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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,



It was another fast-paced week for CKW. Throughout all the hustle and bustle, I stopped to have a quick chat to our resident water dragon 'Lizzy', who lives in the courtyard beside the Chapel at Caboolture. I did some research to find out what the spiritual meaning of a water dragon is. Fittingly, a water dragon represents compassion, empathy, reflection, pure thought, pure emotion, freedom of expression through mind body and spirit. We can all take a leaf (or banana as I am told she likes) out of Lizzy's book and embed these qualities in our day-to-day lives.

Last Friday night, various CKW team members and I, attended the Metro North Health Staff Excellence Awards. I want to congratulate the Metro North Events team on what was a very well organised and put together evening. I also want to congratulate all the winners. It is clear how much these awards mean to us all. Whilst no awards for the CKW nominees, I want to congratulate you all for making it to this point in representing CKW. Next year we will be back, bigger and better with many more nominations. Lastly, a huge well-done to our very own Parker Michaels who MC'd the evening with such grace, sparkles and all!



## Take care when crossing the road

An important reminder to please take care when walking over to the Central Lakes Shopping Village. The team across the road building the new cancer centre have kindly shared their traffic management plan with us, as there are lots of changes happening to pedestrian access along McKean Street / to the shopping centre.

The designated pedestrian route from the hospital across to the shopping centre is along McKean Street past the multistorey car park, then crossing the road to go right round the roundabout, and then back over to the shopping centre's footpath. Noting that there is no access through the Medical Hub car park to the shops.

The blue dotted line indicates the cancer centre's build site, and the green arrows indicate the path of travel for pedestrians.



## Clinical Council ice cream day

You scream, I scream, we all scream for ice cream! Although I am not the biggest fan of the popular treat, I hope those who love it could get to the courtyard in time to enjoy the strawberry or vanilla ice creams on Wednesday. A big thank you to Clinical Council for funding the ice cream, and the Common Good for providing their famous Strawberry Ekka ice cream. A huge thank you to Connie, Sam, Parker, Kyarni, Nicole and Jemma for setting up and serving the ice creams. The feedback across the board has been overwhelmingly – YUM!



## The Common Good tour

On Tuesday, some key members of The Common Good executive and leadership team, including Chief Operating Officer Steve Francia, attended Caboolture Hospital to meet with CKW leaders for a tour of our site. The Common Good is also known as The Prince Charles Foundation, and in 2024 were named as the 2024 QLD Philanthropic Foundation of the Year by Queensland Gives.

The Common Good's mission is to enable people to live healthier for longer by sustainably backing research and hospital innovation projects to their completion. In addition to advancing research into heart disease, lung disease, mental health and ageing, they also provide local hospital support to both The Prince Charles Hospital, as well as Caboolture Hospital.

The foundation currently relies on five key revenue streams being: Philanthropic & corporate funding, social enterprise initiatives, investment incomes, special research grant incomes and MNHHS specific funding agreement.

Did you know the net income from our café comes back to us in one form or another from the foundation? With that cup of coffee from the café, you are supporting Caboolture Hospital!

To date, The Common Good have already funded many projects, initiatives and research schemes. These include contributing more than \$650,000 for CKW Research Development, funding and managing the hospital volunteer program, running The Common Good Cafe, funding the Children's Omni Bed and the Paediatric Ward refurbishment to name a few.

Some key areas of the hospital that we expressed our desire to partner with them on enhancing are our Acute Cognitive Care Unit, a potential Adolescent space, the Emergency Department waiting room, and further improvements to the Paediatric Ward including the outside play area.

Thank you to Steve and the team, for taking the time to walk around our hospital. I am looking forward to working with you further on making Caboolture Hospital even better for our patients and staff.



## Shine a light on lung cancer



Did you know that we have some of the highest numbers of patients affected by lung cancer across the state in our catchment?

On Tuesday, Leah Greenfield, the Lung Lesion Coordinator for Caboolture, held a bake sale to help shine a light on lung cancer. The bake sale raised an epic \$670 dollars. It is important to note Leah's other skills, as she cooked many of the sweet treats!

I asked Leah to tell her story on how she ended up here, and why she is so clearly passionate about her role. She said:

"What started by chance in ICU over 10 years ago, began my passion in critical care. After experiencing most of the ICUs in Metro North, I started branching out into facilitating education as well as spending time in other areas such as neonates, emergency, palliative care, SOPD and surgical nursing. I was then offered an opportunity outside of Queensland Health in an oncology day infusion unit. I was excited for something

new and was hopeful that I would find my fit after leaving my home in ICU. After completing the training and being able to administer chemotherapy, I was hooked. The complexities of how the immunotherapy works on a cellular level, or which chemotherapy drug cause which reaction and therefore which measures to take to counteract. The single most rewarding part about working in the day therapy unit was by far the patients that I met and the connections that I formed with them. They are by far the most positive, feel good, cup half-full type of people that I have ever come across. I felt like I was making a difference in their life each time they came in.

So, with this position, I can be there for people in such a vulnerable time when things are scary and unknown. They have someone they can call, can turn to and ask all the questions they want. I am their go-to for everything they need. What they don't see underneath is I'm their advocate, date tracker, result chaser and appointment reminder. All to ensure that their process is smooth,

friendly and as stress free as I can make it.

It's not just a job, this is someone's life, and we might be telling them that they have a life limiting illness. I've seen a lot in my career so far, and it has shaped me into the nurse that I am today. I'm proud to be the nurse in the Lung Lesion Coordinator role here at Caboolture, I'm here to help in every way I can."

Thank you, Leah. Our community really needs health heroes like you with the passion, drive and care.

## Palliative Care and GEM turns one

It has almost been a year since the Clinical Services Building fully opened which I remember watching from afar vividly, as it was just before I commenced post here as Executive Director.

It is so important to celebrate these milestones and reflect on how far we have grown.

Rosie Trent NUM of Palliative Care and Geriatric Evaluation and Management Unit and the team celebrated their year in place with cake and treats to commemorate.

Cardiology is planning to celebrate today, then Emergency Department to follow. We will host a small celebration soon, so stay tuned on more details to come.



## BISH Cancer Care Services

We are about to open Cancer Care Services at Yarun/Bribie Island Satellite Hospital (BISH). While CKW Clinical Directorate does not run cancer services, it is a service our community will have access to and use, so I thought we should showcase the team there.

Justine Leach is the Acting NUM for BISH and Caboolture Hospital Cancer Care Services (CCS). As the transition lead for these new services, her role is focused on recruitment, finalising the models of care, and establishing the processes ready for the 2025 go-live.

"In my substantive role as NUM of Northlakes CCS, I help care for many patients who live in the Bribie /CKW catchment area. It is fantastic to be able to offer a much needed and more convenient speciality service like this one, closer to home."

The BISH CCS is a nurse delivered service and will be staffed by one CN and two RNs, plus an oncology pharmacist and two administration officers. Onboarding of the new team commences in February 2025.

The six chair BISH CCS opens in March 2025, and will offer haematology, medical oncology, and non-malignant haematology (like iron infusions). The Caboolture Hospital CCS opens in mid-2025.



## Compassionate care in "everyday care"

One of our values is Compassion. Recently, we ran a staff forum on compassion and heard from not only our panel, but those of you in attendance on how important compassion was to us and to our patients.



Some time ago now, Metro North developed Compassionate Care Principles, which focus on 7 key principles for staff to implement in their everyday care for our patients and families. Simple everyday actions can ensure we use these principles every day.

- 1. Flexible visiting hours:** Improve patient recovery as families and loved ones can visit and provide the emotional support at the most important time. This principle enhances collaboration with patients, families and treating team, which equals better outcomes.
- 2. Care in the right setting:** Metro North have numerous treatment options including Hospital in the Home, Satellite Hospitals, Virtual ED, telehealth reviews and shared care with GP. Discussing treatment options with patients and families ensures the best care available.
- 3. Timely communication and reporting:** Documentation, handovers and discharge summaries. If completed in the moment, patient flow, continuity and care will be gold standard.
- 4. Co-Designed care:** Patients and loved ones are the experts in their health and well-being. We should consider a variety of assessments and treatment options.
- 5. Good navigation and knowledge sharing:** Teamwork, mentoring, sharing knowledge and experience, professional development and being an active participant in gold standard, evidence-based care for everyone, every day.
- 6. Patient-centred holistic care:** A multi-disciplinary approach to care and working with multiple agencies both within the hospital setting as well as external agencies e.g. NDIS support service.
- 7. True and accurate informed consent:** Is more than a conversation. It is taking the essential time to explain and ensure complete understanding. Have you asked for a clarification summary? This is the only way we can be assured that true and adequate consent is gained.

If you read these and think "we can't or don't do that in my area", please take two actions, speak to your manager and let me know at [ASK KARLENE](#).

We want to help if you truly don't feel you can achieve these principles. They were developed

from consumer feedback of what was important and what was missed when care did not go well.

Also, if you think your area is a leader in one of the principles or you have a great example of compassionate care, please let me know so we can showcase this at [ASK KARLENE](#).

## Domestic and family collaborative intra-agency education forum

In collaboration with Caboolture Hospital and CADA (Centre Against Domestic Abuse), the Moreton Bay DFV Forum was held at the hospital on Friday 22 November 2024. The Forum included a range of guest speakers and professionals who provide front-line support services to victims and their families affected by domestic violence.

The day was spent exploring prevention, early intervention, crisis response and recovery services and programs that are available within the Moreton Bay area. This educational collaborative was a much-needed opportunity to foster and develop connections to these amazing services that support our local community.



*Photo: L-R Holly Brennan (CEO CADA), Jeanne Tedge (Social Work – Caboolture Hospital), Anne De Ruiter (Director Social Work – Caboolture Hospital)*

## OUR SUPERHEROES OF HEALTH TEAM

### Movember morning tea

Aboriginal and Torres Strait Islander Community Engagement Officers Thomas Casey and Christopher Ewin held a Movember morning tea at Caboolture Satellite Hospital this week. The boy's aim was to raise awareness for men's health issues, including prostate cancer, testicular cancer, and mental health.

There were various activities including an ice bucket challenge, guest speakers sharing personal stories and food to share.

They encouraged everyone to get involved by growing a moustache, participating in the sharing of stories, or simply attending to show their support. Many organisations and community members joined them in this important cause. All proceeds from the event went directly to the Movember Foundation to support research and awareness initiatives.

I was told it was a great event where men came together to make a difference and support men's health. Well done boys!



## Aboriginal and Torres Strait Island Health Equity Showcase

Yesterday, I was privileged to attend the 5<sup>th</sup> Metro North Health Equity Showcase with several of our staff. It was great to see our Aboriginal and Torres Strait Island team, our consumers, Aunty Michelle (our first and only Aboriginal volunteer) and our staff from many areas who are allies. There were 320 people at the event and the focus, passion and collaboration was palpable.

We were Welcomed to Country by Uncle Alex Davidson, followed by the Undumbi Dance Group and later in the day the Wagga Torres Strait Island Dance Company. The energy and story in these dances are always such a privilege to see and hear. Coming from a white relatively young culture, the richness of these experiences captures me.

It was a great event that had a few panel discussions where we heard from Aboriginal and Torres Strait Island staff (including CKW's own Stella Bamaga) about their roles and their 'why'. What was evident, was that many of our staff have their own lived experience or from their family, and they want to make the system safe for their mob.

We also heard from community about the importance of how we engage, listen to hear, respond, and the importance of respect not threat, and how important it is for them to see or have access to, in one of the panels' words "another black fella" - a person who truly understands.

The last panel was our Metro North Health Senior Executive Team, yarning about their commitment and being brave – though both Grant Carey-Ide and Jackie Hanson acknowledged, they are not brave, they just say it as it is, and do what should be a key part of all our practice.

It was a great day and as always, the ability to yarn with our community was fantastic! One of the memorable conversations I had was with Uncle Alan Parsons who has recently featured in an article in 'I Age Well' magazine which I am looking forward to reading. However, he was telling me about a recent experience at Caboolture Satellite Hospital and was crediting the team, especially Tom for the amazing care.

I really encourage you to look out for these events as they certainly form a strong part of our Metro North Health journey to equity and providing an opportunity to engage with our community and truly hear their feedback.

Many thanks to the Aboriginal and Torres Strait Islander leadership team and our team who contributed and helped. From being on panels to set up, picking up elders and moving furniture, you are amazing – thank you.





## Have Your Say

**Team:** Speech Pathology and Audiology

You **told** us:

- Support and guidance to overcome performance shortfalls is sometimes lacking
- There is a lack of appreciation of good performance
- Opportunities to discuss performance expectations were lacking.

We **interpreted** this to mean:

- Clear expectations and feedback about your work performance is essential
- Increased opportunities and access to have conversations with feedback and support were needed.

We **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.

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

## Key appointments and recruitment

## Permanent Director of Clinical Governance CKW

The Director of Clinical Governance is a key CKW executive role, and our lead for safety, quality, and governance for Caboolture, Kilcoy, and Woodford. As I am sure you all know, this role is critical in ensuring we have all our systems and processes in place to ensure the safety of our services and to learn from any mistakes. Please encourage people in your network with the key skills and knowledge required to consider this role.

NGR11: <https://smartjobs.qld.gov.au/jobs/QLD-CAB604693>

HP6: <https://smartjobs.qld.gov.au/jobs/QLD-CAB604694>

H50: <https://smartjobs.qld.gov.au/jobs/QLD-CAB604715>

## Christmas decorating competition

Don't forget to register!



CKW 2024  
CHRISTMAS DECORATION COMPETITION

**GREEN**  
Christmas

Register by Friday 13 December  
Judging Wednesday 18 December

**HAVE FUN AND WIN PRIZES!**

Contact: [ckw-engage@health.qld.gov.au](mailto:ckw-engage@health.qld.gov.au) / 5433 8524

The poster features a light green background with various nature-themed icons: a holly branch in the top corners, a four-leaf clover, a single leaf, a recycling symbol, a snowflake, a turtle, and a frog.

## Length of Service Awards

Do you know if your colleagues are getting an award?

The awards will be held on Wednesday 11 December at 1pm in the auditorium. Please encourage your colleagues to attend if they are getting a length of service award. This is a true celebration of your commitment and servitude to our community.



**ieMR Program**  
Caboolture and Kilcoy Hospitals  
7 May 2025

ieMR Go-Live

Days Hours Minutes  
**158:21:48**

## Caboolture and Kilcoy Hospitals ieMR Project Update

A big thank-you to everyone who has taken time out to attend one of the 18 integrated electronic Medical Record (ieMR) Future State Validation (FSV) event sessions held this week.

The feedback you have all provided on the proposed digital workflows showcased at FSV will help ensure our successful ieMR go-live next year, with workflows properly reflecting our services and our clinicians' needs.

If you have any further feedback you would like to provide on the ieMR workflows demonstrated at FSV, please email this through to: [ieMRProject-MetroNorth@health.qld.gov.au](mailto:ieMRProject-MetroNorth@health.qld.gov.au) by **Monday, 2 December 2024**.

This feedback will be incorporated into the proposed workflows and submitted to CKW Executive for final approval. For any sessions you may have missed, an email with links to all FSV session recordings will be sent out later today.



## Reflection

Over the last week, I have had several interactions with patients, staff and community, and had two very clear and overwhelming reflections.

The first was commentary about how nice it was that we are a **welcoming** environment and the importance of this; this came as we showed people around our sites and in talking to community members. My plea to you all is to continue:

- Saying Hello to everyone you pass in the corridor (remember that small action changes culture!)
- Treat all people as guests in our house. We invite people to our work home so please treat them as you would in your own home.

The second was about **expectations**:

- Doing what we say we will
- Advising when we cannot

Most importantly, ensuring that what have communicated, is what the other person has understood.

This week I have had concerns of expectations not being met raised from staff, patients and community members. In reality as I explore these situations, it is generally not an intent to not meet expectations. We are busy and we forget or get focused on something else; or we are in a hurry, and we do not take the time to check our understanding is the same.

I want to challenge you all, me included, to mindfully check that when you commit or agree to something, that you check:

1. Can I really achieve this?
2. Is the other person expecting what I am offering?

Lastly, I want to THANK YOU all for your hard work and the energy you bring to work! We have a community who values and needs our care and support, you all make that possible.

### **Quote of the day**

*"Happiness is when what you think, what you say, and what you do are in harmony"*

*Mahatma Ghandi*



# Got a question or suggestion for the CKW Executive Director?

**EMAIL ASK KARLENE**



Kind regards,

**Karlene Willcocks**

Executive Director,

Caboolture, Kilcoy and Woodford



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