



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,

The last couple of weeks have been a 'whirlwind' and while the storm may have disrupted our daily routines, it has also brought us closer together, reinforcing our shared commitment to delivering exceptional healthcare to our patients.

As we continue to navigate the post-cyclone landscape and settle back into business as usual, we are committed to supporting each of you and ensuring our environment is one where both our patients and staff can thrive. Together, we are moving forward stronger than ever.

This week recognised National Close the Gap Day, World Social Work Day and Neurodiversity Celebration Week. Acknowledging these important days, reinforces our commitment to understanding and supporting the diverse needs of our community, ensuring that all patients and staff feel valued and heard.

Harmony Day is also observed this week on Saturday 21 March. Fittingly, it is a celebration of Australia's cultural diversity, promoting inclusiveness, respect, and belonging for all Australians, regardless of their background, and coincides with the United Nations' International Day for the Elimination of Racial Discrimination.

For me, these campaigns and initiatives encourage cultural competence, collaboration, and empathy, enhancing the overall care and well-being of everyone involved. They promote awareness and respect for cultural diversity, Aboriginal and Torres Strait Islander Health Equity, and the unique strengths of individuals with neurodiverse conditions - everyone belongs!



## National Close the Gap Day



Yesterday was National Close the Gap Day, a significant occasion for us to reflect on and address the health disparities experienced by Aboriginal and Torres Strait Islander peoples. At CKW, we value health equity and continue to strive to close the healthcare gap as part of our Reconciliation Action Plan (RAP).

Commemorating the day raises awareness about the gap in health outcomes between Indigenous and non-Indigenous populations, particularly in areas like life expectancy, access to healthcare, and preventable diseases. It also serves as a reminder to promote inclusive practices and ensure that Indigenous communities receive the care and support they deserve for better health outcomes.

This week, the Aboriginal and Torres Strait Islander Leadership Team visited the three Metro North Satellite Health Centres to provide information yarn with staff and visitors about Closing the Gap targets and what steps our health services are actively taking towards Closing the Gap for our Aboriginal and Torres Strait Islander communities. The team also set up a display in the Clinical Services Building foyer with information on Close the Gap and Advanced Health Care Planning Week.



Staff and community members were educated around what the day means and the many targets that we are trying to Close the Gap in, including health parity, education, justice, child protection, housing, safety and others. While some targets are on track, many have a fair way to go, and our Aboriginal and Torres Strait Islander community is trailing behind their non-Indigenous counterparts in these measures. Closing the Gap is everyone's business. I was terribly disappointed to be unable to attend these events, but it was great to see our staff and community support them.

We also heard from Julie Henderson from People & Culture about a Metro North initiative coming out soon - the Anti-Racism Campaign survey. More information to come in the following weeks.



## Focus on Access

As always, Metro North and at CKW have a focus on our community being able to access care, and as I am sure you are all aware the Director General has also been clear about his priorities in this regard. You can see the Director General's [top three priorities here](#).

At present we are focusing on moving patients efficiently through the Emergency Department to ensure best and safe care.

There is clear evidence that longer stays in ED lead to negative patient outcomes, including increased lengths of stay and delays to definitive treatment which we all know is not best for our patients. Having an emergency department with capacity also means we can look after our community when they need care without extensive delays.

If you have not seen the last thousand days video it is very worth watching, it really highlights why this is so important <https://youtu.be/kbdjhN2471c>.

To provide the best care, we are ensuring that patients move as soon as they can to an inpatient setting or are discharged either home or to an out of hospital care environment as soon as possible. Each and every one of us has a role in this so can I please ask that you all ensure you focus on this in your roles.

If you have suggestions of how we could improve our patients access to our services and flow through the hospitals we would love to hear, please send to [ASK KARLENE](#).

## CKW Staff Forum - Thursday 27 March



You are invited to attend the CKW March staff forum in the Education Centre Auditorium on Thursday 27 March from 1:30pm – 2:30pm.

The forum will provide an opportunity to stay informed about key updates, share insights, and engage with executive leaders and colleagues. Your attendance will contribute to a unified team culture, strengthen relationships, and ensure everyone is on the same page in achieving the goals for CKW.

Staff can join the forum on [Teams](#), however, attendance in person is preferred. There will be cake!

Agenda items include:

- CKW update
- ex-Tropical Cyclone Alfred review
- 2024 year in review
- ieMR update
- Research award winners' presentation
- CKW monthly Staff Awards and recognition

I look forward to seeing you there.

## World Social Work Day - Tuesday 18 March

This year's theme is 'strengthening intergenerational solidarity for enduring wellbeing', which emphasises the importance of caring and respect across generations to build strong societies, sustain the environment and share wisdom for a better future. I wanted to showcase Phoebe Webber, the new advanced clinical social work lead at Caboolture Hospital, and a heart-warming story of how she advocated for a long-stay patient to get home to her family.



Phoebe recently worked with a particularly complex case involving Nelly, a patient who had been admitted to Caboolture Hospital in December. Nelly, who had been living at home with her husband while managing advanced dementia suffered a fall that significantly impacted her daily function and ability to engage with allied health services.

Nelly's daughter moved from the Gold Coast to Bribie Island to help care for her mother, but the situation was complicated by the family's strong desire for Nelly to stay at home rather than move to aged care.

Phoebe collaborated with the multidisciplinary team to develop a personalised plan to help Nelly return home. This involved securing additional equipment and arranging for an occupational therapy home visit to ensure the environment was safe for her. Phoebe also applied for long-stay rapid response funding from Queensland Health, enabling Nelly to return home weeks earlier than anticipated, with the necessary equipment in place.

The outcome was emotional for Nelly's family. "Nelly's daughter was so grateful for the support we provided," Phoebe recalls.

"It was incredibly fulfilling to help Nelly go home, especially knowing how much it meant to her and her family. I think Nelly was excited, and her husband was also thrilled to have her back after being separated for some time."

Thank you to Phoebe for your amazing work but also to all our Social Work team – you guys rock! We really could not manage the broad social complexities we do without you all!!!

Happy Belated World Social Work Day to the team !!!! (I missed the cake!!)

## World Delirium Awareness Day

A belated Happy World Delirium Awareness Day to you all!

This day is so important to me as we discuss best care for our patients. I encourage you all to take a moment to think about the people in your life – professional and/or personal who suffer with delirium and how we can improve our engagement with them.

A huge thank you to wards 3B, 3C, 4C, and 4D, and the CKW Eat, Walk, Engage team for kicking off our very first Delirium Door Decorating Competition, and for raising awareness of delirium throughout the hospital.

The judges had the pleasure of touring the hospital at lunchtime, admiring the wonderful, and wildly creative delirium-themed doors. After much deliberation, 3B was crowned the winner with their fantastic theme, "*The Many Faces of Delirium*." They incorporated patient-made masks to represent the diverse emotions experienced with delirium - an incredibly thoughtful and artistic approach.

A big congratulations to all who took part. Your creativity and enthusiasm truly brought delirium awareness to life. Looking forward to an even bigger and better competition next year!



## Medical Workforce Wellbeing Survey



I am pleased and excited to announce the new Patient Safety Net (PSN) program is launching in Metro North Health on 31 March 2025. This program provides an escalation process designed to strengthen the way we address patient safety concerns and empower all staff to raise their concerns.

PSN provides an easy, confidential way for staff to raise patient safety concerns that they feel have not been addressed through the standard reporting processes.

It is available to all staff at Metro North including contractors, agency staff, students and volunteers, and can be accessed via [phone, email, or online](#).

As part of our ongoing commitment to the safety and wellbeing of our patients I encourage all staff to familiarise themselves with how Patient Safety Net works, how to raise a concern, and when to take action.

For more information about the program, visit [QHEPS](#) for full details.

Together, we can ensure a safer environment for our patients and continue to uphold the high standards of care we all strive to provide.

## CKW Recruitment Updates

### After Hours Clinical Nurse Consultants

It was my absolute pleasure to attend the After-Hours Clinical Nurse Consultant orientation. It is fantastic to see this role finally commencing. We were funded for this service as a strategy to support improved staff and patient safety in the after-hours period. The team members are:

- Julie Hannah
- Shannon Hannah
- Sarah Haynes (Casual)
- Boyd Sully
- Jessica Gilmore
- Melitta Pratt



Will commences on the PM shift Monday, 24 March providing clinical support, attending Code Blacks and Code Blues, assisting with Ryan's Rules, reviewing patients of concern and also working closely with the after-hours medical teams to provide support and ensure we have a safe care environment for our patients.

The team can be contacted on:

*DECT phone: #4418*

*Pager: #261*

*Email: [Cabh-AHCNC@health.qld.gov.au](mailto:Cabh-AHCNC@health.qld.gov.au)*

This role has been shown to be valued by clinicians and patients where it has been implemented previously.

Please welcome the team!

Katrina Kalmar, Nursing Director – Patient Access and Clinical Effectiveness would value any feedback on the role to ND Support Access Flow [Cabh-NDSupport-AccessFlow@health.qld.gov.au](mailto:Cabh-NDSupport-AccessFlow@health.qld.gov.au).

## Welcome back Finance team!



I am delighted to welcome the finance team back onsite at Caboolture Hospital. It is so awesome to have had the finance team members in person at our service performance and governance meetings this week and being able to drop in and see them.

The team moved back on Tuesday (after a hiccup with the room organisation on Monday) after a number of years at the Riverside Centre.

The team are settling into demountable three, door one at Caboolture Hospital. Please make them feel welcome if you see them around.

## Staff Shout Outs - February

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 February.

- Sandra Burton – Ward 4C/CCU
- Holly Knowles – Paediatric Emergency Department
- Rebecca Clark – Paediatric Emergency Department
- Selina Hall - Paediatric Emergency Department
- Lisa Butler - Paediatric Emergency Department
- Tiara Moorhead – Antenatal admin desk
- Jorja Thorne – ED filing room
- Kate Fullerton – ED
- Kristy Gardiner – ED
- Julie Hannah – ED
- Janita Adams – Aboriginal and Torres Strait Islander Health Team
- Anne Li – Ward 3C

### Team Shout out

- Tiffany Halliday and the iMED Radiography team

Please keep recognising your colleagues this small gesture means so much!!!!

You can log a shout out via [Staff Shout Out - Staff Extranet](#). If someone does something special, please send me a note at [ASK KARLENE](#) so we can consider them for the CKW Monthly staff award.

## Medical Workforce Wellbeing Survey



**Medical Workforce Wellbeing Survey**

Closing 2 May 2025

**Doctors—have your say and shape future wellbeing initiatives across Queensland.**

Your input will directly guide future local and statewide wellbeing initiatives, including recommendations for each Hospital and Health Service (HHS).

**Why participate?**

- Anonymous—Your responses remain confidential.
- Quick & Easy—Takes just 5 minutes to complete.
- Open to all Queensland Health doctors—From interns to consultants.

Scan the QR code to have your say!



Queensland Government

All Queensland Health doctors are invited to participate in a survey to help us understand the work-related issues impacting your wellbeing.

The anonymous survey will be sent via email and will be live from Monday 17 March to Friday 2 May 2025. It will take approximately five minutes to complete.

Your feedback is crucial in shaping future local and state-wide wellbeing initiatives for our medical workforce.

We encourage all doctors—from interns to consultants—to share your honest feedback. Your input will have a direct impact on future support for our medical staff.

This survey is part of the Medical Workforce Wellbeing project, commissioned by the Chief Medical Officer. For more information, please contact [CMO\\_Corro@health.qld.gov.au](mailto:CMO_Corro@health.qld.gov.au).

## Reminder about smoking on campus

We received feedback recently from a patient who regularly attends Caboolture Hospital. After initially commending us for a welcoming, supportive and professional environment, what comes next is less than satisfactory.

Sadly, this patient - who receives treatment for a life-threatening lung disease caused by NTM-MAC bacteria informs us she experiences multiple people smoking outside the main entrance when she attends the hospital. She must hold her breath as she walks past, which she finds difficult to do.

Please be reminded and remind visitors that laws in Queensland ban smoking at public hospitals and health facilities or within five metres beyond their boundaries, including toilets. This ban





includes tobacco products, herbal cigarettes, e-cigarettes and personal vaping products (vapes).

Please have this conversation with patients in your care who smoke and inform them they need to go offsite to smoke. You may also wish to provide support for quitting if they are receptive.



## Have your say survey

**Team:** Research Development Unit

**You told us that:** workloads were unfair and inequitable. Feedback indicated workloads should be balanced equally within the team.

**We interpreted this to mean:** that allocation of workload is not equally shared among team members.

**We have implemented** the following:

- Research projects being supported across our CKW streams are openly discussed at fortnightly team meetings to increase transparency.
- A new “key deadlines” agenda item has been added to our fortnightly team meeting to provide team members the opportunity to discuss upcoming key deadlines and an opportunity to redistribute workloads (as required) to support team members achieve their key deadlines.
- Committee and stream representation for all team members are mapped out and reviewed every six months to ensure equal distribution of committee/meeting representation across team members.

After valuable feedback in the 2023 Have Your Say survey, where more support for staff was highlighted as an area for improvement, People and Culture are excited to launch the new **Staff Wellbeing Hub on the extranet** – [take a look now](#).

From **counselling** and **fitness programs** to **financial wellbeing** and **workplace tools**, everything you need is now in one easy-to-access place and accessible from any device at any time (you don't need QHEPS).

During the upcoming staff expo, People and Culture will be visiting teams at our facility to showcase the new wellbeing hub, answer queries, and hear your feedback. They will also have a stall at the expos where you can have a live demo, grab wellbeing resources and chat to the team.



**ieMR Program**  
Caboolture and Kilcoy Hospitals  
7 May 2025

ieMR Go-Live

Days Hours Minutes  
**46:16:53**

**ieMR progress update**

We are less than seven (7) weeks out from integrated electronic Medical Record (ieMR) GO LIVE at CKW and for those of you who have not been involved in ieMR rolling out at another hospital this will be one of the biggest changes we have seen in our careers!!!!

Please ensure you have done or are booked for your training and that you find the opportunity to be involved in scenario training. If you have ANY concerns please speak to your manager, one of the ieMR team or any of us in the Executive Leadership team here at CKW – NO QUESTION IS SILLY... if you are thinking it so will someone else be!!!!

### **Information access and privacy**

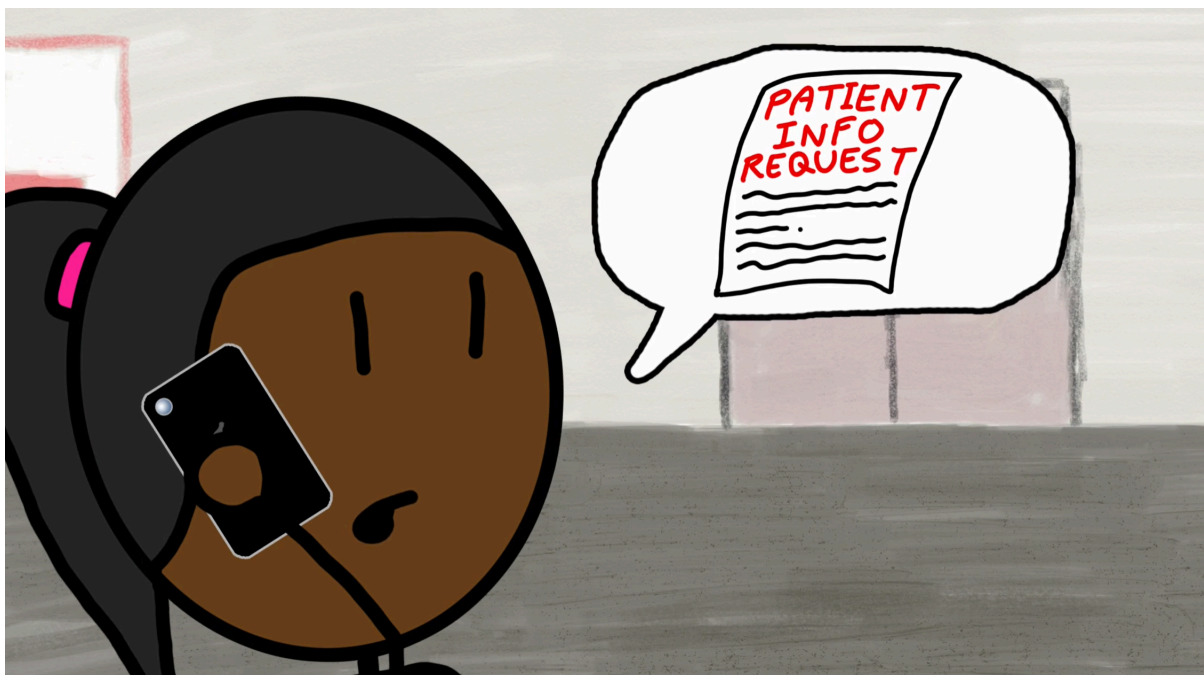
A really important focus is that as we go live with ieMR we remain conscious of our obligations for [information access and privacy](#) within the ieMR.

The ieMR instantly provides us with a breadth of clinical information at the click of a button. With this ease of information access, however, comes a great deal of responsibility.

It is unlawful for staff to use the ieMR for accessing their personal medical record or the medical record of a patient outside their care.

Regular live system auditing is conducted to monitor any inappropriate access to information, with unlawful access auto-flagged for a system administrator to investigate.

Please watch the video below to learn more about information access and patient privacy within the digital patient record.



### **Reflection**

With so much happening I was reflecting on how much we achieve each and every day, and the progress we are making to improve the care of and access to care for our community and improve our workplace.

On the busy days it is sometimes easy to lose site of the gains we are making and just think it has got 'harder'. However, when I reflect on our increasing presentations through ED, surgery, procedures and outpatients, alongside our successful recruitment of staff from junior medical, nursing to senior executive roles over the last year, and the feedback we are receiving that people are keen to come and work with us at CKW I can see the improvements being made in action.

While we continue to receive complaints, which truly are a gift that give us important information to improve our services we are also noting an increase in positive feedback which also signals our patients and community are feeling our improvements.

All of this is positive however we must never lose our **compassion** and **inquisitiveness**:

Our ability to assess the care we are providing and check ourselves as to whether we would be happy with this care for our family, or loved ones is imperative.

Being (respectfully) inquisitive when our patients, community or colleagues behave in a way we find challenging or different.

And lastly, I always remind myself to keep focused on the small achievements as all those do become a much bigger visible and tactile achievement over time.

Thankyou!

**Quote of the day**

*“One twig at a time. Like a bird making a nest” Carol Lovekin*



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

**EMAIL ASK KARLENE**



Kind regards,

**Karlene Willcocks**

Executive Director,

Caboolture, Kilcoy and Woodford

**Metro North  
Health**



**Queensland  
Government**



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