

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.

Hari tau hou (Happy New Year) CKW team,

Wow, 2025 already!

To those of you who worked through the festive season – thank you. It has been a very busy time. To those of you who had some time off, welcome back. I have heard that some of our teams experienced some upsetting, challenging and distressing events over Christmas. To those affected, 'kia kaha' (stay strong). We are sending our strength to you.

Most of all, I hope in amongst all this, you all had some time to refresh and revitalise, spend time with friends and family and reflect on your achievements. I certainly did. I firstly want to take a moment to thank you all for the hard work and dedication that each of you has contributed to our hospital and community last year and over the holiday period.

Patient flow and care

As we begin the year, I would like to acknowledge that we are experiencing continued high community demand across our services and our broader Metro North and Queensland Ambulance Services. This led to the early opening of the ward we had planned to close over Christmas and saw us move into our first Tier 3 capacity alert of 2025 on Tuesday. This means our hospital was at capacity and we were challenged to manage the demand we were seeing.

Tier 3 responses signal a need for support across our network, and leaning into clinical care delivery from teams with non-patient focused roles (such as our education teams) and activities (such as training) being refocused to clinical care. The focus on best patient care and support was evident, as we came off the Tier 3 the next day.

While our tier reduced, high presentations through ED and the Minor Injury and Illness Clinics continue, and admissions to our services remain consistently high, but our teams are doing an amazing job. I really want to acknowledge that in amongst this pressure, the focused work to help manage this and continue to provide safe and quality care to our patients through this time, is evident.

We have also been experiencing a significant amount of staff on sick leave. Please remember that your health is our priority. If you are not feeling well, please take the time to rest and recover at home. Your wellbeing is essential, and while we all love gifts, sharing an illness with your colleagues or patients is never appreciated. Please however, do consider your colleagues and patients and make sure that if you do need to call in sick, you have given as much notice as possible and you have spoken to the right person. While we don't want you here unwell, you not being here does impact the care of our patients, colleagues and work environment if we cannot

plan accordingly.

We appreciate your commitment to keeping our workplace safe and well-staffed. Let's continue to work together to ensure the best possible care for our patients, and a safe and supportive environment for each other.

Patient feedback

Positive feedback is so lovely to receive. The time and effort a patient or loved one takes to write a hand-written letter really shows how much they appreciated the hard work. This week I received this beautiful compliment which really made me grateful to be part of the CKW team.

Dear Sir / Madam
On 10th December, I underwent surgery at your hospital and I am so grateful to the surgeon, his team, the nurses and every member of the staff with whom I came in contact for caring for me with such respect and professionalism.
From the moment I walked into reception, all the time in between, until I left from the transit centre, everyone treated me with such care and respect and cared only for my welfare. I was very impressed and so grateful.
Thank you all so much. I will continue to speak highly of the hospital staff at every opportunity.
With Thanks.

I really want to acknowledge all our staff involved in this patient's care. What is evident is that it started at the front door and continued through to the transit lounge. It really shows how all of us being respectful, kind, professional and engaged can make such an impression on our patients.

Calling emergencies

It is very important to ensure all emergency codes are reported across our Caboolture Hospital Campus and peripheral sites.

Please report emergencies as per your local emergency response procedures to our Switchboard Services team via **666** or **5433 8666 from a mobile**.

Where facility-based emergency numbers are not available, please ensure **(0) 000** is dialled, asking the 000 operator for Fire Department and or other Emergency Services required, please provide site location details as requested by the Emergency Services operator.

- For Emergency Response processes and posters, specific to your area please go to our QHEPS page: [Emergency and Disaster Management CKW](#)
- Refer to your work area's Fire Evacuation Plan at the Warden station and for more details, Buildings Fire and Evacuation plans can be reviewed here: [Building Fire and Evacuation Plans CKW | Fire safety | MNHHS \(health.qld.gov.au\)](#)

Code Red: Fire/Smoke

In case of emergency:

666

- Dial 666 - this emergency code will go through to a dedicated emergency line in switchboard and will be answered immediately.
- State the Emergency CODE or advise the nature of the emergency.
- Advise the location of the emergency.

Do not hang up until instructed by the operator

1. Remove all persons from danger.

- Perform search to confirm occupants have been evacuated or evacuation has commenced, without causing any undue personal risk.

2. Alert – dial **666**, state **Code Red** and location of fire, peripheral sites call 000 then notify their Nursing Director or Executive Lead.

- Activate manual call point fire alarm (break glass fire alarm).
- Notify the Fire Department, by calling 000 and ask the operator for Fire Department and provide site location details as requested by Emergency Services.
- Notify Wardens & staff in immediate area. Follow the Warden's instructions thereafter.

3. Confine spread of fire and smoke.

- Close doors and windows in proximity to fire, if SAFE to do so.

4. Extinguish the fire, if SAFE to do so:

- Only persons trained in their operations should use firefighting equipment.
- Use the correct extinguisher, never use water on live energised equipment.

CKW Clinical Governance Unit Implementation 16 January

We are now in the final stages of the implementation of the Business Case for Change for the Safety & Quality Unit. A significant outcome from the business case is the transition of the name from Safety & Quality Unit to a Clinical Governance Unit.

Clinical governance is the framework in which we are accountable for continuously improving the quality of our services. It is the relationships and responsibilities we establish between our patients, consumers and workforce, through to our Metro North colleagues, the MN Board and the Department of Health. It ensures that our community and health services can be confident that we have robust systems in place to deliver safe, high-quality care. It is important that as an organisation we don't just focus on the metrics but consider and promote all of the core elements of good clinical governance.

On Monday 13 January 2025, the CKW Safety & Quality will assume the new title of CKW Clinical Governance Unit. The team will continue to provide direction and support for key portfolios (including clinical incident reporting, consumer feedback and patient experience, morbidity and mortality, risk management, legislation and compliance, policies and procedures, quality improvement, data and analytics as well as compliance with our National Standards and accreditation etc) and will be working hard to provide dedicated support to our service lines and work areas.

We are in final stages of recruitment for the Director of Clinical Governance role. Narika Symes (formerly Acting Director, Safety & Quality) will act in the role of Director of Clinical Governance until recruitment has been finalised and will have overarching responsibility for the strategic and operational directions of the unit. Corrina Green will continue as the Assistant Nursing Director, Clinical Governance and will hold a dedicated portfolio of Safety & Quality Officers, National

Standards and Accreditation and will work to ensure that CKW has accreditation readiness well embedded in our business-as-usual practices and that we are striving to have a continuous quality improvement focus.

Ward move 4A to 3A

Yesterday we moved ward 3A back home from 4A.

This was no small job with a full ward of patients and beds to move. I would like to thank the 4A team, our Patient Support Officers, hospital coordinators, 4A Medical Team, Allied Health team and Katrina Kalmar and Jeff Anderson, who coordinated and watched over the move. Moves like this have innate risks and it is always impressive when they go to plan.

This move will allow us to now move the ieMR team into the 4A space, so they are onsite as we work towards the ieMR rollout across CKW commencing on the 7 May, 2025.

Thank you, again to all of you who helped make this move safe and efficient.



ieMR Program
Caboolture and Kilcoy Hospitals
7 May 2025

ieMR Go-Live

Days Hours Minutes
116:20:49

Caboolture and Kilcoy Hospitals ieMR Project Update

With integrated electronic Medical Record (ieMR) instructor-led training commencing for all staff in less than a month (from Monday 3 February), completing mandatory online prerequisite training as soon as possible is a key focus for all nursing, midwifery, and pharmacy staff, with some administration staff also required to complete online prerequisite training.

As of today, 60 percent of staff assigned online prerequisite training have completed their course.

If you are required to complete an online prerequisite course as part of your ieMR training, it is **critical** that you complete this via [Talent Management System \(TMS\)](#) prior to attending your instructor-led training.

You will need to be rebooked for another instructor-led session if you attempt to attend instructor-led training without first having completed your online prerequisite training.

To confirm what training you are required to complete, please either discuss with your line manager or [click here to take the ieMR Training Quiz](#).

While instructor-led training for most staff commences from Monday 3 February 2025, we have made a head-start with early instructor-led sessions for some of our nursing staff this week (pictured below).



Your line manager will notify you if you have been enrolled in one of these early instructor-led training sessions.

For any questions about ieMR training that can't be answered by your line manager, please email either: Adam.Stott@health.qld.gov.au or Alessandra.Kelly@health.qld.gov.au from the Metro North Health ieMR Program Training Team.

Ariana Doolan MP visit to Bribie (Yarun) Island Satellite Hospital



On Monday, Ted Chamberlain (DMS), Kieren Bailey (BISH NUM) and I, met with local MP for Pumicestone, Ariana Doolan, and two members of her office Rod and Vicki for a guided tour of Bribie (Yarun) Island Satellite Hospital.

We took them for a general tour of the facility encompassing the minor injury and illness centre, imaging, dialysis & infusion, mental health, the new and not yet open rehabilitation gym, and cancer care unit.

Topics of discussion and questions from Ariana included how many patients are seen each day, if there were any waitlists or areas for improvement. We discussed the plans and opening dates for the rehabilitation gym & cancer care areas, which they were excited about for the community.

We discussed at length one of the problems the satellite is facing, which includes communicating to the general public what can and can't be treated at the facility, specifically the minor injuries & illness centre. Ariana is keen to help us communicate this to local members by sharing any content from the Metro North Facebook that relates to this topic. Ariana herself needs regular iron transfusions and wasn't aware that she could get this done at BISH instead of travelling to Kilcoy. So, we can expect to see her soon. We discussed the lack of an onsite café for visitors/patients. Ariana said she might start a new business with coffee van and set up out the front! All in all, it was positive visit!

Meet Pat

While we were waiting for Ariana and her team to arrive, I met a local patient in the waiting area. Her name was Pat, and I nearly fell off my chair when she told me she was 92 years old. She not only looked fantastic, but she was also quite mobile (with assistance from a walker).

Pat was coming in to see our wound Nurse Practitioner, Kathy Hocking, to get a wound on her leg tended to. Pat said she had been going to her local GP and the wound wasn't showing any signs of improvement, but after just four sessions with Kathy at BISH, it was improving, and in her words, "I've been able to do life again."

Kathy's clinics are a new initiative and are running at Yarun/Bribie Island Satellite Hospital,



Kabul/Caboolture Satellite Hospital and Kilcoy hospital. If you have a patient that would benefit, please refer them by using this [form](#).

Severe thunderstorm warning - Southeast Queensland

Our Metro North CKW sites are very prone to impacts of weather events and the Bureau of Meteorology yesterday issued a severe thunderstorm warning for Southeast Queensland. Including heavy rainfall, large hailstones and damaging winds for people in parts of South Burnett, Toowoomba, Sunshine Coast, Brisbane City and Moreton Bay Council Areas.

Emergency services advise people to:

* Park your car undercover away from trees.

- * Close doors and windows.
- * Keep asthma medications close by. Storms and wind can trigger asthma attacks.
- * Charge mobile phones and power banks in case the power goes out.
- * Put your pets somewhere safe and make sure they can be identified in case they get lost.
- * Do not drive now unless you have to because conditions are dangerous.
- * Tell friends, family and neighbours in the area.
- * Go inside a strong building now. Stay inside until the storm has passed.

Please make sure that you report any issues relating to weather to your manager or the hospital coordinator after hours or dial 666 if it's an emergency to ensure that we get the situation addressed with urgency.

And most importantly please take care and make sure that you do not take any risks in this weather.

Have your say



Team: CKW Health Information Service

You told us: the organisation does not recognise their achievements and we are not offering or accommodating work arrangements to support work/life balance.

We interpreted this to mean: we are not taking the time to acknowledge you as an individual and the team in its entirety on the amazing and challenging work performed. We also need to review our rostering practices and think about ways in which we can support more

flexible work arrangements for the team.

We have:

Explored this feedback further with our team and implemented the following strategies.

Recognition and achievements

- Implemented the "HIS Month in Review" video published on our CKW HIS Sharepoint page that celebrates the hard work and effort each of our teams do. It also recognises individual achievements in both work and personal lives of our team.
- HiM Week – celebrates Health Information Management and Clinical Coding professionals, in CKW we extended HiM Week to celebrate everyone in Health Information Services as we can't achieve what we do without the entire team.

- We have included a Recognition and Achievement section at our Leadership meeting to ensure we document and recognise individuals in our team.
- Have included a HIS Together Queensland delegate on the Local Consultive Forum to promote and discuss any issues within our Service

Flexible work arrangements

- Planning and consulting with all our teams how we can support work from home (WFH) opportunities to all our teams when we implement ieMR, including our Scanning team. This will be one of the first Scanning teams in the State to be afforded this opportunity.
- Working on improved rostering practices to enable publishing rosters with a long-range view, to support work/life balance.
- Planning and consulting with our AO3 team members on offering more than just ADO and extending flexible agreements to include 9-day fortnights as an example.
- Being proactive about flexible work arrangements to support our team, their families and their work/life balance.

We have also introduced weekly consultation sessions in the lead up to ieMR. Sessions are open to all Health Information Services staff because we value the teams input into the planning and implementation of the biggest systems change our team has probably ever experienced.

Health Information Services and CKW is, on balance, “truly a great place to work” according to 78% of our responses. It is truly a great place to work, due to our individuals who form our team.

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

Got a minute?
Take a Pause for Menopause!

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Ethics Number: HREC/2024/MNH/111888 A242232

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

Poster V1.1 05 10 2024

Metro North
Hospital and Health Service

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Key appointments and recruitment

Director of Nursing and Midwifery

After a long and stringent recruitment process, I am very pleased to announce that we have appointed Vanessa Smith as the CKW Director of Nursing and Midwifery.

Vanessa will commence with us at the end of March.

Vanessa is currently working in Scotland as the Chief Nurse, Perioperative Practitioner, NHS



Grampian Scotland and the Head of the NHS Grampian Regional Theatre Academy. Vanessa has extensive experience nursing and leadership across health services in Queensland, Australia, UAE and Scotland. We look forward to welcoming Vanessa to our team.

Director Clinical Governance

We are just finalising the recruitment process for this important role and will hopefully be in a position to announce this in the next week or two. Meanwhile,

Narika Symes continues to act in the role.

Medical Director Paediatrics

As we announced last year Dr Peter Stevenson agreed to act as our Director of Paediatrics until we finalised the role and permanently recruited. Dr Stevenson is now taking a well-deserved break and Dr Lisa Kane who is well known to you all will act in the role for the next 3 weeks. We will also be moving to advertise the permanent role over the next couple of weeks.

Reflection

The new year is always a period of excitement for me where we have an opportunity to start afresh and review, refresh and restate our goals.

This is the year that we welcome a new generation – Generation Beta (2025-2039), who will grow up surrounded by technologies that did not exist when many of us were born - robots, AI, AR/VR. It's an exciting prospect to see what this will look like as this generation grows up. At CKW, we have had a busy start to the year and have delivered 44 babies so far. Our first precious delivery of 2025 was a beautiful baby girl at 05.23am on 1 January 2025.



2025 is also celebrated with Pantone colour of the year 17-1230 Mocha Mouse (a colour that resembles some of the colour palate we use for all our sites). 2025 is also the year of the snake. Lunar New Year is for many cultures the most important festival of the year and this year occurs on 29 January, though for many who celebrate the Lunar New Year the celebrations have begun. The year of the snake is associated with transformation, renewal and spiritual growth. Snakes are seen to symbolise letting go of the old and embracing the new.

This links nicely to us at Caboolture, Kilcoy and Woodford Clinical Directorate with our close affiliation with Kabul, the carpet snake in our Aboriginal history and art. Of course, Caboolture in Aboriginal means the place of the carpet snake, and Kabul is the word for carpet snake and is the aboriginal name gifted to us for Caboolture Satellite Hospital. It really feels like we can make this the year of CKW and highlights for me our opportunity to have a year of positivity and quality improvement focus.



Quotes of the day

“I like the dreams of the future better than the history of the past.” Thomas Jefferson

“You can get excited about the future. The past won’t mind” Hillary DePiano



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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