



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,

Christmas is “hotting” up, isn’t it? The humidity has seen high patient presentations this week, and a really unwell cohort of patients seeking our care. We have certainly been busy across all our facilities.

I would like to take a moment to acknowledge the incredible dedication and hard work of our staff during a short stint in Tier 3 this week. During this busy and often challenging time of year, our team continues to provide exceptional patient-centred care, ensuring that everyone receives the attention and compassion they deserve. Your commitment to excellence is what makes Caboolture Hospital a place where patients and their families can feel truly supported.

There has also been some sickness around our teams, which we often see at this time of year with pressures and stress of the holiday season. We have noted a little bit of COVID and other respiratory illnesses. Please make sure that if you are unwell, you take time to look after yourself and your colleagues but also remain mindful that if you call in sick, it is your colleagues who are affected. Please call in a timely manner and think about how you feel when others call in sick.



This week also saw my first anniversary as the Executive Director for CKW. Funnily enough, I will never forget the date, as it fell on my very special nana’s birthday – a woman who was an inspiration to me. As most of you who have had a chance to chat with me know, I love a joke and a laugh, and I was really thrilled when some of the team provided me with a certificate of ~~achievement~~ *survival*.

Although my anniversary is nothing compared to some of those mentioned below, it was certainly a day to reflect on what has been a very busy, at times challenging, but most importantly, a year of achievements for the CKW Clinical Directorate. Some of the things that I reflect on are:

Opening Yarun/Bribie Island Satellite Hospital
• The commencement of a Director of Medical Services
• The implementation of a Paediatric ED and Caboolture Paediatric leadership structure

- The stabilisation of our Medical Director team after some changes
- The launch of our Different Ability (disability) Plan
- The progression towards Health Equity – though there is so much more to do.

And so many more exciting things afoot heading into 2025.

Christmas is upon us

This week, I was privileged to attend the CKW Volunteers Christmas lunch with The Common Good. It was a celebration of those who give the greatest gift of all to us - their time to support our community. It was a lovely lunch supported by The Common Good and organised by one of our true Christmas angels, Kirby, and as always, our true engagement leader, Parker.

I was lucky to sit with our Chaplains, Audrey (who had to leave the lunch to return, as a patient needed her time), Gwen and Michelle. I have not previously had the chance to chat with these amazing women and I had my eyes opened not only to their generosity of giving their time, but also the amazing pathways to their current roles. Both Gwen and Michelle have previously worked in health but also have amazing life experiences. It reminded me of the importance of being interested and the true privilege that people give us when they are willing to share openly. I am truly in awe and so grateful of Michelle, Gwen, and Audrey, but also to all our volunteers. They are an amazing group of 50 people who help us run our services much more smoothly than we could without them.

Who doesn't appreciate the "green shirts", smiles and friendly welcomes as you enter the doors of Caboolture or traverse the corridors?



Parker and I were also lucky enough to share a Christmas celebration with the Kilcoy Auxiliary on Tuesday. It was a lovely celebration with the core group, including 100-year-old Edna, who is truly stunning (and I learnt carries her own cutlery which with the wooden trend is awesome). The Christmas celebration was a nice time to celebrate all that the Auxiliary do for us and cement our focus for next year and our relationships.



This meant I got a brief visit to the Kilcoy team who are also currently busy. A big thank you to the team for their ongoing focus on supporting the Kilcoy community and helping the broader CKW region.

I wonder how many of you realise how much the weather affects some of our teams? Kilcoy and the surrounding districts are significantly affected by weather relatively regularly, particularly flooding. In the middle of the week, the rain brought flooding to some of the staff who work at Kilcoy, and it is always impressive how they rally around to ensure the site is still staffed and supported.

Thank you, Kilcoy team, – I hope the flood waters have subsided and none of you faced any significant damage to your properties.

CKW 2024 Length of Service Awards

On Wednesday, we recognised the CKW and Red-Cab Mental Health employees for their valuable years of service within Queensland Health. I want to express my congratulations and appreciation to all staff who came along to receive their award and to celebrate their colleagues.

It is so important to recognise the contribution and investment made by our staff to our health care system and the patients we serve. Our people are our most valuable asset! Without you, we can't provide the care we do to our community, not only across CKW but more broadly across Metro North Health.

The staff that we acknowledged, have given many years of work and effort in their respective areas to help create a hospital that has a reputation of providing compassionate care to patients and the community – we can all be proud of that!

Across CKW and Red-Cab Mental Health, we honoured a total of 282 people and 4,415 years of service. What a staggering amount of time and dedication!

Thanks to those of you who attended, to Brie (our comms extraordinaire), Parker, Kirby and to the CKW Executive who read out the 282 names, with predominant accuracy – apologies to those we did not get quite right.

It was a great celebration and notably we had three staff receive 40-year acknowledgements and one receive a 50-year acknowledgement. Alongside a number of 30, 35, 20, 15 and 10-year acknowledgements. This is unusual and impressive, and I personally want to thank the staff for their significant contribution. As I always say, health is not just a job, it is so much more. We give our physical, emotional and intellectual selves to the time we spend at work to provide the best care to our patients and our colleagues.

Thank you to everyone we recognised!



Colleen Herrmann celebrates 50 years of service

In 1975, ABBA visited Australia, the song 'Mama Mia' shot to number one on the charts, and the

movie 'Jaws' was a box office hit at the cinemas. It was also the year that Caboolture Hospital ward 2A Nurse Unit Manager Colleen Herrmann started as a student nurse at the Princess Alexandra Hospital.

Colleen then worked at Redcliffe hospital for 20 years, before arriving at Caboolture Hospital in 2000, where she shows no signs of slowing down. A young Colleen once contemplated a life as a nun, and briefly considered law, but always gravitated back to nursing.

"People say it's a calling, I think it's more of an essence of one's being, I've always wanted to be a nurse. I keep getting asked why I am still working after 50 years. When you start work as a nurse, it's a commitment for unwell people. They depend on you to help them through the hard times. It's a feeling inside that keeps bringing me back to work. I love the family here at Caboolture and I wouldn't change it for the world. I also wouldn't have got through the passing of my late husband if it weren't for this place and the people I work with."

It is truly remarkable that after 50 years, Colleen still feels that strong commitment to nursing, and her work family. I personally want to thank and congratulate Colleen on an outstanding career and service to Queensland Health. It sounds like she has no plans to leave us just yet. In her words "I wake up at 5am every morning, have my breakfast and go to work – I don't know what I would do with myself if I retired!"



Farewell Debra Vesey - a true healthcare hero

This week, we also said thank you and goodbye to Debra Vesey with a special ceremony put on by her team and attended by infection control experts from across Metro North and Queensland Health.

It was a true celebration of a wonderful career. Debra started her general nursing training at the RBWH, completing in 1987 and worked in a variety of areas before commencing at Caboolture Hospital in 1993.

Debra's initial appointment at Caboolture Hospital was in the operating theatres as a Registered Nurse, she scrubbed for the first ever operation at Caboolture hospital.

In 2000, she commenced as the Clinical Nurse Consultant in Infection Control where she remains today and completed her Graduate Certificate Infection Control in 2005.

Debra is a Credentialed Nurse Immuniser with Metro North Health, and you may all have been on the end of her needle in the Flu and COVID campaigns.

As our lead for Infection Control, Debra has played significant roles in our COVID response and in the CHRP project and service developments at CKW, and so much more.

As an avid traveller, (many of us have been regaled by the stories of Debra's travels, she always makes me so jealous!), Debra has big plans for her 60th next year, researching Italian holiday destinations to mark her upcoming milestone. Debra is also marking a big milestone next year by becoming a first-time grandma.

It was lovely to see Debra and the team in their duck scrubs. I am not sure everyone will understand the significance. About a year ago, the Caboolture site was "ducked" with little ducks turning up all around the place. This was later identified as Deb's doing. A little fun and joy was bought to the site and continued for some time.

Debra you are an institution, a legend and you are leaving your team set up well to continue your legacy. We will miss you (and your fun) and wish you all the best for your next big adventures.

Debra herself said to me, that it is with mixed feelings that she retires, as nursing is so much a part of us as nurses, however she is clear she is going to enjoy her retirement.



Kilcoy Yowie Country Markets

As part of our commitment to review the model of care at Kilcoy Hospital, a few of the executives are attending the Kilcoy Yowie Country Markets this Saturday, 14 December.

This engagement activity will be a great platform to speak to local users of the health service to hear more about what is important to the local community in regards to their healthcare needs.



Clinical Council Christmas Appeal

The CKW Clinical Council has had yet another successful Christmas Appeal, with generous donations from across the service lines!

On Monday, Lisa Kane Chair of Clinical Council and Constance Gray ADON Ambulatory & Education dropped 10 collected hampers for local Caboolture families to Rosemary from St Peters (*representing St Vincent de Paul*).

Constance Gray (*ADON Ambulatory & Education*) delivered Christmas hampers to the Woodford Community House for Kilcoy/ Woodford families, where Gael was overjoyed to accept the generous donations CKW provided to those in need.

A reminder that the Allied Health Team led **pyjama / t-shirt appeal** is still accepting donations. This Christmas Appeal is aimed at ensuring those who are inpatients on Christmas Day get to enjoy a new pair of pyjamas or a t-shirt to celebrate in.

Please drop your donations to Allied Health reception, closes Friday 20 December 2024.

Thank you to the CKW Clinical Council and CKW team for enabling us to share some Christmas cheer across our communities.



Self-care dialysis unit

Did you know that we have a self-care dialysis unit at Caboolture Hospital?

Dialysis is a treatment that while lifesaving, is also a significant impost on a person's life with most patients required to attend a dialysis unit for 4-6 hours, three times per week. Our unit allows people who are trained, to do their own dialysis and come in at a time that suits them to undertake dialysis, rather than having to attend at a scheduled and static time. It certainly improves the quality of life for these patients.

Yesterday, Leanne & Andrew were the very first patients to receive care in our new self-care dialysis unit. Located on Level 1 in the Main Hospital Building, the unit contains two bays and currently supports four regular patients.

The old self-care dialysis unit (Jasper Suite) on Level 2 has been decommissioned and handed over the builder for our Level 2 refurbishment works to continue. Leanne and Andrew commented on how nice the new unit was, bright, light and all set up beautifully.



This week also saw the Social Workers team move to their new temporary location in 3A, in preparation for their new office space to be built in 2025.

November staff shout outs

Congratulations to all the individual and team nominations for the month of November:

Carolena Walker – Caboolture Admissions

Leisa Watts – Health Informatics

Angela Feige – Kilcoy Hospital

Donne Clengan – various wards

Carly Debono – various wards

Tayla Rosbrook – Admin services

Lisa Hayes – ED Administration

Sammy Powell – Caboolture ED Ambulance Bay

Rebecca Clark – Caboolture ED Nurse practitioner

Maddison Carnie – Caboolture ED

Chrissy Hickerton - Caboolture ED

Darcy Robinson – Caboolture ED

Nikita Perro – SOPD

Selina Tyzack – Ward 4D

Trudi Young – MACIE midwife antenatal clinic

Jessica Christie – Caboolture Satellite Minor Injury and illness clinic

Dr Victoria Burdon-Bailey - Caboolture Satellite Minor Injury and illness clinic

Sherry Heathwood - Caboolture Satellite Minor Injury and illness clinic

Brooke Loveridge – Ward 33C PCU

Dr Lachlan Paterson – Ward 4D

Taylor Robertson – Ward 4D

Jane Burgess, Jacinta McInnes, Martina Cotton, Tanya Vendrell, Dr Erin Fergus, Dr Atmoij Baath & Toni Bradley – PEPA Education Day

Louise Thompson – Physiotherapist

Chris Liugalua – Security

Teams:

Caboolture Hospital medical registrars

Caboolture Hospital Emergency Department Admin team

What great recognition – congratulations to you all – you have truly made an impact to your team and colleagues.

Pause for menopause

Caboolture Hospital Physiotherapist Helen Edwards, is researching the effects of menopause for women in the workplace. Helen's research is focusing on work engagement and staff retention for the high proportion of workers who may be impacted by menopause transition. Her research just received ethics approvals and is ready to launch the Pause for Menopause survey across CKW.

Helen is asking all CKW staff to participate in a quick survey to tell her what you know about menopause and its impact on the CKW organisation.

Why? The more we know the more we can help!

- For most staff (men included!) the survey will take only 5-10 minutes.
- If you are transitioning through or post menopause the survey may take up to 30 minutes to gain a deeper understanding of your experiences
- Survey is open for up to 8 weeks

Complete survey [here](#).

Questions? Contact Helen Edwards at ckw_menopauseatwork@health.qld.gov.au

CKW Christmas Decoration Comp

Last day to register for the CKW Christmas decoration competition.



Got a minute?
Take a Pause for Menopause!

We are asking ALL CKW staff to participate in a quick survey to tell us what you know about menopause and its impact on the CKW organisation.

Why? The more we know the more we can help!

- For most staff (men included!) the survey will only take **5-10 minutes**
- If you are transitioning through or post menopause the survey may take up to **30 minutes** to gain a deeper understanding of your experiences
- Survey open for up to 8 weeks

Ethics Number: HREC/2024/MNH/111888 A242232

Questions? Contact Helen Edwards at ckw_menopauseatwork@health.qld.gov.au

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THE COMMON GOOD | **University of the Sunshine Coast Australia** | **Metro North Hospital and Health Service** | **Queensland Government**



Make sure you do!

I am looking forward to seeing what 'Green Christmas' means to you.

Contact: ckw-engage@health.qld.gov.au



Have Your Say

Team: Social Work

You told us that the demand and workload was inequitable, there was not enough professional support to improve performance, and a lack of recognition of achievements, meant you did not feel valued or included.

We interpreted this to mean that workload demand was high and needed review, professional support was not being prioritised to enable good performance and improve performance, and good performance was not being recognised by manager. Team members' contributions to the team were not valued.

We have:

Facilitated a workshop with our team to identify the priorities below:

- Implement daily social work triage meetings, and daily staffing list.
- Consolidate handover process across social work team, and PFM updates.
- Prioritised PDP and professional development, and delivery of supervision.
- Establish portfolios, with working groups to develop and deliver education to social work staff.
- Include staff shout outs and compliments in monthly social work departmental meeting agenda.
- Establish team building activities including birthday celebration morning teas and team coffee morning catchups.

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



ieMR Program
Caboolture and Kilcoy Hospitals
7 May 2025

ieMR Go-Live

Days	Hours	Minutes
144	:20	:28

Caboolture and Kilcoy Hospitals ieMR Project Update

This week, we'll be hearing about the ieMR from a face familiar to us at Caboolture Hospital. Although currently working with Digital Metro North on the Prisoner electronic Medical Record (PeMR) Project, Nathaniel Matuschka has previously worked as a pharmacist at Caboolture Hospital, and his current substantive role is with the CKW Digital Support Clinical Informatics team.

Nathaniel's experience working across both CKW and Digital Metro North (as well as working at Logan Hospital during their ieMR go-live) gives him a unique perspective on what the ieMR will mean for us at Caboolture and Kilcoy Hospitals.



Q: What should we be looking forward to when ieMR comes to Caboolture and Kilcoy Hospitals?

A: Visibility. We're joining a system where information from Caboolture Hospital, Kilcoy Hospital, our satellite hospitals, Redcliffe Hospital, and every other Queensland Health hospital across the state using the ieMR, will be available at the click of a button.

Our access to records of patients we care for will be integrated, seamless, and fast, with no more need to read and document later – you can do it at the same time you're seeing the patient. You will be able to see notes from other departments, even other hospitals, in real-time as soon as they're written.

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: Pharmacy Care Organiser. It's a live handover tool for all my patients, similar to Nursing Care Compass or the Doctor Handover List.

I can see the status of each new patient the moment they enter my ward. I know at a glance whether the ED pharmacist has already reviewed them to take a medication history and whether the doctor has activated that history to chart their regular medications. It also updates itself as I work, meaning I don't have to dedicate time to writing a handover for the pharmacist rostered on tomorrow.

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

A: I can't wait to see what we do with the ieMR at CKW - empowering us to help our patients and empowering us with access and reporting for improving the work we do!

Reflection

As we are in the Christmas Season, this week we have celebrated many of our long serving staff, I reflect on the true meaning of being a health professional. A health professional is someone who:

- Studies, diagnoses, treats and prevents illness, injury and impairment.
- Advises on prevention or cure.
- Promotes health.
- Undertakes research.
- Improves or develops concepts, theories or treatments.
- Supports other health workers.

My observation is that health professionals are people who give themselves to improving the situations of others, whether curative, supportive or treatment. You all give yourselves emotionally, physically, and intellectually to the roles you play to ensure our community has access to the care and support they need.

Our roles often have an impact on us personally and an impact on our loved ones. The biggest reflections on talking to Colleen and Deb this week is that we come to work to serve, we learn every day and we are respected as leaders – we are our chosen professions, and we give with intent.

I want to take this opportunity to thank you all for all you give to your roles and our community each and every day you come to work. Everyone including the volunteers, Consumer Advisory group, supporters, and staff. To our CKW team, thank you!

Lastly, Merry Christmas – have a safe and fun holiday to those of you heading off on a break this week.

Quote of the day

“One of the deep secrets of life is that all that is really worth doing is what we do for others.” - Lewis Carroll



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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