



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,

Despite another rainy week, we have continued to experience high demand for our services.

Often when it rains our presentations drop off, but that has not been the case with the Caboolture Hospital emergency department seeing an average of just under 200 patients per day for the last few weeks.

The number of presentations has translated to increased inpatients. I really want to take a moment to thank each of you for your dedication, resilience and focus on providing great patient care as we normalise to this workload.

As we move forward, there are plenty of exciting things on the horizon for CKW and I look forward to sharing these opportunities with you. Thank you again for your hard work and dedication — it does not go unnoticed!

Out and about

It was great to visit our Woodford Corrections Health (WCH) team this week with Director Medical Services Dr Theodore Chamberlain and Nursing Director Emergency, Kilcoy and Woodford Aleesha Hampson.

We caught up with the WCH team and met with the Queensland Corrective Services (QCS) Woodford Correctional Centre leadership team and the local WCH leadership team, Dr Anchita Karmakar and Paul Kemp.

Queensland Corrective Services (QCS) provided positive feedback regarding the improvement in access to the Opioid Substitution Therapy (OST) program and commended our team in their positive, proactive approach to our service provision and collaboration.

We also saw a new clinic space that the leadership team were able to negotiate with QCS and is about to be operationalised. The WCH team do truly amazing things in a tiny space.

This new area will provide a space to treat patients within their units. This will mean that care can be provided in a timely manner with a lower level of logistical planning, resources and risk.

It was also fantastic to meet the OST team who really have done an amazing job getting on top of our waitlist and now managing just under 400 patients on the program.

Paediatric Review

As I hope you are all aware, we are continuing to work through the Caboolture Hospital Paediatric Review recommendations.

This week, Metro North Chief Executive Jackie Hanson and I met with the Health and Wellbeing Queensland (HWQ) team. The team is running several paediatric, adolescent and young adult services, which we are reviewing.

These programs are showing some great outcomes and there are many opportunities for us to engage. I will be setting up a meeting with HWQ and key stakeholders to look at these opportunities further.

I will provide a further update on the paediatric review in a coming message but as always, any thoughts or ideas please send me your ideas at [ASK KARLENE](#).

World Autism Understanding Day



Thank you to everyone who joined us for the World Autism Understanding morning tea on Tuesday. It was wonderful to see so many of you come together to support awareness, inclusion, and understanding for those in our community living with autism.

Events like this help foster a more inclusive workplace and reinforce the importance of embracing neurodiversity. A special thank you to the CKW Disability Action Plan Committee, which organised the event — your efforts in bringing us together and promoting such an important cause are truly appreciated. Special mention to our consumer, Cody Skinner, who taught us all how to say World Autism Day, in Auslan sign language.

There are approximately 675,000 Australians who are autistic. Each person has different strengths, interests, challenges and aspirations. I wanted to share some words from one of our staff members, Rebekah Rawson. She shares her personal experience with working in a space where she encounters neurodiversity and is a mother to two neurodiverse children.

“As an Associate Nurse Unit Manager of Paediatric Emergency Department and moving into the Nurse Practitioner role in Paediatrics with a specialisation in paediatric neurodiversity, I am also a

mum of two neurodiverse children, one with ASD level 2 and one with combined ADHD and dyslexia. I deeply understand the unique challenges and triumphs that come with both roles. I have also spent many months as a consumer in paediatric hospitals, further fuelling my passion for great care.



"My personal and professional experiences have fuelled my passion for creating an environment where advocacy and compassionate care are at the forefront. I am committed to fostering a team that is not only skilled but also empathetic and dedicated to supporting neurodiverse individuals and their families.

"Through my journey, I have also learned effective techniques to deescalate situations and provide comfort when children are overstimulated. This knowledge has been invaluable in both my professional and personal life, allowing me to create a calming and supportive atmosphere for those in need.

Together, we can make a meaningful difference in the lives of those we care for.

I have always told my children "To the world, you may be one person, but to one person, you may be the world."

Delirium Clinical Care Standard

The Delirium Clinical Care Standard was launched in 2021. This clinical care standard aims to improve the prevention of delirium in patients at risk – and the early diagnosis and treatment of patients with delirium.

On Wednesday, representatives from all Metro North directorates participated in a workshop about delirium and the clinical care standards.

At CKW, every patient is screened on arrival. Our compliance has been around 90 per cent.

We need to continue to screen and support the most at risk patients. We must also ensure we engage with the patient and their families. Watch this space for more information

What's On - April

APRIL _____ '25

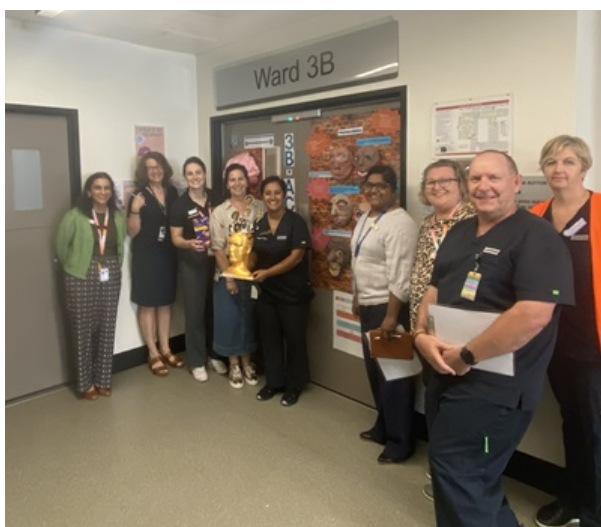
WHAT'S ON

- ★ NO FALLS MONTH
 - ★ WORLD PARKINSON'S AWARENESS MONTH
 - ★ WORLD IMMUNISATION WEEK 24 APRIL - 30 APRIL
 - ★ EASTER WEEKEND FRIDAY 18 APRIL - 21 APRIL
-
- ★ WEDNESDAY 2 APRIL - WORLD AUTISM UNDERSTANDING DAY
 - ★ MONDAY 7 APRIL - WORLD HEALTH DAY
 - ★ SUNDAY 13 APRIL - NATIONAL AUSLAN DAY
 - ★ FRIDAY 25 APRIL - ANZAC DAY

CKW EVENTS

MONDAY 7 APRIL - CKW STAFF FORUM
THURSDAY 10 APRIL - HEALTH EQUITY
COMMUNITY CONSULTATION
THURSDAY 10 APRIL - KILCOY YARNING
TABLE
WEDNESDAY 23 APRIL - CKW STAFF FORUM

Ward 3B visit



I was grateful to attend the Ward 3B staff meeting yesterday with Medicine and Older Persons Nursing Director Marguerite Byrnes and talk to the team about the Acute Care Cognitive Unit (ACCU) and some of the challenges in 3B.

The ward 3B team look after our elderly and some of our most vulnerable patients. The ACCU is often a long term stay area for our older cognitively impaired patients, with no access to fresh air and minimal enrichment activities which makes for challenging times. Ward 3B staff often take it upon themselves to raise funds for enrichment tools for the area.

The team, while talking to me, showed amazing kindness, care, compassion, respect, dedication, professionalism and great care for these vulnerable patients.

This team has two areas of focus: the ACCU and how we can improve this environment for the patients. Secondly, how we manage occupational violence risk better – which will also be part of the environmental improvement.

We are working with the team and The Common Good to identify further funding to complete some improvements in the area and, thinking more broadly, how we can get the long-term patients in this area outside for some fresh air more regularly.

I look forward to working with the Ward 3B team and other interested experts on how to progress this work and how you can be involved.

Patient Feedback

I wanted to share this beautiful feedback that we received from a maternity patient recently.

"I just wanted to say that my Dr. Daina and midwife Tiana, were absolutely amazing as well as the other doctors, and the spinal anaesthetist. They all made me feel super comfortable and supported me during the procedure as my son's dad couldn't be there. I rate the procedure a 10/10 as opposed to my first child. Thank you to the staff at Caboolture Hospital that made my birth as beautiful and comfortable as they possibly could! I hope they get a pay rise, because they deserve it!"

Thank you, Daina, Michael, Tiana and Gabrielle, for giving such excellent patient focused care to this mum.

Minister of Health tour Bribie Island Satellite Health Centre and Caboolture Hospital

Last Friday (28 March), we welcomed the Minister for Health and Ambulance Services, The Hon Tim Nicholls MP and State Member for Pumicestone, Ariana Doolan, for a tour of the new Cancer Care Services and the Healthy Ageing Assessment and Rehabilitation centre (HAART) at Bribie Island Satellite Health Centre (Yarun).

I was joined by Nurse Unit Manager Cancer Care Services Justine Leach, Executive Director Cancer Care Services Melissa Eastgate and Metro North Strategic Assets and Investment (SAI) Director Margie Butnoris.

We were fortunate to meet one of the first Cancer Care patients, Geraldine. The minister took the time to speak with Geraldine and other patients, and many staff members.

We also showed the Minister through the facility, pointing out the new inclusion of the Aboriginal and Torres Strait Island maps and new artwork, then onto the Minor Injuries and Illness Centre.

We then made our way through the rain to Caboolture Hospital. Alongside leadership team members including Dr Ted Chamberlain, Dr Sean Clark, Aleesha Hampson and Rebekah Rawson, the Minister and MP visited the Emergency Department and Paediatric Emergency.

Discussions covered key operational areas, including transit lounge utilisation ahead of the new opening and discharge planning.

The Minister inquired about the rise in emergency department presentations. We highlighted the challenges and improvements of the new department, paediatric emergency improvements and our largest intake of junior doctors.

We also discussed QAS processes and the hospital's strong performance in Patient Off Stretcher Time (POST) times and ramping prevention. The visit provided a valuable opportunity to showcase our team's dedication and ongoing improvements in patient care.

The Minister enjoyed engaging with the staff so much we were unable to get to the other areas that were planned, for which he apologised but assured us he would visit again soon.



Compassionate Care Principles - Principle 3 - timely communications and reporting



Principle 3, Timely Communication and Reporting, aligns with National Safety and Quality Health Service (SQHS), Standard 2 'Partnering with Consumers', and Standard 6, Communicating for Patient Safety.

Timely communication and reporting are crucial in healthcare to ensure the best outcomes for patients. When communication is prompt and clear, it allows healthcare providers to make informed decisions quickly, reduces the risk of errors and ensures that a person's needs are

met efficiently.

Here are some key aspects of timely communication and reporting in healthcare:

1. Interdisciplinary Team Communication

Regular **effective interprofessional and interteam handovers** and updates can help ensure that all team members are aligned on the patient's care plan and any changes in their condition.

2. Timely Reporting of Critical Information

It is essential to **report changes** in a patient's condition promptly (e.g., a sudden drop in vitals, a shift in mental state, or a complication during a procedure) which allows the team to act fast.

3. Patient and Family Communication

Patients and their families must be **kept informed** of key decisions and changes in the care plan. Ensuring they understand the status of care, potential outcomes and next steps helps set expectations and reduces anxiety.

4. Clinical Documentation

Timely and accurate clinical documentation (compassionate, respectful and person-centred) is essential for continuity of care. This includes documenting observations, treatments and patient responses in real time or soon after an event happens.

5. Avoiding Delays

One of the key risks of delayed communication or reporting is that decisions get postponed, treatments are delayed and patient conditions worsen. Addressing delays promptly can help improve patient safety and outcomes.

How is your area working to ensure that you provide compassionate and person-centred communication? If you have some great examples of this, please send them to [ASK KARLENE](#) so we can learn from you and your teams.

Nadine Medwin, our Patient Experience Manager in the Clinical Governance Unit is also available to support teams with any ideas they may have.

Caboolture Hospital carpark update

I sincerely apologise for the parking disruptions on Tuesday and Wednesday. A combination of two gate failures and wet weather created a perfect storm, impacting staff access and leading to unmonitored vehicle entry. While both issues have now been resolved, we understand the frustration this caused.

The car park management team has reviewed what went wrong and identified improvements, including faster escalation of issues and better queue management. We appreciate your patience and are working to ensure this situation doesn't happen again.

OUR FUTURE WORKFORCE

School Trainee profile

Name: Taylor Robertson

Age: 29

When and what hospital/ward/area did you complete your school traineeship: 2011-2012, Caboolture Hospital in the paediatric department.

What traineeship did you complete: Assistant in Nursing

Where did you get offered work: initially in the casual pool where I worked across all wards in the hospital. Through this I also obtained many contracts within maternity and medical wards.

How did the traineeship assist in obtaining your desired role: the traineeship assisted me immensely. Once I had completed the traineeship, I immediately gained employment straight out of high school. This job supported me throughout my university time and helped me progress in my career rapidly. Due to the relationships I built and the knowledge I was able to transition from RN to CN within two years as I already had great local and organisational knowledge of the hospital.

What do you love most about your role: It would be difficult to fit it into a few sentences! We all get into health care to help people and I continue to enjoy this element within my role as a complex discharge planner. But I love that I am now in a leadership position where I get to help mentor the next generation of junior nurses. I love continuing to learn about healthcare and how we can improve and implement strategies for better patient care. I also feel very blessed to still



be passionate about nursing, I think this is because of the relationships I've built with my colleagues.



Bribie Island Satellite Health Centre Health Hub Yarning Garden opens



All Bribie Island Satellite Health Centre services are now up and running. What a huge effort for teams involved and what a huge benefit to the community.

I was privileged to enjoy a yarn with Aunty Leisha at this week's Opening of the Yarning Garden on Monday.

Aunty Leisha mentioned to me how important it was for the local Aboriginal and Torres Strait Islander community to be able to access the culturally safe and appropriate health care services at the Bribie Island Satellite Health Centre and how important this space will be to community.

It has taken some time to get our Yarning Garden finished and I have to say, I was so pleasantly surprised as it is a stark difference from the concrete slab that it originally was.

The Caboolture Satellite Health Centre garden is due for works next, stay tuned for more information.

Anti-Racism Ambassador Expression of Interest (EOI)

Metro North Health has a zero tolerance towards racial discrimination within our hospitals and health services.

As part of our health equity journey, we are committed to actively eliminating racial discrimination and institutional racism within the service.

We are inviting Metro North Health staff to express interest in becoming Anti-Racism Ambassadors for this campaign. Ambassadors will receive dedicated training to build their capacity to support anti-racism efforts effectively and to foster culturally safe environments.

Role of an Anti-Racism Ambassador Ambassadors will:

- Help share campaign messaging within their local area.
- Be an active voice in their workplace on the campaign.
- Build education and awareness about anti-racism.
- Take part in the filming and photography of marketing materials, with a photo shoot booked on the 13 and 14 May in Windsor.
- Receive specialised training led by People and Culture to equip them with the knowledge and skills to support anti-racism within their work environment.
- Lead brave and sometimes difficult conversations about what it means to be anti-racist.

The campaign will be launched on 1 July and ambassadors will be required to commit to 6-months in the voluntary role creating awareness locally, supporting conversations and providing education on the reporting mechanisms for racist behaviours.

Aboriginal and Torres Strait Islander staff, Culturally and Linguistically Diverse (CALD) Staff, and staff from diverse backgrounds inclusive of the LGBTQIA+ and disability community are encouraged to apply.

Successful applicants will be notified by the Murrumba Committee. Applications close on Friday April 11, 2025 - <https://forms.office.com/r/ASA AFKM3zb>

If you would like to learn more about the campaign and ambassador role, a Teams 'Introduction to the anti-racism campaign and ambassador role' lunch time session is available for all Metro North Health staff on Wednesday 9 April, 12.30pm – 1.30pm. Register [here](#).



Have your say survey vidcast



The next biennial Metro North Health all staff survey, **Have Your Say**, will be open from 12 May until 30 May and we want to hear from you!

The survey provides an important opportunity for staff to give feedback on what's working and what we can do better as an employer.

On Monday 7 April, join Metro North Chief Executive Jackie Hanson for the all staff vidcast to hear about **what action has been taken** in response to feedback in the last survey and why **your feedback has a huge impact** on the culture of our organisation.

Jacqui Parle from BPA Analytics, the external provider who run the Have Your Say survey, will co-host the vidcast and **address some common myths** about the survey such as access, how your **anonymity is protected** and how all responses are de-identified before being shared.

[Add the event to your Outlook Calendar](#)

(an ics file will be in your downloads – open, 'save and close' and it will appear in your calendar)

[Join the vidcast](#)



ieMR Program

Caboolture and Kilcoy Hospitals
7 May 2025

ieMR Go-Live

Days	Hours	Minutes
32	21	11

5 WEEKS TO GO UNTIL GO-LIVE!

Alongside the [ieMR scenarios](#), which continue to be delivered directly in clinical areas across both Caboolture and Kilcoy Hospitals, our ieMR Project colleagues have been running downtime kit in-service education sessions.

Continuing over the next several weeks, these sessions will outline what is included in your area's ieMR downtime kit, helping you understand how to use the kit in the event of a system outage.



Downtime kits are currently in production and will continue to be delivered to different areas across Caboolture and Kilcoy Hospitals throughout April, so don't fret if you haven't yet seen your area's kit or taken part in an education session.

Installation of ieMR Downtime Viewers (DTVs) also continues, and once all complete, will be incorporated into future ieMR downtime education sessions.

In preparation for this occurring in your clinical area, please watch the video below to learn about using the DTV.



[CLICK HERE TO WATCH VIDEO.](#)

Staff must do their training. We are behind on the planned schedule. If you're not booked in, please let your manager know, as you will not have access to the system to be able to work.

Reflection

I still feel like we are feeling the hangover from Alfie. Meanwhile, we have the bright lights of ieMR coming very fast. On top of all that, we are managing our day-to-day community demand, which is our business as usual, but it is certainly constant these days.

As I drove to work this morning, while dialled into yet another meeting, which had been shoved into a way too smaller space in my diary, (this is a me problem, not anything to do with planning

by my office or Zoe – the ESO who keeps me on track!) I realised I was a little short in my tone as I spoke. I took a breath and reminded myself that everyone is challenged with finding time and that we are all wanting to achieve so many great things in our roles with our responsibility to our patients, families and our community.

Post this meeting, I was reflecting on how much we all have to do and the demand for us all, even in moments when we feel pressured to be present, inquisitive and calm. The key is taking the time prior to starting tasks to ensure that all the essential and key stakeholders are included as this will make our system run more smoothly. Speaking before actioning can decrease the time and the hoops we need to jump through later on.

However, I also reflected on the tolerance and understanding we need to show when people miss steps or appear to exclude us along the way, or our perception is that steps were missed. At the speed at which we work, this will certainly happen – it is important to consider this is seldom purposeful.

I thank the team that met with me at 7.30am this morning for taking the time to get me up to speed, to improve our workplace for our staff and care for our patients.

Quote of the day

“Mistakes and pressure are inevitable; the secret to getting past them is to stay calm” Travis Bradberry.



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



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