

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,

We have reached the end of another week that has flown by. On Monday, CKW Clinical Directorate entered Tier 3, where community demand for services was very high and our capacity to accommodate all the patient's requiring care was challenged. It was impressive to watch our organisation come together to manage this by putting alternate plans in place for care, ensuring we moved our patients safely through the system. Thank you all for your focus and dedication, that enabled us to step down from Tier 3, 24 hours later.

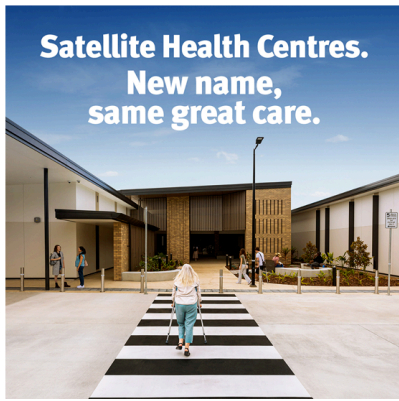
While we are off the Tier 3, there continues to be high demand for our services from ED, maternity, surgery and outpatients. It remains essential that we keep our focus on managing hospital services efficiently and facilitating timely discharges, ensuring patients transition to the most appropriate care setting. I understand the pressures of Tier 3, which leads to us managing more patients in different areas and reducing training and cancelling meetings. I want to extend my sincere thanks to you all and your teams for your continued tireless efforts in supporting our patients and maintaining the high standard of care we strive to always provide.

Additionally, on Tuesday, the Caboolture, Kilcoy, and Woodford Clinical Directorate activated a Code Yellow at Caboolture Hospital. As most of you will be aware, we have building works continuing and this Code Yellow was initiated when a concrete levelling product used to repair flooring, began to leak through the roofs in Pharmacy and in the corridor outside Medical Imaging in the Main Hospital Building.

While all the Code Yellow emergency response and building teams were quickly present and working to resolve the issue. It was most impressive to see the efficient, calm and proactive approach of the pharmacy team in ensuring equipment and stock were protected, while the IMed team were calm as we redirected patients around the alternate entry. While this event was quickly resolved, it led to some immediate changes in workflow for our Pharmacy team with some equipment and stock being moved to the new (yet to be commissioned) pharmacy area. A huge thank you to them for their flexibility and fast work to get the area sorted, whilst not impacting care to patients. Also, to the Caboolture Hospital Redevelopment Project team who helped ensure the safe early transition.

Satellite Hospitals have a new name!

As many of you may have seen on the news yesterday, Minister for Health and Ambulance Services Tim Nicholls MP announced that the Satellite Hospitals will be rebranded as "Satellite Health Centres" following feedback from community, clinicians and primary care providers. The Aboriginal traditional names will remain the same.



For us at CKW, that will look like:

Yarun will be **Bribie Island Satellite Health Centre**
Kabul will be **Caboolture Satellite Health Centre**

At Metro North, Kalangoor will be **Kallangur Satellite Health Centre**

Over 2,780 Queensland Health staff, primarily frontline clinicians who interact with these hospitals, as well as primary care providers, agreed that "satellite health centre" better represents the services these facilities offer.

New signage reflecting the updated name will be installed in the coming months. However, we will continue to use existing stationary/pamphlets/brochures until they are all used up. New materials will be issued following this.

Despite the name change, the centres will continue to provide the same trusted care, including treatment for minor injuries and illnesses, Aboriginal and Torres Strait Islander Services, Ngarrama Maternity Services, as well as outpatient services, delivered by skilled nurses, midwives, nurse practitioners, medical officers, and allied health professionals.

Open Hospitals Website

The Open Hospitals website went live on Sunday, 2 February. The website contains performance data of the state's 25 major emergency departments and seven satellite health centres. The portal updates every 15 minutes showing limited emergency department data, including median waiting times, number of patients waiting and number of permanent treatment spaces. The website will allow consumers to view real-time, high-quality data so that they can make decisions about how best to access health care services they need. Since launch, the website is averaging between 5,000 - 6,000 views per day.

You can view the Open Hospital Website [here](#).

Caboolture Hospital Emergency department

We treat patients in order of urgency.

- 🕒 **Open:** 24 hours, 365 days/year
- 📍 **Address:** 87/129 McKean St, Caboolture QLD 4510
- 🔄 **Updates every 15-30 mins.** Last Updated: 7 February 2025 6:30:20 AM [Refresh](#)

Median waiting time - all patients



7 minutes

Wait times may differ depending on the severity of your condition

! In an emergency call Triple Zero (000) | Don't wait if you have chest pain, difficulty breathing or severe bleeding. | [Call 000](#)

Number of patients currently waiting



2

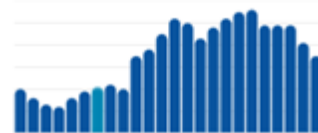
Triaged and waiting to receive treatment

Permanent treatment spaces



57

Patients currently waiting compared to average for Fridays



Caboolture Satellite Health Centre (Kabul)

Minor illness and injury clinic

! This facility is currently closed.

We treat patients in order of urgency.

- 🕒 **Open:** 8am - 10pm, 7 days/week
- 📍 **Address:** 15 Rowe St, Caboolture QLD 4510
- 🔄 **Updates every 15-30 mins.** [Refresh](#)

Median waiting time - all patients



-

Wait times may differ depending on the severity of your condition

! In an emergency call Triple Zero (000) | Don't wait if you have chest pain, difficulty breathing or severe bleeding. | [Call 000](#)

! Satellite health centres are for urgent (but not life threatening) conditions

Average number of patients waiting for Fridays

The Common Good and Hospitals United for Sick Kids national launch



It's always great to have fun in doing our jobs and that was certainly the case as Caboolture Hospital was proud to host The Common Good and Hospitals United for Sick Kids (HUSK), to launch a nation-wide campaign in conjunction with Coles, to help fund paediatric care, equipment, and projects.

Until Tuesday 18 February, 50 cents from the sales of more than 150 products at Coles stores and online will be donated to national children's charities. These include Mum's Jam used to make the jam drops for the event and Mum's Sause used to make last year's pizzas.

Customers can also make a donation or purchase a \$2 (Blip) donation card in-store at Coles. Blip is the mascot for HUSK and represents getting sick kids home to the things they miss.

The Caboolture Coles and other stores nation-wide have the products displayed, but I encourage you to ask for them if you don't see them. The more we spend on these products; the more funds that will help support services here at Caboolture.

It's so exciting that here in Queensland, funds raised will help support a new Child Life Therapy position right here at Caboolture Hospital that will help reduce fear and anxiety among children in its paediatric ward through play-based interventions and aids.

Six children from Caboolture State School helped to kickstart the launch by baking jam drop biscuits using Mum's Jam. They later delivered boxes of biscuits to children in the paediatric ward with the help of our NUM Michelle and nurse Emma.

Thank you to HUSK Chief Executive Officer Nicky Bowie, The Common Good team and CEO Steve Francia, the team from Coles, the children, teachers and parents from Caboolture State School, and CKW staff who made the day so special and so fun!

Click [here](#) to see us featured in the Moreton Daily.

Morning tea at BISHC



One of the many important roles that the Aboriginal and Torres Strait Islander team provide, particularly at the satellite health centres, is community engagement. This ensures that our community feel safe and supported in being cared for by our services and seeking feedback from the community on things we could do better or are doing well.

Last week, Bribie Island (Yarun) Satellite Health Centre hosted their second morning tea, organised by the Aboriginal and Torres Strait Islander Health Hub. The morning teas are designed to build relationships with the community, creating a welcoming space for open discussions in a yarning style. The team were able to gather valuable feedback on attendees' experiences with the Satellite Health Centres and generate interest in participating in Yarning Tables throughout the year.

Engaging with identified patients, visitors, and local organisations is essential for strengthening community ties and ensuring that healthcare services effectively meet the community's needs.

Overall, feedback from the event was positive, with many local community elders expressing a desire to be part of the upcoming Yarning Tables scheduled for the coming months. Well-done team.

School-based trainee program

What do you know about our school-based trainee program?

We run an amazing program for year 11 and 12 students who come and work with us while undertaking various qualifications across administration, hospitality, nursing & horticulture.

The program is led by Kylie Forward who we will showcase in a future edition – Kylie has been tantamount in the growth of the program which we currently have 12 students in. This is the 20th year of the program.

What you may not know is that many of these school-based trainees become our long-term workforce – so the program is a true workforce strategy whilst supporting our local community to achieve their goals.

So, I thought you might enjoy knowing who some of these amazing students are and where they are now.

Introducing Erika Alderwood



Age: 23

When and what hospital/ward/area did you complete your school traineeship:

I completed my traineeship in grade 11 and 12 and graduated in 2019. I went all over the hospital, including 3A, 3B, 4A, DPU and Maternity (where I found a job after I became a casual AIN).

What traineeship did you complete:

Nursing. I became a casual Assistant in Nursing at Caboolture once I completed my traineeship.

Where did you get offered work:

At first, I worked all around the hospital before being offered a contract in Maternity, and I never left. I became a permanent AIN there.

How did the traineeship assist in obtaining your desired role:

I am now a Registered Midwife completing my New Grad year at Caboolture Maternity, which was always my dream job. Being a trainee gave me a huge advantage.

What do you love most about your role:

I loved being an AIN, and I love being a midwife even more. I get to support women and families during a momentous moment during their lives and it's a very fulfilling role.

Congratulations Erika – you truly are part of the CKW, MN Healthcare Hero team!

Why is Clinical Documentation important?

Silly question I hear you say? But I would ask you continue to read on, as this is an area we regularly highlight the need to improve, and you all have a role to play!

So, there is the obvious - accurate clinical documentation provides a detailed account of diagnostic and treatment decisions, demonstrating safe and high-quality care delivery. However, accurate clinical documentation also serves as a reliable source of data for safety and quality audits, funding, resource allocation, research, and performance planning.

Introducing our new Clinical Documentation specialists:



Meet Anna Carter and Keabetsoe Modibedi (KB).

Both Anna and KB have a clinical coding background.

Their role consists of proactively participating in reviewing clinical documentation and reducing clinical documentation barriers and promoting patient safety and quality of care.

If you see Anna or KB in our clinical areas, please make them feel welcome with a hello and feel free to ask any documentation questions you might have.

Caboolture Hospital Auxiliary

It was my pleasure this week to write a thank-you letter to the Caboolture Hospital Auxiliary to thank them for their support over the past year.

Last year they provided an amazing \$217,738.59 of investment to CKW that went towards clinical equipment:

- Giraffe Omnibed
- Panda Warmer (x3)
- Palliative Dignity Items
- Allied health walkers

This is an extraordinary contribution for a small group of dedicated supporters of our hospital. I want to acknowledge the importance of this contribution in supporting us all to do our jobs effectively and safely while looking after our community.

Advisory group updates



The Consumer Network meeting was bittersweet this week, as we said a very big thank you and farewell to the wonderful Jurina Demaine. Jurina has been a passionate health advocate for 25+ years following her experience as a breast cancer survivor.

She is one of the original members of the Consumer Network and over the last 9 years she has worked across CKW and Metro North, collaborating with our staff on improvement projects including the Caboolture Hospital Redevelopment. Most recently, Jurina has been the consumer representative on the Comprehensive Care (Standard 5) Committee and the Safety and Quality Committee.

One of her biggest achievements is [My Health Now](#) – an easy-to-use form that helps have your important health information in your hands when you need it most which was designed and produced by the Consumer Network based on Jurina's idea.

More than 1,000 copies of My Health Now has been handed out to community members over the last two years and it is something that will continue to help people for many years to come. We sincerely thank Jurina for her passionate advocacy, heartfelt enthusiasm, and endless kindness.

OUR SUPERHEROES OF HEALTH TEAM

Farewell to Ty Cleary

We recently said farewell to Ty Cleary Senior Health Worker with an afternoon tea to wish him well on his next adventure. Ty is on his way to work with the West Moreton Health at the Ipswich Hospital and working with community mob as the IHLO Coordinator in the Aboriginal and Torres Strait Islander Health Unit. We wish Ty all the very best on his journey through health, he will be missed here at Caboolture Hospital.

Though in saying goodbye Ty, he did tell me that he hopes to return one day to our team, which he really loved!



ieMR Program
Caboolture and Kilcoy Hospitals
7 May 2025

ieMR Go-Live

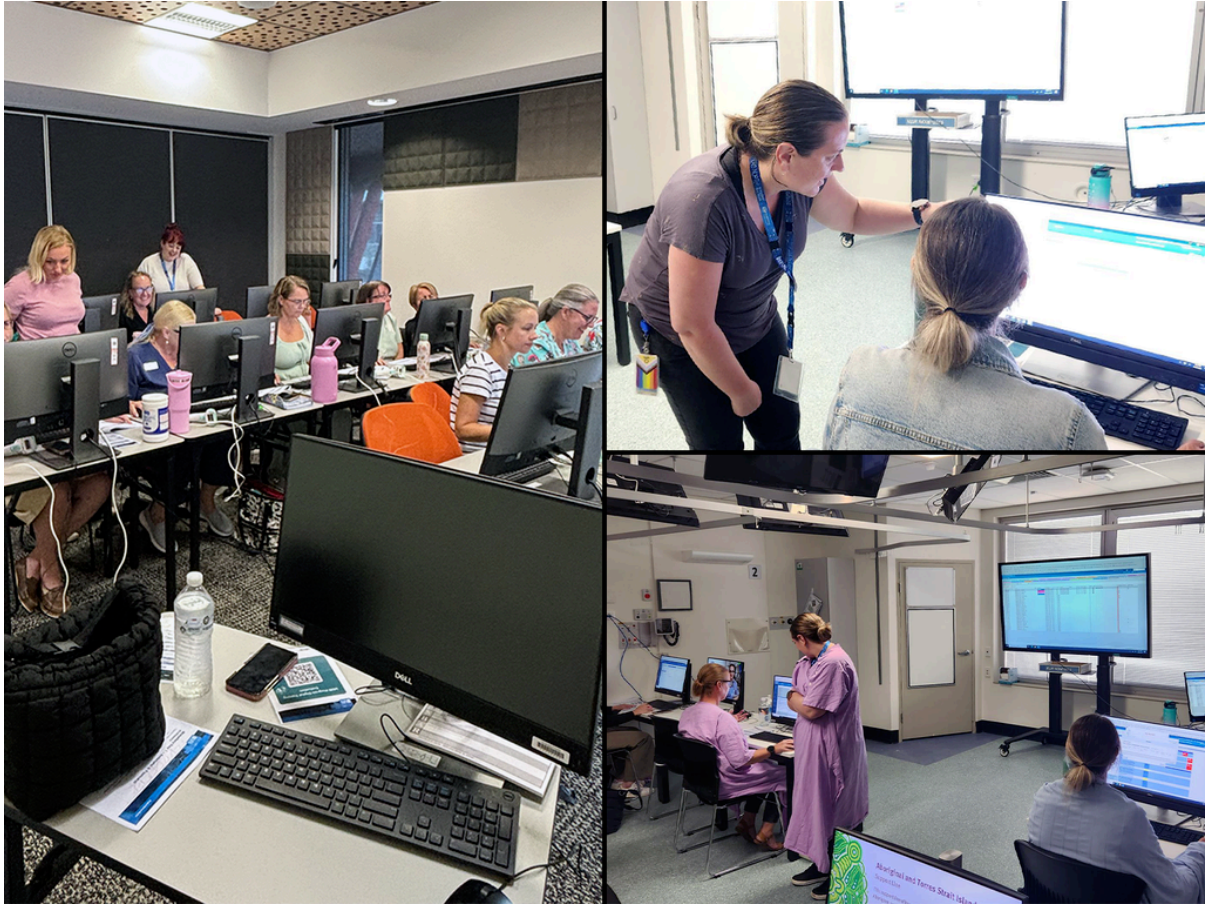
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ieMR progress update

Congratulations to everyone who has attended integrated electronic Medical Record (ieMR) instructor-led training this week, in our first full week of classroom training sessions!

It's very exciting for our ieMR learning journey to have officially kicked off.

Below are attendees at some of the training sessions that took place at the start of this week – including in the newly-converted ieMR training space we have at Caboolture Hospital Ward 4A.



Training will be delivered at several locations across the hospital campus – either at the Education Centre, Ward 4A, or at the Caboolture Medical Hub, 124 McKean Street – so make sure you double-check ahead of time where your instructor-led training session/s will be held before attending.

All staff must complete their training prior to our ieMR go-live on Wednesday, 7 May 2025.

Your line manager will book you in for your instructor-led training session/s. If you're unsure what training you need to complete, please take the [ieMR Training Quiz](#) or speak with your line manager for clarification.

I look forward to sharing further training updates with you all in the coming weeks - keep up the great work everyone!

Grand Rounds



The first grand rounds for 2025 were held on 6 February, presented by Dr Ted Chamberlain in his Batman suit!

Dr Chamberlain's presentation included:

1. The history of Grand Rounds
2. Importance of education and collegiate sharing of knowledge to build a kind and compassionate culture
3. Overview of different styles of Grand Rounds
4. Exercises in critical thinking and group cooperation
5. Exploring the difference of scientific truth and the wisdom of Grandmothers

Grand Rounds are held every Thursday from 12:15pm - 1pm. Attendance is strongly encouraged – please look out for the calendar invite with the details of the presenter and topic.

If you are interested in presenting or have any topic requests, please reach out to caboolture-meo@health.qld.gov.au

Reflection

It has been another week of high demand for our services. This week I had the privilege of linking with our community through our Consumer Advisory Group, Children's Health Advisory Group, and our staff on visits to both our Satellite Health Centres and across Caboolture Hospital. I can honestly say, I am always so proud to be part of this CKW team.

From being out and about talking to our staff members and consumers, what shines from both groups is communication, respect, care and teamwork.

While the demand for our services can feel overwhelming, for those of us working in the healthcare system, it is really important we all remember that our patients and community come here at a time of need. As health care heroes/workers, this is our environment, but for them it is unfamiliar.

For staff being part of the team, leaning in as one big team and looking after each other, rather than moving into silos and working against each other, is key to success in feeling supported to achieve and find enjoyment at work.

In light of these reflections, I want to remind you all that there are two key actions that we can take with minimal effort, that have been shown in research to improve culture and care perception and outcomes:

1. Say HELLO to everyone in our corridors (and help them if they are lost or distressed – if you return late from a break because you are helping someone you will NOT be in trouble and if you ever feel you are, please let me know!)
2. Treat our community, patients and visitors like they are a guest in your home - this is your work home and they are guests. Stop and ask yourself if you are doing this and respond accordingly.

While I do not tolerate any of you to be treated poorly in any way, we often get frustrated when people get annoyed with us. I always ask that we check why this has happened – have we “made” the person wait a long time? Have they had a bad experience with our services previously? How can we respect their experience? There is a fantastic trauma informed care module on TMS which is very quick to do but really reminded me of those things we actually know but are easily forgotten. Link to [TMS here](#).

As I close, I want to again thank you all for the amazing work you do for our community and the important part you play in our team providing care to the CKW community. You all Rock!

Please let me know at [Ask Karlene](#) if you think we could do things differently around our sites to improve how we manage these high demand periods.

Quote

“Let us reject the impulse to harden ourselves to others’ suffering and instead make a habit of empathy – of recognising ourselves in each other and extending our compassion to those in need.” Barack Obama



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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