



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,

The week began by attending the Metro North International Day of People with Disability (IWPwD) celebration. This day is celebrated internationally and was officially observed on Tuesday 3 December 2024, to focus on inclusiveness and diversity. The theme for IDPwD 2024 is **amplifying the leadership of persons with disabilities for an inclusive and sustainable future**. You can read more about it [here](#).

There are so many things we can do to improve our inclusiveness and embrace our community members with different abilities. Throughout this week, I have been gifted with some very easy ideas that we will work towards implementing for our staff and community. I will mention some here, but I am keen to hear other ideas.



In attending the Metro North event, I was lucky to sit at a table with Leigh-Anne and Lauchlan, two staff from food services at Redcliffe Hospital. Both are hearing impaired, and lip read. They were talking to me about a strategy they have both been involved in developing and implementing, where they wear badges that tell other staff they lip read so that they can communicate with them more effectively – what an easy but great game changer for us all.

Yesterday saw our clinical audit day, where we bring together a group of clinical staff to identify gaps in our care where we could improve, but also to learn from each other. I was talking to one of the participants last night, and she was telling me of a conversation with a family member of a patient, who spoke of her loved one being non-verbal and suggested a sign that indicates this in the bed space, so that staff are aware.

Further, I met with a family this week who has had a challenging time with our services. They were very excited about the work our Paediatric Emergency Leadership Team are doing on a passport that contains the patients' medical conditions and needs.

One of the best reminders for me this week, was when someone said to me employing or caring for our people of different abilities should be seamless. This really made me think. I wonder what you can envision if you think about this? Please send any ideas through to [ASK KARLENE](#).

Metro North's celebration of International Day of People with Disability

As I mentioned earlier, on Monday, we had the pleasure of attending Metro North Health's celebration of International Day of People with Disability. We heard powerful and inspiring stories and learned about great resources for staff and patients, included those listed below:

- Julians Key resources are available [here](#).
- Staff wellbeing NDIS drop-in sessions can be arranged by emailing MetroNorth-Disability@health.qld.gov.au or MNHHS_NDIS@health.qld.gov.au
- The Access for all Training resources is available for everyone for free until 30 June 2025. [Access this here](#).

The CKW Disability Service Action Plan group will be holding a staff co-design workshop on Thursday 30 January. If you are interested in coming along, please email DirectorAlliedHealth-Caboolture@health.qld.gov.au



Disability Expo

On Thursday, we had the pleasure of connecting with members of our community at the Caboolture Disability Expo. It was a chance for us to speak with people who have used our health services or might need to in the future (and I got to snuggle and pat Rufus the weighted sensory dog).

Many people were keen to share their experiences in our hospitals and I am really pleased that most of them were very positive and complimentary. Your kindness, compassion and great clinical care is very much appreciated in the community.

We were joined by Shannon Dawson, Metro North's Disability Program Director, who was educating people about the new Julian's Key booklet, and the services of the BERT team.

While this was a great event, it was also amazing to see Kirby and Parker lead the close down. It took all of 15 minutes, and things were put in places they will find again. It was so slick!



International Volunteer Day



We also celebrated International Volunteer Day on 5 December. This a chance to celebrate our volunteers' efforts, time and dedication to our facilities. Across our facilities, we have 45 volunteers in total. This includes the Caboolture Volunteers, Café Volunteers and chaplains.

I always think that our most visible volunteers are so much more than the “green shirts” at our front door. They are the smiling faces and friendly voices at the front door, in our ED waiting room and throughout our corridors.

You might recognise these familiar faces as you walk in the main door of Caboolture Hospital. I thought we would take this opportunity to introduce Aunty Michelle and Russell. We asked them both for a little insight into why they got into volunteering and wanted to share their responses with you.

Aunty Michelle, who is also our first Aboriginal and Torres Strait Islander volunteer, has been with us since June this year. She had been wanting to get into volunteer work for a while, to give back to her community. Her daughters work in healthcare and encouraged her to volunteer at Caboolture. “I absolutely love the people that I work with, and all the wonderful people that I meet. It is so rewarding.”

For Russell who has only been with us for a short six weeks, he already knows this is going to be a long-term gig for him. He works every Wednesday, and says he already knows the lay of the land. “I have always been community minded. I enjoy helping people and always love talking to people.”

Consumers thank you morning tea

Another group in our community who volunteer to help improve our services is our Community Advisory Group (CAG). This week we had our final meeting of the year. As you know from my previous messages, it is one of my favourite meetings and I always find our CAG members so giving of their knowledge and experience. For this meeting, we had a morning tea, and what luck for all of us, the CAG members laid it on for us rather than the other way around. We had so many goodies to share with the volunteers and staff who were able to join us in the courtyard. It almost made me a Christmas fan (but let's not go too far!) and I am looking forward to the next morning tea and maybe need to ask for a few recipes.

In the frame of it being IWPwD, one of our consumers, Cody, taught us all how to sign 'Happy Christmas' in Auslan. Some of us (me) need some practice. Languages have never come naturally to me, and I don't think I am any better at Auslan. I do think my New Year's resolution may be to learn some key words in Auslan. Click the image below to watch the video.



UQ Teaching Award - Dr Ryo Mizumoto

Congratulations to Dr Ryo Mizumoto who was this week awarded the UQ Teaching Award for Caboolture Hospital for 2024. Dr Mizumoto is a Senior Medical Officer in the surgery department and was nominated for the ways he approached learning, the ways in which he motivated and inspired, and instances where he demonstrated exceptional dedication.

Dr Lisa Kane CKW Paediatric SMO, and Professor Ian Yang Medical Director TPCH Thoracic Medicine, presented Dr Mizumoto his award, to acknowledge his work and thank him for his efforts.

Lisa and Ian in advising me of this award, commented that Dr Mizumoto was recognised by a number of students and is a quiet, supportive and encouraging teacher.



Thank you Dr Mizumoto. What a great example of a health care hero - contributing to our future health professionals in an inspiring way.

Clinical Audit

On Thursday 5 December, we held our quarterly Queensland Bedside Audit (QBA). The QBA is an inpatient bedside audit that provides us with valuable information about the quality of care provided to our patients. It is a point of care review of some of the known highest risks for patient safety and quality, including patient identification, falls, pressure injuries, malnutrition prevention and medication safety. It also provides an opportunity to talk with patients to see if we are involving them in decision making and discussions about their care and engaging with them in a way that they understand.

We were fortunate to have two of our consumer representatives involved in our QBA this round. Our consumer representatives partnered with our auditing teams and took the time to talk to our patients about their experience and journey through our health services, identifying things that went well for them, or they felt were areas that we could improve. The consumer representatives acknowledged the efforts of the auditing team and staff caring for our patients and they were impressed by how comprehensive the audit was and how valuable it was to be involved.

Thank you to our team of enthusiastic auditors, Safety & Quality Unit staff and our consumer representatives for your participation in this important process. The QBA results will be distributed to Nurse Unit Managers and leads in the coming weeks. The Safety & Quality Unit will be happy to support wards/service areas to develop some quality improvement initiatives in response to the results.



Bi-monthly yarn

At CKW, we as the Executive have a commitment to Health Equity, involving an Executive Health Equity action plan. Part of this includes a bi-monthly yarn between our CKW Aboriginal and Torres Strait Islander team and the CKW Executive. In this meeting, we talk about opportunities to improve our Health Equity outcomes, any challenges, and have a yarn to get to know each other to improve our working relationships.

Usually this is conducted in a meeting format, but this month as we are fast approaching Christmas, we decided to have a less formal Christmas celebration with (my favourite) food and free flow engagement.



Over the next year, I am keen to share some of our Executive Health Equity strategies so you can all engage in our commitment to Health Equity with us. I also want to take this opportunity to thank our Aboriginal and Torres Strait Islander team and our identified employees and community who contribute to us all understanding and working towards equity in health outcomes for our community. It is a huge cultural load for our teams who work with us towards Health Equity. We all have a responsibility to take part in this journey. Thank you to all of you who do this every moment of every day.



Movember

Last week saw the end of Movember. As the Movember festivities wrap up, I wanted to take a moment to remember that while there is a great deal of fun with the Movember messaging, there is also a very important and sombre message underlying this very special event. This charity is focused on Men's Health - mental health and suicide prevention, prostate cancer and testicular cancer – our men in our communities are important as is their health.

I wanted to bring this to front of mind one last time for 2024 and highlight the huge efforts of the Caboolture Patient Support Services 'Mo Nights, Mo Money, Movember' team for raising \$4,370. They completely smashed their goal. Not only were some very impressive Mos grown along the way, \$4,370 is going to the Movember charity who are helping to make a difference in mental health and suicide prevention, prostate cancer and testicular cancer.

Congratulations to you, and also to our staff who contributed to this important charity. Thank goodness you can all get rid of your Mos now!



Have Your Say

Team: Maternity Services

You told us:

- Feedback on your performance does not happen.
- Needs of families accessing our services needs to be a priority.
- Change and instability in management positions is ongoing.

We interpreted this to mean:

- That you wanted us to focus on feedback to you individually and formally, which is not happening in the PDP process effectively.
- You want to be able to provide care that meets the needs of the families of Caboolture.

- Our leadership roles have changed a lot and the Maternity Service's staff are feeling it in their day-to-day roles.

We have:

- Implemented improved systems to ensure PDP's are prioritised by staff and managers.
- Implemented new PDP templates and resources to help staff complete them.
- Implemented more flexible management of NNU cots to meet community demand – we are still working on this as we head to our new NNU.
- Kept our Nursing & Midwifery Director position stable and stabilised our leadership roles including Nurse Unit Managers and Clinical Nurse Consultants.

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

Key appointments and recruitment

Medical Director of Paediatrics



As we have previously announced, Dr Fred Nagel has decided to step down as our Medical Director of Paediatrics. Fred is taking the opportunity to re-focus his work on clinical paediatrics and is already feeling the weight of the administrative side of the role off his shoulders. Fred is an amazing advocate for Paediatrics and has led many amazing strategies at Caboolture. We look forward to Fred's ongoing involvement and advocacy as a consultant Paediatrician in our team. I would like to take this opportunity to personally thank Fred for his hard work, and commitment to CKW paediatrics, his support for myself, and wish him all the best with his future endeavours.

With Fred's decision to step down, we are keen to advertise the Medical Director role, however with Christmas coming and a keen desire to take the opportunity to ensure we have the structure of the role right for Caboolture.

With this in mind, Dr Peter Stevenson has agreed to support us as the Medical Director for Paediatric Services at CKW for an interim period. Peter is an experienced Paediatrician and Medical leader. Peter is currently the Medical Director of Paediatric Services at The Prince Charles Hospital, and the inaugural Metro North Paediatric Stream Lead. Peter will be adding the CKW role to his portfolio for this period. Peter was previously the Director of Medical Services at Hervey Bay. It will be great for Peter to get to know our team and our community. This will certainly help with improving the understanding of our community and their needs across the network and also ensure that we have great relationships, and improved systems and processes.



Permanent Director of Clinical Governance CKW

This role is now in the next stage of recruitment with shortlisting and interviews planned to occur before the end of the year.

Director of Nursing and Midwifery

We have now offered the DONM role to our preferred candidate and are working through the pre-employment checks with the candidate. The candidate is an overseas candidate with a resignation period aligned to a senior job (3 months) so our recruitment will take just a bit longer.

To try to ensure stability through this period, Tess Symes has agreed to stay on until the candidate commences, hopefully towards the end of March 2025. This is fantastic news for us. Tess is doing a great job, and I know she has got to know our nursing leads and many of our team in her short time here. I also want to sincerely thank Sherry Holzapfel for so generously releasing Tess from the Aboriginal and Torres Strait Islander leadership team for this period, leaving her own team with a gap in their senior team.

Another reminder about car parking

We are part of this community – whether you live here or come to work here, this comes with responsibility to be respectful.

In case you missed it, I recently received an email from the manager of Central Lakes Shopping Village located opposite Caboolture Hospital. Following a series of complaints, they conducted a parking audit, 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.

Yesterday, I was personally informed that the chemist across at the road is having people who need to pick up scripts, unable to park in proximity to get them. We do not want our actions to impact people's health.

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.

We have also had complaints from our community about staff parking in the streets around the hospital inappropriately (across or too close to driveways) blocking access and vision.

I again ask you all to park respectfully. We have plenty of parking on site, I understand not everyone wants to access due to cost. However, council and Central Lakes are looking at how to manage parking and this may lead to not only cost but inconvenience if your car is clamed, towed or you are ticketed.

As health care workers, you are leaders in our community – please show respect and care for the community we are part of.



ieMR Program
Caboolture and Kilcoy Hospitals
7 May 2025

ieMR Go-Live
Days: 151, Hours: 21, Minutes: 48

Caboolture and Kilcoy Hospitals ieMR Project Update

Over the past few months, we've heard from our ieMR Project colleagues about why we're implementing the integrated electronic Medical Record (ieMR) and what some of its advantages are.

Rather than just hearing from the project team, however, I thought it would be worth asking clinicians from across the state who currently work at an ieMR facility for their thoughts on the system.

The below from Tricia, a Clinical Nurse in the Neonatal Unit at Redcliffe Hospital, is the first in a series of testimonials we'll read over the next several weeks, where we ask clinicians to tell us about their experiences with the ieMR.



Coming from a hospital that has just gone live with the ieMR, Tricia's experiences and thoughts will be particularly informative for those wondering how they can best prepare for our ieMR transition at Caboolture and Kilcoy Hospitals.

Q: What about the ieMR should staff at Caboolture and Kilcoy Hospitals be most looking forward to?

A: It is absolutely fabulous not to have to run around chasing charts. If you have a UR number you have a chart. Mother and baby's charts are also linked so all the information you need is readily available.

Q: Is there a particular feature or function of the ieMR that you find really useful or use a lot in your day-to-day work?

A: Ordering pathology and specimen collection is a game changer. There's no longer any waiting for doctors to come and fill out pathology requests – a simple phone call and the order is in front of you.

Then, you can collect the sample, print your own label that correlates with the order, and send it off.

Q: What advice would you have for someone who's a little nervous about transitioning from paper-based to digital workflows next year?

A: Remember that the care we provide doesn't change, just the way we document it and access information. It is a little overwhelming at first but there will be a lot of support available on the floor during the rollout.

Q: Are there any other thoughts or comments you'd like to make?

A: I utilised the 'Drop-In' education service a number of times before the rollout and found practicing the skills I learnt during training to be very helpful.

Reflection

As I reflect on my week, I have two overwhelming feelings:

1. Inclusiveness
2. Gratitude

I am so lucky to work with the people and community that I do. The people of different cultures, differing abilities, and different knowledge and experience. I would really invite you all to share with me:

- How might we improve our inclusiveness as a clinical directorate for all people (staff, patients and visitors)?
- How might we make the journey through our services seamless for people with differing abilities?

Please send your ideas to [ASK KARLENE](#).

If you are keen to be more involved in our disability action plan, please contact Anne Padayachee at DirectorAlliedHealth-Caboolture@health.qld.gov.au. This is a really important strategy to ensure we are an inclusive and diverse community within the diverse community we serve. Let's embrace and learn from difference and let's be leaders in breaking down barriers.

Lastly, as I close, Christmas (Mariah Carey music, Christmas lights, decorations, bells) is fast approaching. Thanks for my team for at least decorating my office with blue decorations amongst a green theme. Yes, I'm a grinch!

Please, during this time, remember to look after each other and our community. While we are getting ready for our "Green Christmas" celebration and competition. For many this is a challenging time. There are many people who are facing hardships from financial loss and loss of loved ones due to mental or physical health crisis. There are many collections around our site for community charities supporting those in need please consider donating but most importantly please check in with your colleagues and patients to make sure they are ok.

As you do your decorating (here and at home) please be safe. Make sure any climbing you do to put decorations up is safe, there are no trip hazards left around, and we use electricity safely. None of us want to unavoidably spend Christmas in hospital, injured or as a visitor to loved ones or colleagues.

As always, a huge thank you to you all for the work you do to make our services great for the community. You are all health care heroes and YOU ROCK!

Quote of the day

"Strength lies in the differences, not in the similarities". - Stephen Covey

"Inclusion is not bringing people into what already exists; it is making a new space. A better space for everyone". - George Dei



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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