



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 are fast approaching Easter followed by a number of other important public holidays including Anzac Day. It is during this time we often see many pressures on our community and staff with school holidays and family pressures. For some, it is the most important religious celebration of the year, while for others it is a time of remembrance. Meanwhile, it is certainly feeling as though our normal pace is a constant fast these days.

We have so many big and important things on the horizon for CKW, which I ask all of you to lean in to. We have **ieMR go-live** on **7 May**, and the next biennial Metro North Health all staff survey, **Have Your Say**, opening from **12 May until 30 May**. We also have some important staff celebrations coming which we will keep you up to date on – see the What's On calendar below. As always, if you have a celebration or just want to invite me for a chat in your area, please send me a message on [ASK KARLENE](#) and I will do my best to come.

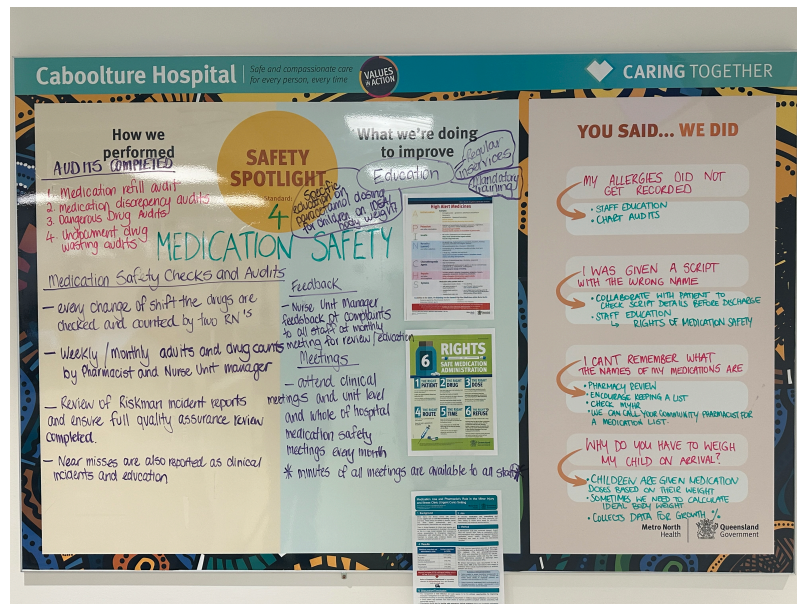


This week we welcomed Vanessa Smith as she takes up the permanent CKW Director of Nursing and Midwifery. This is long awaited and exciting for us at CKW. While Tess and Danielle prior to her did a great job and we are very grateful, having all our nursing, medical and allied health professional roles permanently filled for the first time in a number of years is exciting. Vanessa comes to us with a wealth of experience, having worked previously in Scotland as the Chief Nurse, Perioperative Practitioner, NHS Grampian Scotland and the Head of the NHS Grampian Regional Theatre Academy. Vanessa has extensive nursing and leadership experience across health services in Queensland, Australia, UAE and Scotland. We look forward to working further with Vanessa.

In welcoming Vanessa this week, I took the opportunity to show her around Kilcoy Hospital, Caboolture (Kabul) and Bribie Island (Yarun) Satellite Health Centre. I was remiss in taking photos, but we had a great time meeting our teams. Vanessa has spent more time this week getting to know our Nursing Directors and in the next couple of weeks we will head out to visit Woodford (we are just working through the required security clearances).

One of the highlights during our visit, was spotting the Caboolture (Kabul) Minor Injury and Illness Centre Safety Spotlight board – what a gold standard board and process. This month they are focusing on medication safety. The team have engaged a nursing lead and now have the medical (GP) team also working alongside with them. They plan the boards and change them each month

to focus their education on the “spotlight standard”. Congratulations to Ash and the Minor Injuries team on this multidisciplinary patient safety initiative.



Staff Forum update

Thank you to all staff who attended the CKW Staff Forum this week. For a Monday morning forum, it was well attended! We covered off topics such as the 2024 CKW Year in Review, Bribie Island Satellite Health Centre cancer services opening, up-coming events at CKW, Have your Say survey and ex tropical cyclone Alfred review.

We heard from the ieMR team who gave us an in-person progress update and answered any questions we had. A big thank you to Luke Tung, Ellia Bryan and Kym Cunningham for their presence and advice. To reiterate, we are **four weeks away** from **ieMR go-live**.

CALL TO ACTION: Have you completed your online prerequisite and instructor-led ieMR training and proficiency? Speak to your line manager as a priority if you have not.

You cannot work without access to ieMR once we go live. Please ensure that you have booked your training and that you escalate any issues in completing it to your manager asap.

It's great to celebrate, so we gave out some well-deserved awards!

We started off with a new internal CKW monthly staff award that will be announced at our monthly staff forum. The purpose of the award is to recognise an individual who has gone above and beyond their role by doing something extraordinary. Staff members will be identified from patient and staff feedback via Executive Rounding, compliments and feedback sent through to [ASK KARLENE](#).

Our quandary was - what should we name the award?

We asked the staff in the audience and on teams for their on-the-spot feedback on three proposed logos and names for the award. The overwhelming majority voted for the **CKW Star of Service Award** but wanted to see more logo options. We are finalising the award logo and have decided to give our first awardee the choice of the design – so watch this space.

I am excited to announce the first recipient of our CKW Star of Service Award is Dr Reza Davari.

Dr Davari is an incredibly approachable and dedicated doctor who consistently provides exceptional patient care. His positive attitude has made him a valued member of the ward where he helps to foster a supportive environment for both his patients and colleagues. Dr Davari goes above and beyond by ensuring the inclusion and implementation of all available services to improve patient care – most recently initiating the support of Allied Health on Ward 2A. Dr Davari showcases an eagerness to foster working relationships by assisting all. His contributions are truly appreciated.



Once we decide on our logo we will have a certificate through to Dr Davari and a board in a public place to showcase these amazing staff.

We also wanted to acknowledge a few more individuals and teams who stepped up over the last month. These recipients of the CKW values awards were noted by other staff to have specifically undertaken special care and actions that were truly noteworthy, showing tremendous teamwork, commitment, and compassion:

- Emma Donaldson (Compassion Award)
- Food Services (Team Work)
- Maternity Services (High Performance)
- Ni Koegelenberg Allied Health (High Performance)
- Darcy Robinson (High Performance)
- Tamara Campion (High Performance)
- Casey McCoist (High Performance)
- Connie Gray (High Performance)
- Belinda Gritsch (High Performance)
- Leah Williams (High Performance)

Congratulations and thank you to all this month's award recipients. Your compassion, teamwork and dedication are truly appreciated. We will announce the next Star of Service Award at the CKW Staff Forum on Wednesday 23 April at 11am.

Please let us know about those truly special people that stand out in your team so we can recognise them.

We also acknowledged the 2024 CKW Research Symposium winners. In October 2024, there were 16 presentations on current research and quality improvement activities from various teams and individuals, covering a breadth of topics including patient safety, staff welfare and community trust, culture, falls, ECT, feeding/nutrition, podcasting for education, prison health, and delirium. Five awards were announced last year, and we were able to present each winner with their award.

QI/Research project completed: Highly Commended - Khai Li Ang, Clinical Pharmacist

QI/Research project completed: Winner - Belinda Chappell, Pharmacist Advanced Team Leader

QI/Research project in progress: Highly Commended - Helen Edwards, Physiotherapist

QI/Research project in progress: Winner = Sarah Day, Director Speech Pathology and Audiology & Dr Seiji Humphries, Research Officer

Novice investigator(s): Winner - Emma Walker, Pharmacy Assistant & Jessica Strachan, Clinical Pharmacist



Woolworths Easter donation

We were approached by the local Woolworths team at Central Lakes if they could make a donation of some Easter goodies and treats for the kids currently in our care. With Easter on our doorstep, we accepted graciously. Janelle and Gillian from Woolworths visited the paediatric ward and paediatric emergency department and dropped off little Easter goodie bags to kids like Karlesha, pictured below.

On behalf of everyone at Caboolture Hospital, I would like to extend our heartfelt thanks to Janelle and Gillian from Woolworths for their generous donations. Your thoughtful contribution made a meaningful difference—bringing smiles to the faces of our young patients and helping to spread the joy and spirit of Easter throughout the hospital.



Shatter the Stigma



Metro North launched the Shatter the Stigma campaign 18 months ago. It started as a way of reducing the stigma connected to mental health and empowering people to seek support for mental health issues. Since then, the campaign has broadened to include the stigma associated with other health issues (often associated with mental health issues) such as problematic alcohol and drug use. Given two in five Australians aged 16-85 will experience mental health issues in their life, it is a community wide problem that we need to address, for patients and for staff.

By committing to Shatter the Stigma, Metro North Health is embarking on a sustainable movement to raise awareness, change culture, support and embed positive workplace and public perceptions to shatter the stigma relating to mental illness and problematic drug and alcohol use. [We invite you to](#) join us by becoming a champion to raise awareness in your area and to lead change in how perceptions influence the care of staff and patients in our facilities.

CKW Values Charter



Organisational values are crucial because they serve as guiding principles, to shape our culture, influence decision-making, and helps us to align our behaviours to foster a positive and productive work environment. Having well-defined values that underpins everything we do, helps our consumers to recognise what we stand for and what they can expect from us or our services.

Therefore, I urge you, to keep the [CKW Values Charter](#) front of mind always. It outlines the core principles, behaviours, and expectations that guides our actions at work and plays a pivotal role in ensuring high-quality care, promoting a positive work environment and improving patient outcomes.

Do you have an example of someone who really shows the values in their actions – tell us in person or send a quick note ([ASK KARLENE](#)) so that we can consider them for a CKW value award!

CKW staff flu vaccination program starts soon

The flu session is fast approaching – we are seeing increasing flu in the community and increasing presentations with the flu. Please protect yourself, your family, your patients and our community by getting vaccinated.

Vaccination is still the best way to protect yourself and the people around you at work, at home and in the community, from the flu.

Metro North's target this year is 85 per cent of staff having a flu vaccination. It's an ambitious goal but one we can reach when we work together.

Free staff flu vaccinations will be available at CKW facilities from Tuesday 22 April to Thursday 26 June.

All of us can also slow the spread of flu by following some healthy habits, such as regularly washing our hands and cleaning surfaces, always covering coughs and staying home when unwell.

Further details are available on the Metro North staff flu vaccination [Extranet](#) page.



Updating your address and contact details

The recent natural disaster highlighted some key learnings and opportunities for us to improve our management and coordination in challenging situations. An important area that we identified was to ensure that every staff member at CKW has the correct and most up-to-date address, contact and emergency or next of kin details recorded in their HR records. Noting of course that natural disasters are not the only reason that we need correct contact details. This is a safety factor so that we are able to inform you of something urgent or find you for an urgent safety reason.

When was the last time you checked your personal details in the system? I urge you to take the time to click on this [link to myHR](#) where you can check that your home address, phone numbers, alternative contacts, etc. are correct and updated. After you've clicked on this link and you've logged on to myHR, then simply click on **Employee Self Service** in the menu along the top of the screen. It's as easy as that! But such an important check for you to do regularly.

Compassionate Care Principle 4 - Co-Designed Care



Co-designed care in health refers to patients, families, and healthcare professionals actively collaborating to create a care plan that reflects the patient's values, preferences, and goals. Healthcare is more effective and personalised when it's developed in partnership with those who will experience it most directly—patients themselves. Co-designed care encourages shared decision-making, empowerment, and mutual respect in the planning and delivery of care.

Please click [here](#) to read more on the key principles of co-designed care.

The benefits of co-designed care result in improved patient satisfaction, better health outcomes, personalised care and stronger patient-clinician relationships.

How is your area working to ensure that you provide compassionate co-designed Care, in your ward? 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.

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

Patient Safety Net

A reminder that the Patient Safety Net (PSN) program launched in Metro North Health this week. 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 PSN works, how to raise a concern, and when to take action.

For more information about the program, visit <https://qheps.health.qld.gov.au/metronorth/safety/patient-safety-net>,

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

Recruitment

[Clinical Nurse Consultant – Child Protection Unit, Caboolture Hospital](#)



Kilcoy Hospital Yarning Circle

On Thursday 10 April, Chris, Thomas and Joey from the Kallangur Satellite Aboriginal and Torres Strait Islander Health Service hosted a Kilcoy Hospital Yarning Table. The team were supported



by Parker Michaels, CKW Manager of Consumer and Community Engagement, Annette Tones, Kilcoy Hospital Nurse Unit Manager, and Jess Peele, Acting Facility Coordinator. The Yarning Table was a welcoming space for staff and community members to come together and share their thoughts on the services provided.

The event was designed to gather feedback directly from those who access the Kilcoy Hospital, offering them the opportunity to discuss their experiences and voice any concerns or suggestions for improvement. Community involved were encouraged to speak openly,

creating a respectful and inclusive environment for everyone.

In addition to sharing their feedback, attendees were also invited to recommend ways to enhance the services offered by the hospital or in the local community. This collective input is vital for identifying areas where improvements can be made, ensuring that the hospital remains responsive to the needs of the local community.

The Yarning Table not only provided valuable insights but also served as an important opportunity for strengthening relationships between the hospital staff and the broader community. By engaging in meaningful dialogue, all parties could ensure that everyone's voices were being heard, and that trust and collaboration were maintained.

The event was a significant step toward improving the hospital's service delivery, with feedback overwhelmingly positive, demonstrating that trust and collaboration were maintained. The success highlighted the importance of community-driven feedback in shaping local healthcare services. As a bonus, Annette provided a tour of the hospital, and attendees were invited to the upcoming Kilcoy Hospital Auxiliary Fete on Saturday 24 May.



Have Your Say survey



If you missed the Have Your Say staff survey vidcast on Monday, hosted by Chief Executive Jackie Hanson and Best Practice Australia (BPA) Analytics' Jacqui Parle, I encourage you to watch the recording. The short 30-minute vidcast covered just some of the many positive initiatives that have been implemented in response to your feedback in 2023 and unpacked common myths that in the past may have deterred staff from completing the biennial survey.

All Have Your Say vidcasts taking place in the lead up to the survey will be published on [QHEPS](#). The next one targeted at managers, **Have Your Say – your role as a leader and driving change**, is coming up this Tuesday, 15 April. [Join here.](#)

We have set a CKW target of 70% completion for the Have Your Say survey – the reason we have set it at this level is that it's your opportunity to contribute to our work environment. It provides us with feedback on what is good and what you want to see more of, and what is challenging and could be done better. It is a really important first step in our planning for the future, we use the results to work with our teams on an action plan to ensure that we are on a continuous improvement and engagement journey to making and continuing to be a great place to work



ieMR Program

Caboolture and Kilcoy Hospitals
7 May 2025

ieMR Go-Live

Days Hours Minutes
25:20:42

4 WEEKS TO GO UNTIL GO-LIVE!

The final countdown is on, with just under four weeks to go until our integrated electronic Medical Record (ieMR) go-live commences on Wednesday, 7 May 2025.

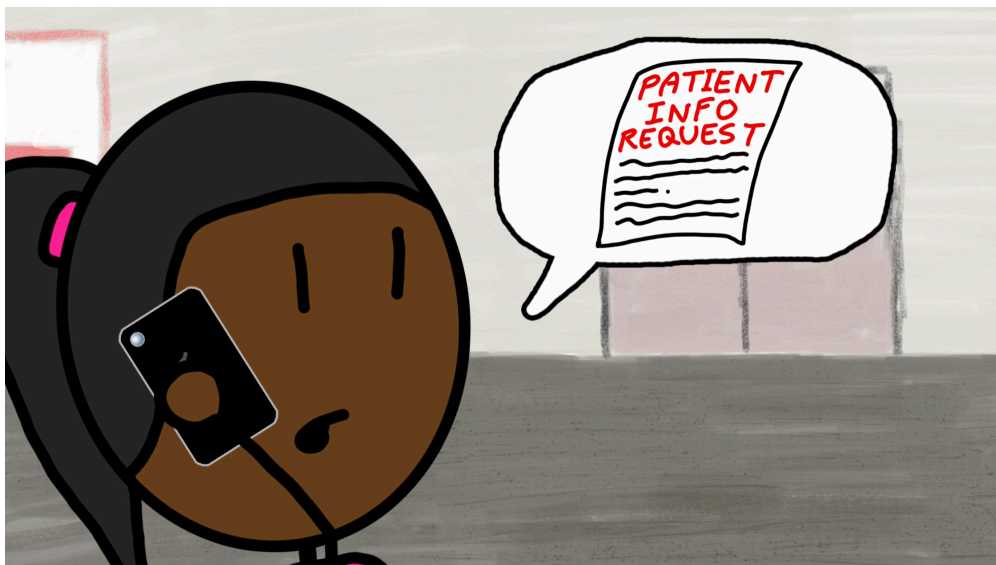
Once you have completed your mandatory training it's important to practise using the ieMR. For login details and access instructions to use the [online ieMR Practice Activities](#), please speak to your line manager.

It's important to remember that the live ieMR site should never be used for practice and when using ieMR, you must only access information that is within your scope of practice and relevant to care that you are providing.

It is unlawful for staff to use the ieMR to access their personal medical record or the medical record of a patient outside their care, with any instance of this occurring a reportable privacy breach.

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

If you haven't already, I encourage you to watch the video below to learn more about [information access and patient privacy](#) in the ieMR.



[CLICK HERE TO WATCH VIDEO.](#)

Reflection



Many of you may not be aware that I am the Executive co-lead for Health Equity KPA 4 - Influencing the Social, Cultural and Economic determinants of Health. In this portfolio, I am the co-lead with Tash White, the Director Systems and Performance, Indigenous Health Leadership Team.

Yesterday, I was privileged to attend the Metro North Community Consultation Day which was focused on the co-design of the new Health Equity Strategy 2025-2028. I have no doubt that there will be some information to come, however, I was asked to reflect on why KPA4 is so important to me. I took some time to really think about the privilege I have to work, live and play on these lands and my commitment to being an ally in our Health Equity journey. I reflected on how important it is in ensuring the health and wellbeing of our community, not just our Aboriginal and Torres Strait Island community/mob, but our whole community. I thought I would share my reflection, and challenge you to think about the Health Equity KPAs:

- KPA 1: Actively eliminating racial discrimination and institutional racism within the services.
- KPA 2: Increasing access to healthcare services.
- KPA 3: Delivering sustainable, culturally safe and responsive healthcare services.
- KPA 4: Influencing the social, cultural and economic determinants of Health.
- KPA 5: Working with First Nations peoples, communities, and organisations to design, deliver, monitor and review health services.



While all the KPAs are important, KPA 4 resonates strongly with me and here is my reflection:

In my role as the Executive Director of the Caboolture Kilcoy and Woodford Clinical Directorate, I am responsible to provide and facilitate services to the largest Aboriginal and Torres Strait Islander population in Metro North. An area with lower socio-economic status than other areas. KPA 4 is therefore an imperative part of the responsibility as the Executive Director and the team who lead and work across the Caboolture, Kilcoy and Woodford region. Our role and absolute focus is to break down barriers and increase our Aboriginal and Torres Strait Islander workforce. Our role is to also ensure our community is safely cared for and feels confident to come together with us, yarn to us and be heard by us. This will allow us to co-design services and programs that will improve both acceptability and accessibility, leading ultimately to equitable health outcomes for our mob that we serve.

Tell us what KPA is important to you and why at [Ask Karlene](#).

Quote of the day

"Of all the forms of inequality, injustice in health is the most shocking and inhumane."
Martin Luther King Jr



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

EMAIL ASK KARLENE



Kind regards,

Karlene Willcocks

Executive Director,

Caboolture, Kilcoy and Woodford

