

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,

I had the pleasure of kicking off my week by welcoming a group of new staff during orientation at Caboolture Hospital and introducing them to our culture of kindness and friendliness, saying hello to everyone and treating people as you would guests in your own home – with the aim of being truly the kindest and friendliest place to work in the state!

As many celebrate Valentine's Day today, a big thank you to those of you who are here, continuing to provide exceptional care to our community. Don't forget to spread the love and kindness to your spouse, family, friends, patients and colleagues today.

We've been experiencing some ongoing challenges with the chillers this week, and we're actively reviewing the entire system to ensure there are no underlying issues.

Queensland Health Director-General David Rosengren this week reiterated the top three priorities for all health facilities as part of the Strategic Plan supporting the health and wellbeing of all Queenslanders. It's important you all know these priorities as they focus our work but also often funding opportunities for us:

1. Access and flow for acute care patients through emergency and their journey through the hospital system: here at CKW we have done and continue to do significant work on flow through emergency department, reducing length of stay in inpatient areas and ED, creating capacity, hospital avoidance, early discharge to appropriate care, and in turn reducing ambulance ramping.

2. Access to elective surgery: all our patients at CKW who are ready for care and were classified as "long waits" are now booked, and we are continuing to work to ensure patients have access to these services. We are really focusing on improving the outpatient waitlist this year.

3. Workforce – retain, grow, reform: pleasingly, this year we had our biggest intake of junior doctors at CKW. We have had feedback that CKW is becoming a preference as a place to work.

Metro North Strategic Plan Staff Consultation

Our vision and commitment

Strategic Plan Staff Consultation

A reminder of Metro North Strategic Plan consultation sessions which are taking place soon. I keep putting in these reminders, as it's important that staff are not only given a chance to learn, but more importantly, provide feedback on the proposed MN Strategic Plan 2024-2028. This is the document that focuses our priorities.

Please ensure that you attend one of these sessions.

Caboolture Hospital

Tuesday 18 February

12.00pm – 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

Kilcoy Hospital

Thursday 27 February

10.00am – 11.00am

Conference Room

We are still finalising a session for Woodford and some evening sessions.

CKW Clinical Council

The CKW Clinical Council serves as a collaborative body that brings together healthcare professionals from various disciplines to improve patient care, enhance clinical practice, and support the overall functioning of the hospital. Overall, the Clinical Council helps create a structured and supportive environment where clinical teams can work together to improve care delivery and outcomes for patients.

The Council is doing some important work around Shatter the Stigma - a campaign that raises awareness of the negative impact that stigma relating to mental illness has on individuals, their families, and their recovery. It also recognises that, by feeling stigmatised or ashamed, people may be less inclined to seek support or access services when they're experiencing challenges.

SHATTER THE STIGMA Polo Shirt

Order your Shatter the Stigma polo now!

Purchase Shatter the Stigma polos online: [CLICK HERE](#) COST: \$37.50

Postage \$15 (or do a combined order with your work unit and share the postage)

**Delivery time will be approximately 6-8 weeks*



Questions please email: MNH-ShattertheStigma@health.qld.gov.au

Clinical Council is looking for more staff members to join. If you would like to be part of this unique opportunity, contact the Council Secretariat at ckwclinicalcouncil@health.qld.gov.au

Compassionate Care Principles - an everyday guide to implementation

Metro North follows seven Compassionate Care Principles for ensuring patient centred care.

As such, over the next couple of weeks, I will take a closer look at each of the principles individually. I am keen to hear how you have embedded the principles in the care you provide and reflect on how we here at CKW can further implement and promote these principles in everyday care for our patients, consumers, carers and our community.

The 7 Compassionate Care Principles:

- 1. FLEXIBLE VISITING HOURS:** This means families and loved ones can visit at a time that suits.
- 2. CARE IN THE RIGHT SETTING ACCORDING TO PATIENT WISHES:** In collaboration with patients and their families, developing plans that meet needs and wishes.
- 3. TIMELY COMMUNICATION AND REPORTING:** This includes all documentation, including discharge summaries.
- 4. CO-DESIGNED CARE:** Partnering with our patients and their significant others.
- 5. GOOD NAVIGATION AND KNOWLEDGE SHARING:** Knowledge sharing, mentoring and supporting each other.
- 6. PATIENT CENTRED HOLISTIC CARE:** Consultation and collaboration with multi-disciplinary teams, seeking feedback to ensure gold standard care.
- 7. TRUE AND ADEQUATE INFORMED CONSENT:** Are we communicating for understanding, how can we ensure this?

Watch this space for further developments on the implementation of the Compassionate Care Principles across CKW. Do you have any great stories examples on how you have implemented the principles? If so, please send them through to [Ask Karlene](#).

National Apology Day 17th year anniversary



On 13 February 2008, Kevin Rudd, the then Prime Minister of Australia, delivered a formal Apology to the members of the Stolen Generations, acknowledging the harm caused by past government policies of forced child removal and assimilation.

The CKW Reconciliation Action Plan Working Group and the Aboriginal and Torres Strait Islander Health services held an event in the lecture theatre to commemorate this day.

It is crucial to recognise that the impact of the Stolen Generations continues to affect Aboriginal and Torres Strait Islander peoples today. I encourage each work area to take some time to sit and yarn around the [National Apology](#) and how generations of Aboriginal and Torres Strait Islander peoples have been affected and still continue to be affected by past government policies and practices.

Some organisations doing great things in helping Aboriginal and Torres Strait Islander people through ongoing trauma: [Healing Foundation](#) and [Link Up Qld](#)

Executive Rounding

In addition to being out and about each month, the executive team undertake formal leadership rounds by visiting different areas around the hospital. The aim is to chat to staff about their work environment and it gives us an opportunity to hear your feedback, concerns and suggestions as to how we can make your work life better. We also ask who in your teams deserves special recognition.

This week, I had a great experience rounding with Dr Ted Chamberlain, Director Medical Services, when we visited Maternity, Birth Suite, Gastroenterology bookings and the Neonatal Unit. It was great to chat to the staff in these areas and to hear about some of the challenges with workforce. We are now doing some focused benchmarking and will look at how we can work with the team on these issues.

In the Neonatal Unit, we met with Nurse Unit Manager Stephanie Webster and Maureen Wilson. Steph has recently moved over into this role, as we plan our move to the new Neonatal Unit as part of the hospital redevelopment. Steph was previously the Midwifery Unit Manager and while she enjoyed her role, she freely admits that neonates are her area of passion (and her smile certainly shows it). It was a highlight to hear about her passion for quality improvement projects including handover processes. Both Ted and I were really excited to hear about these and really look forward to supporting Steph and seeing the progress and improvements.



Pharmacy Visit

I had the pleasure of joining Andrea Bornholdt, Karlie Svenson from the CHRP team, and Tim Dunn, Director of Pharmacy, for a walk-through the soon-to-open Pharmacy Department! This new space is packed with fantastic features, including:

- A spacious waiting area
- Private interview room
- Reception area
- Dispensing area
- Standard 8 accountable drug safe
- Staff room and two meeting rooms
- Internal toilet for convenience
- Office spaces

For a team that have been working out of three cupboard like sized rooms across the campus but with no waiting room, the new space is so exciting. I am actually concerned we will lose the staff members in all that space. How amazing to have such a great space for our team to provide patient focused care as well as work safely.

The pharmacy is set to go live fully on Sunday 23 February, chosen as usually quieter day, allowing the team to move in and settle without disruption. One of the biggest wins? The new area will bring the whole pharmacy team together under one (much bigger) roof, after years of being spread across multiple locations. It's a huge step forward for collaboration and efficiency!

Kilcoy Hospital Auxiliary

I attended the Kilcoy Auxiliary meeting this week. As always, it was a pleasure to attend this meeting to discuss events for the year including the Kilcoy Fete which is taking place on Saturday 24 May.

The auxiliary made us aware of some concerns in the community regarding medical officer coverage at Kilcoy Hospital. We have assured them that our model of care has not changed and we use virtual support models when required.

Your security and safety matter to us!

There are practical ways you can assist in maintaining security and ensuring safety. At the beginning of new year, it's good to remind ourselves of safety standards. Please ensure:

- Wear your ID badge and make it visible
- Keep your access card and keys to yourself, no sharing or laying around
- Keep objects secured as they are intended, for example, chemicals must be secured in locked areas with no unauthorised access
- Watch for people ghosting into restricted areas; this is when people enter a secure building behind an authorised person
- Utilising RiskMan to report

There is a security presence and response at all four main facilities at Metro North. Local inductions include information about duress alarms and how to contact security.

Staff Shout Out - January

As you all know, it is essential to recognise the great that work our teams do. Those who go above and beyond for other staff and patients. It is always my pleasure when the staff shoutouts are released, to highlight them to you all.

Congratulations to all the individual shout outs for the month of January.

- Krystal Coombes – SOPD
- Emma Wheeler-Keats – Admin
- Prasanth Periyaplackil Yohannan – 3B
- Erin Panzenhagen – 4D
- Nic Irvin – 4D
- Melanie Hughes – Paediatric Ward
- Lydia Campbell, Shannon Newton and Mirjam Johnston – Antenatal Clinic
- Corina Deigan – Emergency Department
- Jenny Hanlon – ED admin
- Taylor Robertson – 4D and 4A
- Sam Walton – 4D
- Kylie Sykes – Assistant Nursing Director, Paediatric
- Amanda Mitchell – Emergency Department

Congratulations to the team nominations:

- BEMS team
- Paediatric Ward and team

I wanted to highlight Jenny Hanlon, Emergency Department Administration Officer, who received a nomination from Darcy Robinson. The nomination read: Jenny displayed awareness and effective communication to point out a patient to the clinical team. This act ended up saving a life as the team were able to deliver care promptly.

I wanted to get to know Jenny and the back story to this nomination.

Jenny has been working at Caboolture Hospital for 28 years, and for 27 of those years, she has been working in administration in the Emergency Department. The patient had checked in after being triaged and was sitting in the waiting area. After a while, Jenny noticed he had turned a shade of grey. Jenny instinctively knew something was wrong and alerted what was happening to a nearby nurse. The patient was taken straight through to resus and seen promptly following

this. One of the nurses said that her quick thinking saved his life! "All in a day's work," Jenny said.



OUR SUPERHEROES OF HEALTH TEAM

Caboolture Satellite Health Centre team

These five smiling faces make up a full complement of staff at the Caboolture Satellite Health Centre – Aboriginal and Torres Strait Islander Health Hub. This team is doing such an incredible job with advocating for our community mob when visiting the Minor Injuries and Illness Clinic and other services. Please say hi to the team!

Picture from Left: Lyle Davies – Senior Health Worker, Shae King – Support Officer, Stephanie Archibald – Community Engagement Officer Women's Business, Thomas Casey – Community Engagement Officer Men's Business.





Have your say survey

A reminder that the 2025 Have your Say survey is rolling out soon. We will be showcasing team/area/department results leading up to this. If you have a survey result that you would like showcased, please send through to [Ask Karlene](#).

Team: Ward 2A surgical

You told us that there were very late discharges on weekends and inadequate staff.

We interpreted this to mean that:

- The surgical unit had experienced a significant increase in patient acuity, especially in the number of medical outliers that were admitted on weekends, and acute surgical patients.
- Bed numbers changing on a day-to-day basis to facilitate admissions.
- Discharges and patient reviews being delayed owing to emergency surgery which required both Registrar and Resident to attend the operating theatre leaving ward work, discharges and decision making on hold.
- This all impacted on Nursing staff, the Team leader significantly and ultimately patient flow.
- The lack of Allied Health support notably physiotherapy deterred the discharge of patients waiting for clearance. On weekends physiotherapists only reviewed those patients who were a high priority.
- The delay in decision making and patient review impacted on those patients who were waiting for scripts, discharge summaries and pathology forms in preparation for discharge. This ultimately led to increased frustration and angst for both patient and staff. An interminable list of tasks was either not attended to or delayed.

Ultimately this all impacts the patient!

We have:

- The surgical unit has implemented a team – two Registrars and two residents – who will see all surgical patients and discharge accordingly as well as review ED patients.
- Pathology forms are to be prepared the day before by the Surgical Team.



ieMR Program
 Caboolture and Kilcoy Hospitals
 7 May 2025

ieMR Go-Live

Days Hours Minutes

81:21:29

ieMR progress update

Those of you who have completed your ieMR training session/s may already be familiar with the ieMR training team, but for those of us who haven't, we thought it would be a great idea to introduce you to some of the staff delivering instructor-led ieMR training at Caboolture Hospital. We spoke with a couple of trainers and asked them for their thoughts on the ieMR and how they think it will benefit CKW staff.

Bailey Heffernan – Digital Training Officer

1. What is your favourite part about being an ieMR trainer?

My favourite part about being an ieMR trainer is sharing what I know and helping people feel more confident with the big changes ahead. Learning a new system can be overwhelming at first, so I enjoy making the transition smoother and giving people the support they need to feel comfortable using it.



2. What about the ieMR do you think staff at Caboolture and Kilcoy Hospitals should most be looking forward to?

Having all patient information in one place, making it way easier to access and update in real time. There's no more chasing paper files or missing details - it streamlines workflows and improves patient care. It's a huge step forward for everyone.

3. Fill in the blank: You'd never know it, but I...

... have a 6-year-old miniature dachshund named Peanut, love cooking, and my favourite holiday destination is Japan!



Kate Vardanega – Clinical Nurse, Multi-Discipline ieMR Trainer

1. What is your favourite part about being an ieMR trainer?

My favourite part about being an ieMR trainer is seeing that lightbulb moment when someone truly grasps a new feature or process. It's incredibly rewarding to help colleagues gain confidence with an unfamiliar system and walk out of the training room feeling empowered.

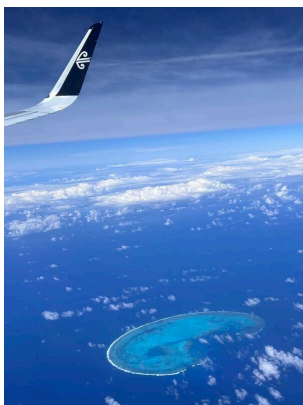
2. What about the ieMR do you think staff at Caboolture and Kilcoy Hospitals should most be looking forward to?

Staff at Caboolture and Kilcoy Hospitals should be excited about the ieMR's built-in patient safety and time-saving measures – no more searching for paper charts!

3. Fill in the blank: You'd never know it, but I...

... am a dual-registered nurse and midwife, so you'll see me training in both areas. I am looking forward to supporting you and answering any questions you may have leading up to go-live. When I'm not spending time with my family, you'll find me in the kitchen, nurturing and baking with my sourdough starter, Dough-lores.

Reflection



As I write this message, I am heading off on one week of leave! I am exceptionally grateful to Dr Ted Chamberlain who has kindly agreed to cover me for the next week.

I did not realise how tired I was until I got to Monday and started to get excited about heading back to New Zealand to be support crew for a friend of mine who is running an ultra-trail race tomorrow. Unfortunately, I am not able to run the race this year but will get my fix of trail supporting and pacing! I will also get to see my mum and spend time with a friend I have not seen for a while.

I was reflecting on how important making time to do what brings us joy is and planning leave in advance, so we get the rest and recreation required.

While I head off to play in the Redwoods Forest and run free for a few miles, I hope you all find some joy to refresh yourselves on your next days off.

Thank you so much for all you give to our CKW community, colleagues, patients and our organisation.

Quote

“When you recover or discover something that nourishes your soul and brings joy, care enough about yourself to make room for it in your life.” Jean Shindon Bolen



**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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