



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,

Queensland has such amazing weather effects, doesn't it? This week we are experiencing heatwave conditions and are closely monitoring the impacts. It is crucial that we all prioritise our well-being in these severe temperatures and ensure our patients and visitors are safe!

Please make sure to stay hydrated, take regular breaks in cool areas, and wear lightweight, breathable clothing. If you're working in warmer areas, take extra care to avoid heat stress and look out for your colleagues too. Remember, staying cool not only helps keep you comfortable but also ensures you're able to continue providing the best care to our patients. Stay safe and take care of yourselves during this hot spell.

The long weekend ahead brings both a chance to recharge and a reminder of the complex history surrounding Australia Day. While January 26 is often a time of celebration for many, it's important to recognise that for some, Australia Day is a day of reflection, and pain. For Aboriginal and Torres Strait Islander communities, the day is commonly referred to as "Invasion Day", the start of a painful chapter in their history. Staff may take this time to pause and consider the significance of the day, balancing rest with the opportunity for deeper understanding and respect for the diverse perspectives within the community. Please check-in with your colleagues and patients particularly our Aboriginal and Torres Strait Islanders who may be finding this time challenging.

I've had a busy week this week after visiting a number of sites.

Firstly, I went to Kabul/Caboolture Satellite Hospital to visit the staff at the site. Even while they had a waiting room full of patients in the Minor Injury and Illness Centre, the staff were all happy and positive about the year ahead. As many of you will know, the new government has formed a Clinical Advisory Group to review the name of the Satellite Hospitals. We are expecting an outcome from this process imminently, and I will keep you informed when we know.

Ted (Director Medical Services), Anchita (Clinical Director Satellite Hospitals, Kilcoy and Woodford) and I also had the pleasure of visiting Kilcoy. We took the Kilcoy Auxiliary on a tour to look at options to work with us on improving our palliative care facilities, which they are very passionate about as community members. Interestingly, in the past, the Auxiliary had funded the development of a palliative care area, that a few years ago now, was removed to facilitate new services. The group felt quite upset and aggrieved that they were not involved in the decision and perceived commitments of an alternate area have not come to fruition. At Metro North and CKW, we value community engagement and support, and this is an evident example of the need to ensure we do this effectively. We do not have an easy path forward, but we have a commitment to work together on options.

Lastly, I had the opportunity to present to representatives of our Metro North Board finance committee yesterday. The presentation was in regard to our work around our financial position and the work we are doing to manage this. This work is really important to ensure that we are able to continue to invest into our clinical services in the future. We are really interested in your ideas in how we can reduce waste unnecessary costs, and also any work we do that is not documented – please send your ideas to [ASK KARLENE](#) - big, or small, we want them all!

Air-conditioning outages and Transit Lounge temporary move



As most of you are aware, there have been a few alarms and outages with our air-conditioning across the site. We have a number of different chillers and there has been an issue with a number of them. This week our most prominent issue has been in the Education Unit, requiring the Transit Lounge to move into the new Day Medical Unit. Currently, the air-conditioner is functioning again, however, we are now reviewing the possibility of maintaining Transit Lounge in this space, so we will keep you updated.

For any air conditioning faults please refer to the below process:

Business Hours: Advise your team leader and arrange a maintenance job to be logged via S4/HANA.

After-Hours: Contact Hospital Coordinator on Ext. 8975, who will contact BEMS on-call.

Strategic plan consultation - WE NEED YOU!

As we start 2025 the Metro North Strategic Plan is out for consultation. As a member of our team here at Metro North, it is really important you provide feedback. There are a number of ways you can engage into this process.

CKW staff are invited to attend the following sessions:

Tuesday 18 February
12.00am – 1.00pm
Education Centre Auditorium

Wednesday 26 February
12.00pm – 1.00pm
Education Centre Auditorium

Thursday 27 February
1:00pm – 2:00pm
Education Centre Auditorium

Details on further sessions at other sites including Kilcoy will be provided shortly.

All staff are invited to consult on the draft plan which is [available here](#) and share your feedback by completing a [short survey](#) before the end of February.

HBCIS update for gender and pronouns



From February 2025, HBCIS will be updated across Metro North facilities to enable the recording of a patient's sex assigned at birth (Birth Sex) as well as gender and pronouns, and for us at CKW, that date is 25 February.

This represents an important first step for Queensland Health in acknowledging and recording health consumer's gender identity within the Patient Admission System (PAS). The ieMR will be Queensland Health's first clinical system to include gender and related information.

Understanding a patient's birth sex, gender identity, pronouns, and Variations of Sex Characteristics (VoSC) is essential to the delivery of inclusive, safe and effective healthcare.

What can you do to support this?

- Ensure you understand **how to access the Gender and Related Information Screen** in HBCIS when entering patient information for a Patient Registration, Patient Admission, Maternity Booking and Baby Admission.
- Ensure you **create a safe and supportive space in which to ask consumers sensitive questions** about birth sex and gender. If your workspace is not conducive to asking sensitive questions regarding gender identity defer asking these questions.
- **Never assume a consumer's birth sex or gender identity.** Ask and confirm the information that has been captured or ask the questions if it hasn't been captured.

Once we get more information about how to communicate this with patients and families, we will update you. For more information and resources visit the [Gender Identity SharePoint page](#).

Health heroes - Donne Clengan

While I was out walking the hospital corridors, I met Donne Clengan, who is one of our Advanced Scope Clinical Assistants in the Occupational Therapy Department. She stopped me to introduce herself, which was lovely. We got to chatting and we discovered some commonalities. We are both from New Zealand and both love to run! Donne has such a fascinating story and career, that I had our comms team write up a profile on her. You can read her full story on the Metro North Newsroom [here](#).





Paediatric Review

As most of you are aware, Caboolture Hospital went through a Paediatric Services review in June, 2024. The review came out with 76 recommendations which you can view [here](#). We are in the process of working through the recommendations, but many have already been implemented, including the establishment of the paediatric specialist team in a leadership structure across paediatrics (outpatients, ward, and ED). The team includes Rajeev Jarugula, Clinical Director Paediatric Emergency Department; Rebekah Rawson, Associate Nurse Unit Manager Paediatric Emergency Department; Dr Michelle Davison, Medical Director Emergency Service Line; and Kylie Sykes, Assistant Nursing Director Paediatrics

A separate triage area has been implemented in the Paediatric Emergency Department, and the entire area has been designed with children in mind. Recently, a patient was so impressed with our paediatric service his daughter required after a fall, that he made his own Tik Tok about their positive experience. Together with the Metro North social media team, we decided to replicate this video and made our own reel, to highlight the great work our

team are doing. You can watch it [here](#).

Physiotherapy prescribing within the Caboolture Hospital Emergency Department

It is exciting to note, our Extended Practice Physiotherapists (EPPs), Richard Smith and Mark Farrell, will commence prescribing and administering medicines within the Caboolture Hospital Emergency Department, commencing 20 January 2025.

This model of care allows our approved EPPs to prescribe/administer medications, within a defined formulary. This program aims to improve patient care by reducing time to analgesia and allowing our EPPs to proceed with management of musculoskeletal injuries earlier.

Patient compliment

We recently received a lovely patient compliment which really highlights the positive impact through professional and compassionate care, that our staff have on our patients. This couple wanted to express their gratitude for the care he was given, so asked clinical nurse Samantha to write down, to pass on.

"I am 85 years of age, and I have been coming to this hospital since I was 75. I have asbestosis and have been in this hospital many times. My daughter was here earlier this week and both her and I were impressed with the treatment and care she was given by everyone she saw at the hospital. I was sent here myself last night by my urologist. I didn't want to come, and I was cursing in my head the whole time I had to wait. I sat here for a long time and the attention I was given was unmatched. I was treated with care and respect. I would especially like to pass my thanks to my doctor who made the effort to call me at home after I left. I am grateful for the care I was given. I see how hard everyone here works, and I see the treatment you cop. It's not your fault that people are waiting so long, and I don't feel you deserve the treatment you get. I feel you all deserve recognition for the work you do."

December staff shout-outs

Staff shout-outs are such a great recognition by your colleagues of the impact you have on your teams. Congratulations to our staff shout out nominees for December:

- Ansuyah Padayachee – Allied Health
- Sarah Magee – Safety & Quality

- Dr Reza Davari – Medicine
- Kirsch Jacobs – Occupational Therapy
- Jaksen Robertson – Ward 4D
- Eden Mitrovich – Ward 4D

Team nomination

- MACIE (antenatal clinic midwives)

2024/2025 intern induction and completion ceremony



It is my favourite time of the year, when we get to welcome lots of new staff including our trainee doctors. On January 17, we congratulated 16 of our interns completing their first year in the medical profession. Two more interns are expected to complete in early 2025.

We are also very pleased to know that 78% of our interns from 2024 will be continuing with us into their PGY2 year. This is a fantastic number and excellent feedback for the hospital and the teams including MEU, MWU and the departments that welcomed and supported their first year as doctors.

We loved having them in 2024 and look forward to another fantastic year. These PGY2 doctors will be expanding their learning and will do rotations in specialities that align with their chosen career paths including Critical Care, Medicine, Obstetrics and Gynaecology, Paediatrics as well as Medical Education. Extended rotations are now approved in O&G as well as Mental Health for those that meet merit-based selection criteria. We look forward to working with you all to hear about the good things and how we can improve our services for you in your growing career.

The Prince Charles Hospital Foundation funding review survey



The Prince Charles Hospital Foundation has opened their [Research Grant Funding Program Review](#) survey as part of an ongoing evaluation of Foundation activities. They would greatly appreciate our thoughts on the role the Foundation plays in supporting research at The Prince Charles Hospital, and Caboolture & Kilcoy Hospitals & Woodford Corrections Directorate.

The survey will take approximately 5-10 minutes to complete and is open to anyone involved in research across TPCH and CKW (including active researchers, research professional staff, and supervisors) as well as Hospital Executive. The survey closes today, so please ensure you make some time. You can take the survey [here](#).

Have your say



Team: CKW Health Information Service

You **told** us that the organisation does not recognise your achievements, and we are not offering or accommodating work arrangements to support work/life balance.

Following further discussion with you we **interpreted** this to mean that 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 in response implemented:

Recognition and achievements

- Implemented the “HIS Month in Review” video published on our CKW HIS SharePoint page celebrating the hard work and effort each of our teams and individuals.
- HIM Week – celebrating Health Information Management and Clinical Coding professionals.
- Implemented a Recognition and Achievement section at our Leadership meeting.
- A HIS Together Queensland delegate is included on the Local Consultive Forum.

Flexible work arrangements

Working from home for HIS staff has become more expected with the implementation of ieMR. Without ieMR it is more difficult, however in the interim we have:

- Planning and consulting on how we can support work from home (WFH) to all our teams when we implement ieMR, including our Scanning team. This would be the first in the state for scanning teams.
- Working on improved rostering practices to enable publishing rosters with a long-range view, to support work/life balance.

- Planning and consulting with individuals on all flexible work options to support our team, their families and their work/life balance.

Key appointments and recruitment

Director of Clinical Governance

It is my pleasure to announce that following a competitive process including a robust panel, inclusive of Consumers, Executive and Board members, Narika Symes is the successful candidate and has been permanently appointed to the Director of Clinical Governance, Caboolture Kilcoy & Woodford Clinical Directorate.



As you know Narika has been acting in this position (previously known as Director of Safety & Quality) since July 2023 and has travelled through many challenging times with you all during this time. As the final stage of the implementation of the Business Case for Change it is really positive that Narika is now in post and will offer the team stability forward. I am sure you will all join with me in congratulating Narika in her permanent appointment.

Safety and Quality Compliance Officer

Hannah Wilshire, who many of you know as my Senior Executive Support Officer and, more recently, Senior Executive Correspondence Officer, will transition into the role of Safety and Quality Compliance Officer on 3 February 2024. In this role, Hannah will lead the Policy and Procedure portfolio, coordinating the organisational Policy and Procedure Program and providing critical updates to the Executive and Service Lines on changes to health-related legislation, policies and requirements.

Safety and Quality Officer - Risk and Compliance

Brenda Wallace, a valued and longstanding member of the team, previously held the role of Safety and Quality Officer for the Medicine and Older Persons Service Line. On 13 January 2024, Brenda transitioned into the role of Safety and Quality Compliance Officer, taking responsibility for the Risk and Compliance portfolio. Brenda's role involves leading the organisation's risk management function, coordinating compliance for audits such as the Queensland Bedside Audit, and ensuring readiness for accreditation surveys under the National Safety and Quality Health Service Standards.



CKW Senior Correspondence Officer

Please join me in welcoming Kylie Timms into the CKW Senior Correspondence Officer Role. Kylie brings a wealth of knowledge and experience, most recently as the Senior Executive Officer for the Chief Operating Officer. Kylie will be acting in this role while we permanently recruit. Kylie will be commencing at Caboolture on Friday 31 January, with permanent recruitment to commence imminently.

New volunteer coordinator

Adam Muhling is the newly appointed Volunteer Coordinator at Caboolture Hospital, where he manages a team of 40 volunteers. Previously, he spent six years managing op shops for the

Salvation Army. Adam's main goal as Volunteer Coordinator is to build and strengthen his team of volunteers to ensure the hospital wards receive the support they need. He actively recruits, onboards, and trains volunteers, making sure everyone is well-prepared for their role.

Whether its offering rostering support, helping volunteers know where they're needed each day, or assisting with other tasks, Adam is always working to streamline operations and make volunteering as efficient and rewarding as possible. He encourages anyone with questions or in need of volunteer help in their area to reach out to him directly at Adam.muhling@thecommongood.org.au



OUR SUPERHEROES OF HEALTH TEAM

What's your name: Janita Adams

Do you identify as Aboriginal and/or Torres Strait Islander:
Yes, I am an Aboriginal woman

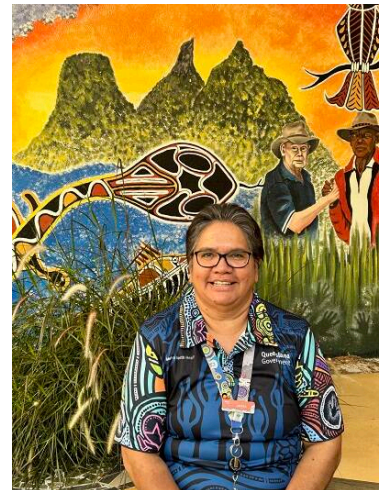
Where is your Mob from: Proud Western Arrernte and Inkamala woman from Central Australia

Where did you work before joining CKW Aboriginal and Torres Strait Islander Health Services: Before joining CKW, I worked at the Sunshine Coast HHS

What is the name of your role: My role is – Cultural Capability Officer for CKW Directorate

Which site will you be working at: My work takes me across the CKW Directorate from Caboolture, Kilcoy and Woodford as well as the two Satellite locations.

What do you enjoy/look forward to in your role: I like that I get to meet so many different people from staff to community consumers, my role has variety and comes with challenges in good ways, expanding my own knowledge base and sharing what I know with others. I am a naturally curious person, so if I don't know something, I'll go searching for information about a subject.





ieMR Program

Caboolture and Kilcoy Hospitals
7 May 2025

ieMR Go-Live

Days Hours Minutes

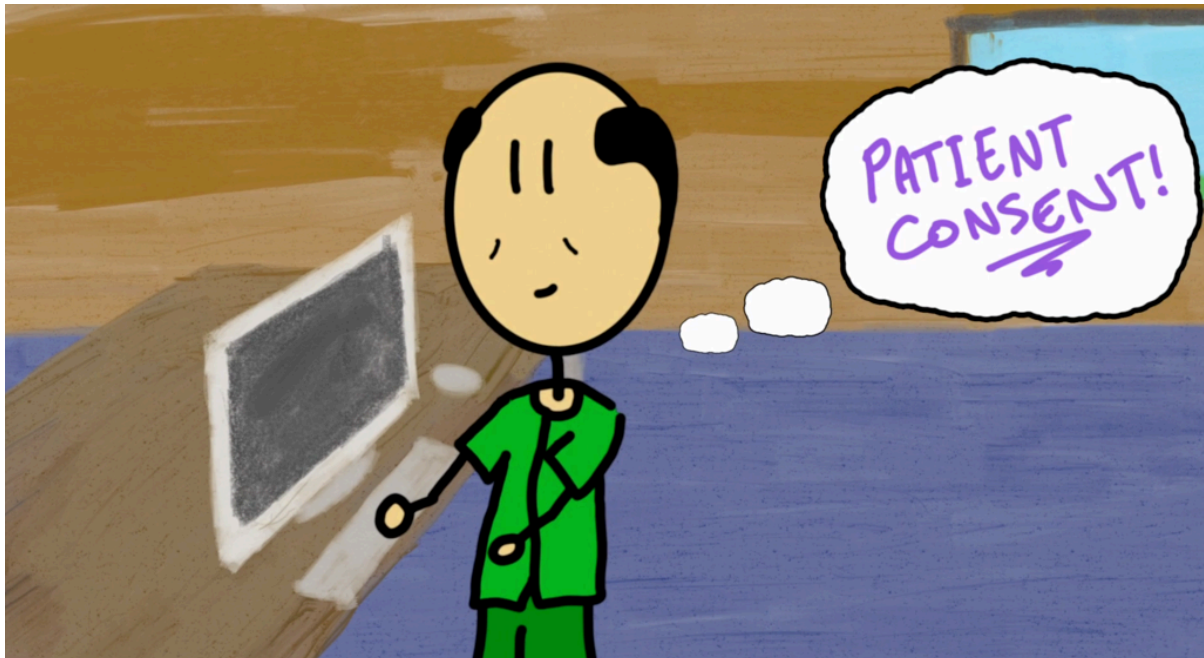
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ieMR progress update

A key focus for all staff as we approach our integrated electronic Medical Record (ieMR) go-live will continue to be information access and the privacy of patient information contained within the ieMR.

As discussed in previous updates, going live with the ieMR will give us access to a vast amount of clinical information at the click of a button. This ease of access to information comes with considerable responsibilities and security considerations.

I strongly encourage all staff to watch the video below on information access and privacy.



[Click here](#) to read further about information access and privacy on QHEPS. If it's been a while, refreshing your Cyber Security Essentials training on [Talent Management System](#) is also a good idea.

It is important that you only access patient information in the ieMR that is required for your role or the care you are providing. This includes not accessing your own or family's patient records without legitimate reason.

Regular live auditing occurs to ensure no patient records are accessed inappropriately within the ieMR - if you attempt to access your own patient record, for example, it will be auto-flagged for a system administrator to investigate.

Reflection

Well, it has been a big week, and it continues to be a busy time across our services, and I want to thank you for your hard work.

As we head into a long weekend, I want to think about the reason we are having the long weekend. This weekend in particular, will see some of our staff celebrating and some very sad. I think about how we look after each other and how we can show kindness and care to both ourselves, our colleagues and our community.

I encourage you in every interaction you have, to think about how the other person you are communicating with, might be interpreting your communication. Also, to keep in mind what is going on for them and if they need different support.

Kindness is truly the most important thing we bring to work to achieve great patient care, a great place to work and community trust.

Quote of the day

“Be kind, for everyone you meet is fighting a battle you know nothing about” - Wendy Mass



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

EMAIL ASK KARLENE



Kind regards,

Karlene Willcocks

Executive Director,

