

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,

It's great to be back with you after a quick visit home to support a friend completing the Tarawera Ultra-Trail in New Zealand. Even though I too do these events, it never ceases to amaze me, the pure grit, determination and courage required to compete in events like this. It certainly shows the resilience and strength of the human body.

Upon my return, I got straight back into the swing of things by welcoming a new cohort of staff to the CKW family at orientation on Monday. I always love to see our new staff and have the opportunity to ask them to join us in saying "hello" to everyone we pass in the corridor, and to treat everyone we encounter as visitors in our home. This means considering if a patient's behaviour that we don't like may be related to our treatment of them also. These two actions have been shown to positively impact the culture of a system.

A huge thank you goes to Dr Ted Chamberlain for holding down the fort while I was away. From what I have been told, patient demand has remained strong. In fact, over the last couple of weeks, the emergency department has seen, on average, 195 patients a day.

Despite the heavy demand, it is essential our flow is efficient, to ensure our patients receive safe and effective care. There is clear evidence that patients who remain in ED for longer periods of time have a high risk of longer lengths of stay, and deterioration due to delays to definitive treatment. It's also timely to remember that longer lengths of stay add risk to patients with higher likelihood of hospital acquired harm/complications.

Patient flow is **everyone's** business, and I encourage everyone to make moving patients efficiently and safely through our hospital/care system their priority to ensure that we are providing the best care. You all play a part in this.

I also want to take a moment to acknowledge and thank you all for the hard work and dedication during this busy period. Your commitment to providing exceptional care under pressure is truly commendable. It's a reminder of how essential it is for us to work together as a team, with a shared focus on serving our community.

Metro North Strategic Plan Staff Consultation



Over the last two weeks, we have had members of Metro North Senior Executive team, our leadership team and the Strategic Planning team, out and about at our sites consulting on our Metro North Strategic Plan. It is really important that you all contribute to this process.

I would like to extend my sincere thanks to all staff who attended and provided their valuable feedback. It was nice to spend time at each facility and chat to you all face-to-face.

The Woodford Correctional Centre Health Centre session was delayed yesterday – for which Ted and I apologise but we will be rescheduling a session for early next week.

I do encourage all staff who have not had the opportunity to attend the sessions or visit the [website](#) to provide feedback. Even if you don't want to answer all the questions asked, we would love your thoughts as to what Metro North could focus on to improve our hospital system.

Farewell Toni Bradley



The Palliative Care team was able to sneak a surprise farewell to the backbone of the palliative care services at Caboolture Hospital, Nurse Practitioner Toni Bradley.

Not one to enjoy the spotlight, Toni has a career spanning more than 45 years in nursing. She has inspired many nurses, clinicians and our community, whilst also role-modelling dedication, compassion and a commitment to lifelong learning.

I am so sorry I missed this event and opportunity to celebrate Toni's amazing career. Toni has been a valued and appreciated leader, clinical expert and patient advocate at Caboolture Hospital. She was imperative in the development of the new Palliative Care Unit, and I want to say thank you to Toni and wish her all the best as she moves onto the next chapter in her life

School-based traineeships program

The school-based traineeship program is designed for Year 11 and Year 12 students to gain hands-on work experience while undertaking various qualifications across administration, hospitality, nursing and horticulture. Many trainees end up joining our workforce long-term.

Our School based traineeship program is up and running for this year! This program truly brings our future workforce to us. A fantastic example of that is Natalie Rolfe.

Age: 23

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

I completed my traineeship in 2017 - 2018 at Caboolture Hospital and completed rotations in various wards, specialist outpatients, day procedure unit, executive, medical workforce and central admissions.

What traineeship did you complete:

A Certificate III in Business Administration

Where did you get offered work?

Before I graduated high school, I was offered a position as a ward administration officer. As the years went on, I have been offered multiple positions within Caboolture Hospital, including theatre bookings officer and executive support officer.

How did the traineeship assist in obtaining your desired role?

I found the traineeship invaluable as it gave me the opportunity to network with others while learning multiple skills. It provided me with hands-on experience that has assisted in my growth and maturity for entering the workplace. Before I was offered work, I already felt that I had a good understanding of the hospital processes and the positions I wanted to strive for.

What do you love most about your role?

I have a permanent position as an executive support officer. I'm currently the acting executive support officer for the Director of Nursing and Midwifery. I enjoy working as an executive support officer as each day brings new opportunities, challenges and responsibilities. I have been able to build relationships with many people within CKW and Metro North. My experiences have allowed me to see things from different perspectives and expand my knowledge, which has also allowed me to mentor others.



Child Protection Education: Supporting all Families Everyday (SaFE)

A reminder for staff in high-risk areas including the emergency department (adult and paediatric), social work and after-hour services, maternity, paediatrics, Aboriginal and Torres Strait Islander health services, child and youth mental health services, adult mental health services and alcohol and other drug services.

Mandatory Metro North Health Child Protection Training Requirements (SaFE Supporting All Families Everyday) is required if you work in a high-risk area listed above. If you are out of date with this training, please book in through TMS to complete as soon as possible.

If you require any further information, please speak with your Line Manager or Educator.

Further details are available [here](#).



Yarning Table at Bribie Island Satellite Health Centre (Yarun)



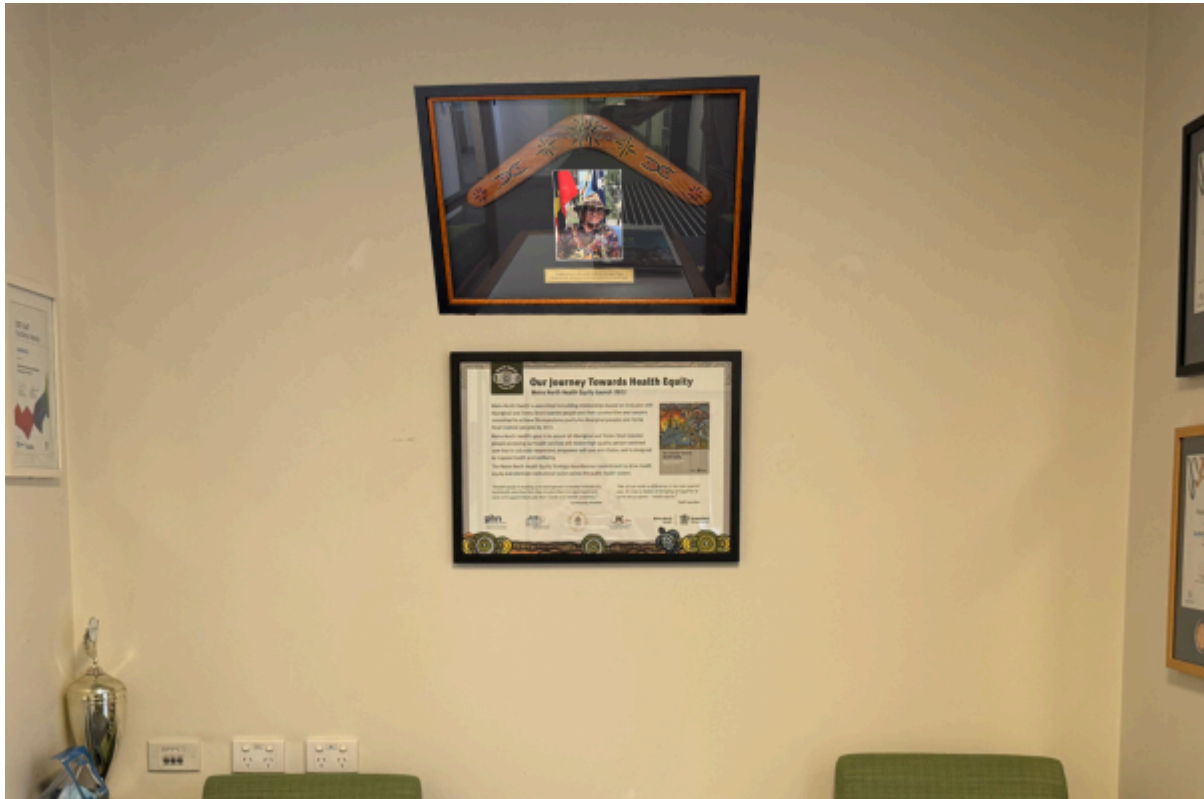
On Wednesday (26 February), the Bribie Island Satellite Health Centre (Yarun) hosted CKW's first Yarning Table event of the year. The event created a welcoming space for community to

gather feedback, offering an opportunity to discuss experiences and voice any concerns or suggestions for improvement.

This collective input is vital for identifying areas where improvements can be made, ensuring that the centre remains responsive to the needs of the local community. The yarnning table also served as an important opportunity for strengthening relationships between health centre staff and the broader community. Engaging in meaningful dialogue ensures that everyone's voice is heard and that trust and collaboration are maintained.

Overall, the event was a significant step towards improving service delivery and highlighted the importance of community feedback shaping future direction.

Donated cultural gift from Uncle Alan Parsons



Many of you will know Uncle Alan Parsons who is one of our valued community/mob and also an active member of our Consumer Advisory Group.

Uncle Alan Parsons donated a beautiful boomerang to Metro North in September 2023. As a member of the Stolen Generation, Uncle Alan has been an important consumer advocate for Aboriginal and Torres Strait Islander people and for people with a disability. The boomerang was framed along with a description of its cultural significance. Metro North felt it was important to share this beautiful and meaningful gift, and it will therefore spend two months at each facility in the executive office space. Caboolture has been chosen as the first site to have the privilege of hosting and caring for it, with the artwork currently being displayed in the executive office waiting area.

Thank you, Uncle Alan for donating this wonderful symbol of Aboriginal culture.



Have your say survey

Team: Administration Services



You **told** us that Administration Services needed a stronger sense of purpose and direction. You also wanted to address workload inequities.

We **interpreted** this to mean that our leadership structure required review to support and build our teams for a culture of success. We **have**:

- Appointed three Administration Coordinators across all service lines (WCF/MOPS, SICU, Emergency Department, Kilcoy and Woodford, Ambulatory Care services).
- Appointed an Administration Relief Coordinator to support the teams, ensuring adequate staffing across all services.
- Embedded supervisors within their teams to better understand challenges and successes.
- Emergency department staff have undertaken values and culture workshops, reviewing what to stop, start and keep doing.
- Regular team meetings and catch ups have been embedded within teams.
- Administration Professionals Day celebrations.
- Collaborative events for our teams – eg children’s Christmas donation and morning tea.

Tell us about what your teams have done in response to the survey at [ASK KARLENE](#)

SET Staff Forum - Thursday 6 March



On Thursday 6 March, the Metro North Senior Executive Team (SET) - including Chief Executive Jackie Hanson - will host an All-Staff Forum from 11.30am - 12.30pm in the Caboolture Hospital Lecture Theatre.

This is a great opportunity for staff to come and talk to SET, hear updates, ask questions and provide feedback. I encourage you to attend in person or tune in via [Microsoft Teams](#).



ieMR Program

Caboolture and Kilcoy Hospitals
7 May 2025

ieMR Go-Live

Days	Hours	Minutes
67	17	18

ieMR progress update

Firstly, I want to give a massive shoutout and congratulate the Allied Health team for its efforts as the leading cohort for ieMR training and proficiency. CKW Is currently sitting at 37 percent completion rate overall, so I need all cohorts to lean in and focus here.

Once we are live with the Integrated electronic Medical Record (ieMR) from Wednesday 7 May, new devices will be a key component of our day-to-day workflows.

When using these new devices, it is crucial to remember that the patient should always remain the central focus while providing care.

Please watch the video below which has some helpful techniques on how to keep a strong patient focus while using devices and documenting in ieMR.



As we draw closer to go-live, there will be further opportunities to practice with new devices, including ieMR scenarios, which start on Monday (3 March).

[Click here to see when the ieMR Scenarios team will be visiting your clinical area.](#)

Compassionate Care

Our goal is always to provide compassionate care. So, we thought we would showcase one of our Metro North Compassionate Care Principles per week. We are committed to ensuring that these principles are embedded into our practice.

Compassionate Care Principle 1: Flexible visiting hours across Metro North Health inpatient facilities.

The first Compassionate Care Principle is centred around flexible visiting hours. Flexible visiting hours are a person-centred approach to health care.

Offering flexibility in visiting hours to accommodate families ensures that patients receive emotional support when they need it most. It helps to create a comforting environment, allowing loved ones to be there, whether it's during the day or at night.

Allowing loved ones to visit at times that work best for them helps to reduce stress, ensuring that patients feel supported and comforted. It can also be particularly helpful for patients recovering from serious surgeries, managing chronic conditions, or in end-of-life care situations, where emotional and psychological support is key.

Flexibility in visiting hours is also an action (action 1.32) under the NSQHS standards? It is acknowledged that flexible visitation contributes to improved safety and quality of care of patients.

Please send me any great examples of this or any challenges you have that we should explore to [ASK KARLENE](#).

Superheroes of health - Respiratory team

While completing executive rounding, I had the pleasure of chatting to a number of our staff. Two of them were Respiratory Nurse Practitioner Blessy Mathew and Acting Respiratory CNC Elvy Zeng.

As we chatted, Elvy and Blessy informed me that Caboolture have the largest cohort of lung



cancer patients. There is a large number of patients with other respiratory diseases such as asthma, and chronic obstructive respiratory diseases.

We have recently had a new Respiratory Physician commence, Dr Fariha Alam who will join Dr Anil Deshmukh as the specialist respiratory medical team. Elvy and Blessy were very happy with Dr Fariha to be joining the team, and we will showcase him next week.

Elvy and Blessy raised a number of exciting opportunities for the service. These included (but were not limited to) pulmonary rehabilitation, Rapid Access clinics and Exacerbation of Asthma clinics. We are going to work with the team on what ideas can be implemented. We are also working in the background to commence a respiratory diagnostic service for the community, which the team were also very happy about.

I will also note, the girls insisted on having the photo under the Caboolture Hospital value symbol. I love this picture, and I encourage you to read it as you pass the front of the Education Centre.

Reflection

Well, it has been a fast and furious return to work for me. It has provided me an opportunity to reflect on how grateful I am that I took a break!

I mentioned this topic before I went on leave, but I want to reiterate it's importance. As I left for my mini break, I realised just how tired I was. Now I am back up and running at full speed with you all to support the care for our community. I am so grateful to have spent my time off in some beautiful spots across NZ and Australia. It certainly makes me more focused on making sure you all take regular breaks to look after your own health and welfare.

It is well known that regular periods of time off to focus on your rest and recreation, is exceptionally important in allowing you to manage the pressures of high demand roles.

I ask you all to look at your own leave plans and I ask all managers to work with their teams to coordinate efficient leave plans.



Quote of the day

"Rest is not a matter of doing absolutely nothing. Rest is repair" - Daniel W. Josselyn



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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