologist about advanced technologies in the treatment of Parkinson's and the benefits of various lifestyle interventions in the support of symptom management.

It's also a great time to reflect if our families (and ourselves) have our Advance Health Directives in place. You can speak to Desre if you require more information on this.

National recycling week - disposable cups



As a long-distance trail runner, the races I enter generally stopped providing cups a few years ago, and as trail runners, we are required to carry our own cups. This was an environmentally friendly initiative to decrease waste. Let's as a CKW directorate, look to do the same and stop using disposable cups.

From 11 November 2024, Caboolture Food Services will no longer supply disposable cups and lids to staff across Caboolture Hospital, Caboolture Satellite Hospital or Bribie Island Satellite Hospital (this is actually due to a significant reduction in storage space, but let's use it to better the earth's future.)

Departments will need to order these for patient use only directly from WINC. This a good initiative for staff to bring in their own cups or mugs, to help us reduce waste across the facilities. A timely reminder with National Recycling Week upon us from 11 – 17 November.

Some amazing facts about Metro North's recycling this year include:

- Over 1000 tonnes of cardboard and paper
- 572 tonnes of cardboard and paper
- 109 tonnes of food waste
- 39 tonnes of electronic waste
- And over 280 tonnes from our other 22 recycling streams

To find out about all that can be recycled, please go to our [waste and recycling directory](#).

Fire wardens

If you are a fire warden, it is essential that your training is up to date. It is a legislative requirement to have a fire warden on at all times. Please ensure you have done the training, or your training is up to date. Talk to your manager for more information.

E-scooters and E-bikes

With fires involving personal electric vehicles becoming increasingly common due to defective and damaged lithium batteries, and the use of charging equipment that is unregulated or unsafe. When over-heated, lithium-ion batteries of all sizes can ignite, resulting in fires that are challenging to extinguish, with potentially toxic smoke emissions which present a significant risk of harm to people, property, and the environment.

I must therefore remind all staff that they cannot leave their **bicycles/E-scooters inside the hospital building**. Metro North is currently developing a policy on E-Mobility Devices (in development/consultation stage) indicating that:

- When riding an e-mobility device to a Metro North Health facility, **users must leave the e-mobility device in a safe and responsible way in the end-of-trip facilities**, existing bicycle cages, designated parking/charging zones or other dedicated marked location.
- **E-mobility device batteries and chargers are not to be stored in any Metro North Health buildings.**

We have upgraded our bike storage enclosure on campus to provide a monitored and secure cage for e-scooters and e-bikes to be safely stored in while you are on shift. If there are any issues with the enclosure, please forward your concerns to Cab-Facility-Services@health.qld.gov.au

Occupational Violence Roadshow



Occupational Violence (OV) is one the highest work-related incidents reported by CKW and Metro North STADD. It is important we all have skills to prevent and deescalate potential OV as none of us should accept it as 'part of the job', irrespective of the intent for harm.

It is estimated that 95 per cent of healthcare workers experience OV during their career. Types of OV may include physical assault, verbal abuse or harassment, intimidation, threatening behaviour, sexual abuse or harassment or abuse through technology.

To learn more about how to prevent and manage instances of OV, the Queensland Occupational Violence Strategy Unit will be visiting Caboolture Hospital on Wednesday 13 November. This is your opportunity to talk with the team and hear how they can work with you to help prevent OV.

Spaces are limited, click the image below to register and secure your spot to learn more about this important issue. You can also read more about OV on [QHEPS](#). Register [here](#).

The team will also have a walk-up stall in the Education Centre for staff to come and talk to the team anytime between 9am – 3pm.

Patient feedback

I recently received some feedback from a staff member, who got chatting to his car tow driver. He said the man and his partner had their baby at Caboolture Hospital last year and were happy with the food and care and explained how great the timing of food, and the options for each meal was. He had zero complaints. He got to stay overnight, as long as he would help with the baby after his wife had a c-section and was recovering. The couple have another baby on the way due early next year and will be coming back to Caboolture Hospital.



Have Your Say

Team: Medicine and Older Persons (MOPs) 2023 Wards 3B, 3A, 4A

You **told** us that you felt that you did not have the support you need to get the job done.

We **interpreted** this to mean that there was lack of support with Education and training, equipment needed to get the work done and staffing levels for the open beds.

We have:

Permanently appointment Nurse Educator and Clinical Nurse Clinical Facilitators (CNCFs) to cover all areas through MOPs. This has allowed us to improve the delivery of Inservice’s training and clinical skills development. With the addition of new wards, we have seen sufficient volume of equipment added to the fleet and improved processes to repair or replace equipment. With the commissioning of the CSB, we have opened subacute beds ensuring our end of life and slow stream rehabilitation patients have a dedicated space and staff who are able to appropriately tend to their needs. Therefore, lessening the pressure of having acute and subacute patients in the same wards.

Our focus is on compassion.

Key Appointments and Recruitment

Director Clinical Governance

I am pleased to share that Dr Emma Donaldson has been appointed the role of Director of Clinical Governance. Emma will be playing a key role in leading and overseeing our Safety and Quality Clinical Governance strategy and processes. Please join me in congratulating Emma.



Nursing Director Medicine and Older Persons Service Line - on leave

Marguerite Byrnes, Nursing Director - Medicine and Older Persons Service Line will be on leave commencing Tuesday 5 November up to and including Friday 29 November 2024.

Jessica Linnan will backfill in this role during this time, from Monday 11 November.



ieMR Program
Caboolture and Kilcoy Hospitals
7 May 2025


ieMR Go-Live
Days: 179, Hours: 21, Minutes: 03

Caboolture and Kilcoy Hospitals ieMR Project Update

As discussed in last week's update, online ieMR training is now available for staff to complete at their own pace via [Talent Management System](#) (TMS).

Training has been tailored specific to each professional role across Caboolture and Kilcoy, with courses differing from role-to-role. All assigned training must be completed prior to ieMR go-live on Wednesday 7 May 2025.

If you are interested in seeing what your full ieMR training journey will look like, please click below to complete the quiz.



Prerequisite online ieMR training is now available to complete

Click below to see what training you need

Take the Quiz

You can also check your assigned training in TMS. If you believe you have been assigned the incorrect training course/s, please speak to your line manager before contacting: ieMRProject-MetroNorth@health.qld.gov.au.

In addition to this, another ieMR 'Fast Fact' information session was held on Wednesday, in the foyer between the Caboolture Hospital Main Building and Clinical Services Building.

Occurring on Wednesday each fortnight, the ieMR Project team are available all day to answer questions about the ieMR, as well as demonstrate a different aspect of the system's functionality at each session, so be sure to drop in and see the team when the next session is on.



Check out the [ieMR 'Fast Facts' sessions schedule](#) to see the list of upcoming sessions happening between now and Christmas.

Reflection

Following on from the focus on compassion, I have been reflecting on those important messages we heard. The overwhelming word was **KINDNESS** for me – but the kindness was clarified as:

- Kindness to others
- Kindness to self
- Kindness in action – this looked like taking the time to be with someone, listening to someone, talking in a way you would want to be talked to and sometimes just being present.

In our challenging work environment, where we often deal with sad and challenging events, it can be busy and the people we work with do not always engage with us in kind ways. It can be hard to step back and take the time to breathe, be present, listen and be kind. As people who work in health know, it is important that we remember that our patients and community who come into hospital are not in their natural environment and by asking, “what matters to them?” may be the way to defuse and improve their journey. A simple hello, some help with directions, or checking what they would like to be called, can make significant improvements in their experience and are some of the ways we can show compassion.

I am so grateful to work with and be part of a team that truly are focused on providing great care to our community by showing compassion to our patients, our staff and our community.

Remember:

- Say hello to everyone you pass in our corridors
- Treat people as if they are guests in your house as they have been invited into your workhouse.

And most of all, look after yourself. Without being strong, healthy and resilient, you cannot be the strength of care and support our patients and your colleagues need.

Quote of the day:

“There's 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,

