

Metro North Health

Message from the Executive Director Caboolture, Kilcoy and Woodford

Karlene Willcocks



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,

What a week! In between being on Tier 3 for the start of the week, we have been on weather watch for storms (and had a code yellow on Tuesday with a loss of power and one bank of lifts due to these storms). We also held our first CKW community truth telling Yarning Circle and went through a Peer Review.

Through all the potential storms and stresses, the word and theme which sticks out for me this week (and always), is kindness. The Oxford Dictionary defines kindness as the quality of being friendly, generous, and considerate. This is fitting with the Kindness Works Here workshops being launched by Metro North this week.

Kindness helps us be human and connect. It is with kindness, that we can continue to provide the best and safest patient-centred care. It is with kindness that we can create the best and most welcoming work environment for us all.

My personal belief is that kindness allows us to consider another's point of view, position, or situation, and respond with inquisitiveness and compassion rather than judgement or oversight of their view, knowledge or beliefs.

Kindness Works Here Week



As you would have seen in the Chief Executive message last week, Metro North Health is partnering with the [Hush Foundation](#) to embed a culture of **kindness** in healthcare. Feeling valued and cared for makes a big difference in both your working day and our patient outcomes. When **kindness** is part of our work, everyone benefits!

The Hush [Kindness in Action program](#) supports teams to practically apply the key values and behaviours which underpin quality and safety in healthcare. There will be more shared about the program and resources available to staff in the coming weeks, however this week we kicked off with **Kindness Works Here Week**. *Kindness Works Here Week* aims to bring together all the voices in healthcare, celebrate

what is being done well, give practical examples of good practice, and nourish our healthcare workforce with kindness. I hope many of you were able to join in on one or more of the online events that were on offer. If you missed the events, you can catch up by watching the recording via the links on [QHEPS](#).

CKW Children's Health Yarning Circle



On Wednesday, we held our first CKW community truth telling Yarning Circle. This was a chance to connect with community and listen to their experiences, and thoughts. While the focus was on children, we were privileged to share stories from all aspects of health care. There was a significant amount of feedback that the attendees generously shared with us, alongside ideas to help make our services more accessible for Aboriginal and Torres Strait Islander people.

I was truly humbled that the group shared their experiences with us so honestly and frankly – both good and not good. People sharing feedback with us is such a gift, and the yarning circle certainly provided many of our attendees with a belief that we can work together in this process to increase the accessibility and acceptability of our service to our Aboriginal and Torres Strait Island Community.

There were several stories that highlighted admission experiences across our services permeated with:

- Judgement
- A lack of respect of or understanding for decisions made that were different to our health care beliefs or priorities
- Speaking about people not to them (where we could be heard)
- Health care “threats” to change care or involve services.

As I listened, I could see why from a health care perspective some of these things were happening, but what was evident was that we must be **kind and respect** the people who seek our help.

The yarning circle really highlighted some focus areas:

- Listen and hear and inquire
- Respect, people and decisions
- Engage collaboratively in care and community
- Follow up

I must put a big thank you out to Layla Scott Manager of Health Equity, Tracy Grant Manager of Aboriginal and Torres Strait Islander Health Services, Parker Michaels Manager of Consumer and Community Engagement and Kirby Harwood for organising. An enormous thank you to the Elders, community and staff members who attended. I look forward to the next yarning circle.

Peer Review

On Tuesday 12 and Wednesday 13 November, CKW went through a Peer Review against the

National Safety and Quality Health Service Standards. It involved 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.

Thank you to the assessing team – Shirley, Gareth, Amanda, Martin, Maria, Trish, Meryl and Rebecca. It is a privilege to have such a skilled team come and work with us to provide in-depth feedback into areas we have opportunities to improve.

It was fantastic to hear from the assessors that our staff made them feel welcome across the three sites, that people engaged openly in the process, and overall, they observed a team committed to providing safe care.

One early focus area is **ensuring our basics of care**:

- Checking identity (3-point identity check)
- Including patients and family in bedside hand-over (after identify checking and ensuring the patient has consented to them being there)
- Risk assessments (4AT, skin, suicide, falls)

Though we have had some initial feedback, the team now spends time reviewing further evidence and writing up the report. Once the report is finalised, we can share more of the outcomes with you all. From there, we will work with you and your teams to develop an action plan to address any areas for improvement.



Virtual Courageous Conversations: The Experience

Virtual Courageous Conversations: The Experience™ is an online interactive learning experience delivered by South Pacific Institute that provides Metro North Health with a way to talk about race, intentionally and effectively.

Metro North Health have developed a partnership with the South Pacific Institute to deliver ongoing sessions to discuss unconscious bias and various forms of racism. Addressing unconscious bias and actively eliminating racial discrimination and institutional racism within the service is at the forefront of our organisations priorities under the legislated Metro North Health Equity Strategy 2022-2025.

I encourage all staff to undertake these training sessions. You can register your interest by searching 'Virtual Courageous Conversation' on [TMS](#).

CKW Pride in Metro North - Trans Awareness Week

CKW Pride in Metro North group has an information board on display outside the lifts in the Clinical Services Building for Trans Awareness Week. They will be holding a commemoration gathering next Wednesday 20 November around 2pm for Trans Day of Remembrance, where we remember those in the community lost to disease, hate crimes and suicide. I urge you all to go along to show allyship in our community's history, resilience, diversity, and future.

Metro North Staff Excellence Awards

As I hope you are all aware the Metro North Staff Excellence awards are on next Friday night. We are hoping to see you there to support our CKW nominees and those across Metro North who support our patients and staff who are nominated.

These awards are so important to showcase the great people and work done across Metro North. To see the list of finalists, [click here.](#)



Safety is everyone's business

October was Safe Work Month, and it was great to see our Health and Safety team out and about around CKW with the HSRs really promoting the theme 'safety is everyone's business.'

A safe environment is key to a great environment to work and be cared for in, so thank you to everyone who participated and engaged in the events and safety rounds.

As part of that there was two competitions to highlight the winners for:

L: Word Search Winner Taylor Evans from Occupational Therapy Caboolture

R: Guess the Lolly in the Jar winner, Helen Bretschneider from Operational Services Kilcoy with Kilcoy Hospital NUM, Annette Tones



Metro North Occupational Violence Roadshow



Thank you to the Queensland Occupational Violence Strategy Unit (QOVSU) who came to Caboolture Hospital on Thursday with their roadshow. As we are all aware working here at CKW, healthcare workers are particularly vulnerable to occupational violence because we deal with people in stressed, unpredictable and potentially volatile situations.

The team brought a range of specialist knowledge and first-hand experience and gave a space for staff to share their experiences. QOVSU identified areas for improvement and linked staff to resources, including the OV desktop icon which is readily available to us all with a click of a button.

For any questions around occupational violence talk your local team or QOVSU via QOVSU@health.qld.gov.au

Do not get towed!

I recently received an email from the manager of **Central Lakes Shopping Village** located opposite Caboolture Hospital. Following a series of complaints, they conducted parking auditing, which has identified that staff and people coming to and from the hospital are parking in their carpark – often for long periods preventing customers access to parking.

Central Lakes Shopping Village Carpark management are looking at methods to rectify this, which will likely including towing (as imminent measures), so please heed this message and remind your colleagues and visitors to the hospital also.

I have highlighted this in previous messages, noting concerns from the medical centre and also our community about illegal and inconsiderate parking. The council has also advised they are actively managing parking in the area which may mean ticketing.

We do have plenty of parking on site, which I understand not everyone wants to access due to cost. However, I do ask you to all be respectful with your parking around the streets and not to park in carparks that are not for open public use. We are a part of this community and seen as leaders, so us doing the wrong thing is even more concerning.

Bingo mobility competition

The Eat Walk Engage medical ward patients (and wards) were challenged to a bingo-style patient mobility competition across Metro North Health services this week. For us at Caboolture, it was between wards 3B and 4D.

Patients were provided with a bingo card to complete for this one-day event with activities like sit out for lunch, march on the spot 10 times, and sit-to-stands. The ward with the most cards completed by

patients, wins. I am pleased to announce that 4D took out the prize! Congratulations.

I was lucky to meet and talk with Denise, one of the patients on ward 4D who partook in the activity. Denise had been in hospital with some bad leg pain and admitted she had been eating her meals in bed. The team encouraged her to join in the challenge, and after a bit of hesitation, she agreed. She completed all the tasks, and afterwards said she felt cheerful and good about herself. She sat out for her lunch, which she hadn't done since she had been an inpatient. While a bit tired she was very thankful to the nurses and allied health staff.

Well done everyone, this is how we promote great care for our patients, with a little fun and just a touch of competition in the mix.

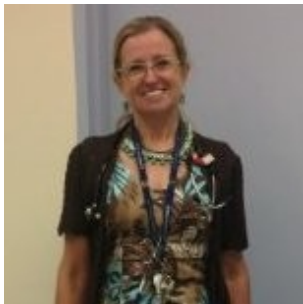
Thanks to the Multi-professional Mobility Improvement Collaborative (MMIC) who continue to work across Metro North medical wards to improve awareness about functional decline.



Staff Clinical Council

The Staff Clinical Council provides an important role in engaging with the Executive of CKW and Metro North, providing input into strategic leadership, advocacy and staff support to help us ensure a good or great staff environment and excellence in patient care at the Caboolture and Kilcoy Hospitals and Woodford Corrections Health Services.

The Council is a group of staff from across the network who have been nominated or self-nominated to provide this important role, joined by myself, the CEO, COO and a nominated Board Member.



Dr Lisa Kane, Paediatrician, was announced as Chair in November 2023. We showcased Lisa previously, highlighting her passion for CKW and her desire to share this passion and energy to help make CKW a greater place to work and be cared for. With Lisa's leadership, the committee is reforming, and it was her pleasure (and excitement) to let us know that this month the Council has confirmed two Deputy Chairs:

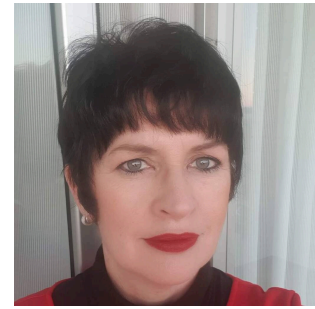
Constance Gray Assistant Nursing Director Ambulatory Care
and Education

Samantha Masters Director of Occupational Therapy.



This month it was also confirmed that Dr Peter Aitken would now attend the CKW Clinical Council. Dr Aitken is one of our new Metro North Board members announced earlier this year.

Dr Aitken is an Emergency Medicine specialist who was appointed Deputy CHO in 2021, assisted in the COVID response management and was briefly CHO between Dr Young and Dr Gerrard. Dr Aitken was also the Executive Director of Disaster Management Branch of Queensland Health. He was recognised for his services in the 2024 Australia Day Honours with a Public Service Medal.



The CKW Clinical Council is still looking for staff members so if you are keen to be involved or seek more information, please email CKWclinicalcouncil@health.qld.gov.au

Also, if you have ideas of strategies, please do not hesitate to chat to Lisa, Connie, Sam or any member of the council.

Presently, the council are focusing on their annual CKW Clinical Council Christmas Appeal to support our community and have a special staff event planned.

Caboolture, Kilcoy and Woodford Hospitals

CKW Staff Ice Cream Stall

The Clinical Council wants to say thank you for your excellent work and efforts!

What better way to show our appreciation and celebrate with some **FREE** ice cream.

WEDNESDAY 27 NOVEMBER
11:30am – 12:30pm (or until sold out)

Clinical Services Building Courtyard

Note: 1 ice cream per staff member only, staff members must collect their ice cream in person.

VALUES IN ACTION

Metro North Health Queensland Government

THE COMMON GOOD
PEOPLE POWERING MEDICAL DISCOVERIES

OUR SUPERHEROES OF HEALTH TEAM

Standing strong for Men's Health this November!

November is here again. It comes around fast and as someone who generally does not embrace the “Mo”, this is the month I make an exception and savour all the Mos around me. Movember is all about raising awareness of men's health issues, such as prostate cancer, suicide in men and testicular cancer to name a few.

The goal for Movember, is to change the face of men's health and encourage early detection and treatment. In doing that, we embrace our "Mo Bros" as they are lovingly referred to by the charity who started this day.

As I walk around the site, I see a number of staff who are on their way to winning Mos! I was impressed to see the team from the Aboriginal and Torres Strait Island team getting their Mos on at the CKW Yarning Circle. You can get behind them at: <https://movember.com/m/15216926?mc=1>

The team are having a Community Movember Morning Tea on Tuesday:

A&TSI Hub – Meeting Room # 1
Caboolture Satellite Hospital (Kabul)
15 Rowe Street
Caboolture QLD 4510

There will be a Morning Tea, Activities & Guest Speakers discussing Men's Health – Prostate Cancer, Deadly Feet, Sexual Health, Men's Mental Health etc.

Luke, the Male Senior Health Worker in the Perinatal Mental Health team is also getting behind Movember. While Luke does not technically report through CKW, he provides care for our community as part of his work with the Ngarrama Maternity team.

Throughout the month of November, Luke is raising funds for Movember. To further shine a light on men's health, Luke has committed to completing an ice bucket challenge if he exceeds his fundraising target! The ice bucket challenge will take place at a special Movember event at Caboolture Satellite Hospital (Kabul) on Tuesday 26 November.

If you want to get behind Luke and show your support for such an important cause, reach out to him via email: Luke.Smith5@health.qld.gov.au.



October staff shoutouts

As you all know, it is essential to recognise the great that work our teams do. Those who go above and beyond for other staff and patients. It is always my pleasure when the staff shoutouts are released, to highlight them to you all.

It was great to see such a long and broad list this month.

Congratulations to all the individual shout outs for the month of October:

Sarah Magee – Safety and Quality
Ali Reynolds – 4D
Divya Jaya Nair – 4D
Puja Dhakal – 4D
Kristi James - ED admin coordinator
Darcy Robinson - ED admin officer
Renee Retschlag – SOPD

Madeline McGill-Camplin – Medical Education Unit
 Nimesh Parmar – 4D
 Ella Armstrong – 3C
 Rosaline Chand, Michelle Suter and Food Services team, Ward 3C team
 Craig Ponton – PSO
 Dr Joyita Bhattacharya – 3C/GEMS
 Tia Hall – 4D
 Natasha Plamonte – 4D
 Kellie Paul – Switchboard
 Rhiannon Priestly – SOPD
 Michelle Wright - Ward 3B
 Belinda – Kilcoy ED
 Tahlia Atkinson – Outpatient Services

Congratulations to the team nomination:

Health Information Services team

I wanted to highlight Belinda who is a nurse at Kilcoy Hospital who received an anonymous shout out from a staff member: *"I recently took my unwell family member to Kilcoy Hospital and Belinda showed compassion, kindness, respect and cared for them to the highest standard. What a lovely experience this was at Kilcoy Hospital, such a credit to the staff that work there."*

Thank you, Belinda, for truly showing our values in action into your care.



Have Your Say

Team: Physiotherapy

You **told** us that there were too few staff to deliver a comprehensive physiotherapy service in the acute medical and surgical wards. This meant that the team were having to managing large caseloads and could only spend a limited time with each patient.

We **interpreted** this to mean that workload demands had increased, and it was difficult to provide effective clinical care to the patient who had been referred for physiotherapy management.

We have:

1. Prioritised backfill of planned staff leave and absences for physiotherapists and clinical assistants.
2. Used recruitment processes to identify applicants who might be able to work part time or casual shifts.
3. Managed planned leave requests closely to ensure that the number of clinical staff absent at any one time doesn't adversely impact the ability of the rest of the team to meet service demands.
4. Upskilled more staff to cover varied clinical caseloads to meet patient needs
5. Increase in FTE in staffing to support clinical demand for Caboolture and Satellite Hospitals.

If you have a suggestion, please send it through to [ASK KARLENE](#)

Key appointments and recruitment

Manager of Performance and Planning

Nikia Goldsmith is heading off on a secondment to Redcliffe Hospital as Director Safety and Quality Unit, and in her absence, Leah Vegh will be acting in the role. Leah is a Physiotherapist by background with a focus on spinal injuries. Leah continues to manage complex patients in the

community but more recently would be known to many with her work in the medical stream and leading the BASCI (Brain and Spinal Cord Injury) project. Leah brings a wealth of organisational, system and project knowledge and will be an asset to our team. Please welcome Leah and show her around your services, as she is new to CKW.



Director of Nursing and Midwifery update

The recruitment process is still ongoing, but progress has been made. We want to ensure we have chosen the best person for this impactful role at CKW.

Permanent Director of Clinical Governance CKW

<https://smartjobs.qld.gov.au/jobs/QLD-CAB604693>

Ngarrama Senior Health Care Workers

We also welcome Kathryn Button and Sheree Strahan our new Ngarrama Senior Health Care Workers who we showcased a few weeks ago. It is so exciting to have them on board to support our community! It was great to meet and see them at the yarning circle this week.




ieMR Program
Caboolture and Kilcoy Hospitals
7 May 2025

ieMR Go-Live

Days	Hours	Minutes
172	21	16

Caboolture and Kilcoy Hospitals ieMR Project Update

Our ieMR Future State Validation (FSV) event is less than two week away, set to commence from Monday 25 November 2024. The week-long FSV Event is an opportunity to view the configuration of the ieMR for Caboolture and Kilcoy Hospitals, and gain an understanding of our new digital workflows.

Locations for in-person attendance at each session have been locked in, with most sessions occurring at the Auditorium or Seminar Room 3 of the Caboolture Hospital Education Centre. There will be a session specific to Kilcoy Hospital occurring at the Kilcoy Hospital Conference Room on the morning of Tuesday 26 November. The Surgical and Endoscopy Journey session

will also be occurring at one of the Caboolture Hospital Operating Theatres, with exact details to be confirmed shortly.

[Click here](#) to view the full ieMR FSV Event schedule. If you would like to attend a session and have not yet organised this, please speak to your line manager and/or service line lead.

Reflection

After another full-on week across CKW, as I reflect on the events and engagements I have been to and the staff I have spoken to, my most important reminder was about compassion and kindness to all. No matter how busy, stressed or “right” we are, the ability to step back and listen or consider another’s perspective, place, view or circumstance is essential to us being the best health care provider we can be. We can do this by:

- Saying hello to everyone
- Asking if someone is ok with an intent to help if they are not
- Trying to understand and respect even when we have an opinion or knowledge on something, for example:
 - the asthmatic who smokes
 - the staff member who complains about a reasonable decision
 - the mother who does not want to breastfeed
 - the manager who asks us to do something we don’t want to do
 - the patient who will not do what we tell them to.

I challenge you all to be **respectful** as we share our knowledge and **inquisitiveness** in **understanding** decisions and actions, and to be **kind** in our actions and responses.

I always reflect on how I would feel if it were me on the other side. Do I really understand that person’s world?

To all you Mo Bros and Mo Sisters out there – please take this opportunity to do your health checks and seek help if you need it. You are so important to us, our families and generations to come. Strive to be the health hero in your family and make sure you are there for the long haul.

With all that, I am having an extended weekend to travel and spend some time with my boys and some friends to refresh and rest. Please consider your next break too. There are many of you with excess leave suggesting you have not had a break for a while. Please talk to your manager and book some well-deserved time in.

Quote of the day

‘I could walk a mile in your shoes, but I already know they are at least as uncomfortable as mine. Let’s walk next to each other instead’

Lynda Meyers



**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**



**Queensland
Government**



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