

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,

As we wrap up another busy and productive week at CKW, I want to take a moment to acknowledge the incredible efforts of every team across our facilities. On Tuesday, we hit a new high with 234 Emergency Department presentations, 105 of these presenting via Ambulance. I am exceptionally proud of how the whole site has leaned in to manage this workload and provide care to our community. Your dedication, professionalism and compassion continue to make a meaningful difference for our patients and their families.

This week marks **three weeks until ieMR rollout!** This is a massive clinical change – for many it will be the biggest process change within a work setting you may ever encounter. We will ensure that there are resources to support and train you, however, you must take responsibility to ensure you are ready to use the system effectively.



With the Easter long weekend upon us, I hope some of you have the chance to enjoy a well-earned break and spend time with loved ones. For those working over the holiday period, thank you for keeping our hospital running smoothly and safely.

It is timely to remind ourselves about the importance of Easter for many of our community. Easter is the most important religious period of the year marking the resurrection of Jesus Christ. It is a period of joy and celebration marking the culmination of Holy week following Lent.

For those who don't mark this period in the religious format, it is often a period of holiday and joy with school holidays and public holidays merging. During this period, it is the busiest time for travel. I want to take this moment to wish you all a very happy but most importantly, safe Easter. Whether you're spending the time with family, friends, or taking a quiet moment for yourself, I hope the long weekend brings rest, joy and renewal. For me, Easter is a period of gratefulness, and I want to take this moment to thank you again for everything you do - take care and enjoy the break.



National Auslan Day

Auslan Day, celebrated on April 13, marks the recognition of Australian Sign Language (Auslan) as a vital and vibrant part of Australia's linguistic and cultural landscape. It is a day to acknowledge and celebrate the deaf community, their language, and the rich contributions they make to our society. Recognising Auslan Day promotes inclusion, raises awareness of communication accessibility, and encourages us all to create environments where everyone can be heard, regardless of how they communicate.



We are so lucky to gain first-hand knowledge and experience from Cody Skinner, who has been a consumer for us for quite some time. Cody is a valued member of the Disability Action Plan Group, and he regularly teaches us Auslan.

Click this [link](#) to learn how to sign 'Happy Easter'!

CKW Staff Forum - Wednesday 23 April

You are invited to attend the CKW April staff forum in the Education Centre Auditorium on Wednesday 28 April from 11am – 12pm.

The forum will provide an opportunity to stay informed about key updates, share insights, and engage with executive leaders and colleagues through a panel format, which this month will focus on high performing teams.

Staff can join the forum on [Teams](#), however, attendance in person is preferred. Agenda items include:

- ieMR update
- FY26 and beyond
- Have Your Say Update
- Panel discussion: High performing teams
- April CKW Star of Service Award

I look forward to seeing you there.

If you have anyone you would like considered for our CKW Star of Service award – please send through their names and your thoughts to [ASK KARLENE](#) so we can put them into consideration. Remember you can also nominate a colleague for a Staff Shout Out [here](#).

Which Values in Action do you identify with most?



Each week, I am going to feature a different staff member and ask them which of the five values they identify with most and why: Respect – Integrity – Compassion – High performance – Teamwork.



Kicking this week off, is Executive Administration and Support Officer to Director of Operations, Kyarni Hewett. Kyarni has chosen **HIGH PERFORMANCE**.

The value of "High Performance" aligns with my drive for excellence and passion for working in fast-paced, high-performing teams. I thrive in environments where challenges are met with energy, collaboration and a shared commitment to achieving outstanding results. High performance motivates me to set ambitious goals, continuously improve and deliver impactful outcomes. It fuels my determination and eagerness to grow, while also allowing me to contribute to the success of the team around me.

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

No Falls Month - Ward 4D

Throughout the month of April, the Eat Walk Engage team on Ward 4D is proudly supporting April No Falls by launching an Active April initiative. This program aims to raise awareness of the importance of physical activity and mobility in hospital, with the goal of preventing functional decline - a significant contributor to falls in healthcare settings.

As part of this initiative, patients have been invited to take part in the '**Walk to Mt Ngungun Challenge,**' where patients add their daily walks to the tally board to reach this destination.

One patient, Bevley, has embraced the challenge with enthusiasm, saying:
"Having somewhere to go boosts me. I like the challenge, and it keeps me motivated to stay mobile and maintain my strength. The more I walk, the more confidence I have in myself."

The 4D Allied Health team including Sam Occupational Therapist, Shervin Physiotherapist, and Maria Clinical Assistant —have been instrumental in supporting and motivating patients to remain active. Shervin explains, "I always encourage my patients to stay active both in and out of hospital because I know the positive impact it has on their quality of life." Sam adds, "A little activity can go a long way in helping patients regain strength, confidence, and independence."

Promoting mobility is a shared responsibility. Whether it's walking with a patient to a destination, helping them set achievable goals, providing encouragement, or celebrating progress—everyone can contribute to supporting patient recovery.

Congratulations to the 4D team for their outstanding commitment to Active April, and for empowering patients to take meaningful steps in their recovery journey - one walk at a time.



New Videofluoroscopy Swallow Clinic for Adult Outpatients

Caboolture Hospital's Speech Pathology Department has officially launched a six-month pilot of an adult outpatient Videofluoroscopic Swallow Study (VFSS) clinic, offering a new and convenient diagnostic service for patients with swallowing difficulties.

The clinic is designed to bring essential diagnostic services closer to home for patients experiencing oropharyngeal dysphagia—swallowing difficulties that occur in the mouth and throat. It's so exciting when we expand our services to improve care for the community. Read more via [Metro North Facebook](#) and [Newsroom](#).

Kilcoy Hospital Fete - Saturday 24 May

Joey and Rose from the Kilcoy Hospital Auxiliary were onsite on Wednesday to promote the upcoming Kilcoy Hospital Fete and to sell raffle tickets as part of their fundraising efforts.

The Kilcoy Fete is being held on Saturday 24 May from 9:00am – 11:30am. You can expect to see market stalls, health information, raffles, live music, home-made goodies, donated goods auction and food and drinks. It is a fantastic day out and I encourage you all to attend and show your support. Your support helps the Auxiliary raise vital funds for Kilcoy Hospital, and every ticket and sale make a difference!



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

Practical completion for Car Park at front of the CSB

Car Park 1 at the front of the Caboolture Hospital Clinical Services Building is now complete. It will be fully open over the next few weeks, with instructions on how to safely access to follow. Staff are reminded that the carparks closest to the hospital are intended for access by our patients, community with mobility needs, or short-term emergent parking.

Key appointments and recruitment

Paediatric Emergency Associate Nurse Unit Manager - Madonna Otto



Madonna Otto has been appointed as the new permanent Paediatric Associate Nurse Unit Manager. Madonna brings many years of demonstrated leadership, a commitment to paediatric speciality, and clinical expertise in emergency nursing. We are thrilled she has chosen to join our team.

This transition is also a moment to recognise and extend our deepest thanks to Rebekah Rawson (Bek), who established this role and has been instrumental in helping us build our paediatric emergency service to what it is today. We are fortunate that Bek will remain in our team as she transitions to her new permanent role as a Paediatric Nurse Practitioner, where her expertise will no doubt continue to elevate the care that we provide.

Leave arrangements

Nursing Director, Medicine and Older Persons

Marguerite Byrnes, Nursing Director – Medicine and Older Persons Service Line will be on leave commencing Monday 7 April until Monday 12 May 2025 (inclusive). Nikia Goldsmith will backfill in this role during this time, until Sunday 11 May 2025. Nikia can be contacted via Cabh_supportofficer_NDMed@health.qld.gov.au or 5433 8953.

Acting Nursing Director of Surgical and Intensive Care Unit Service

Graham Winbank, Acting Nursing Director - Surgical and Intensive Care Unit Service Line, will be on leave commencing Monday 31 March until Monday 28 April 2025 (inclusive). Gary Von Dohren will backfill in this role during this time. Gary can be contacted via CabH_SupportOfficerSurgNurse@health.qld.gov.au or CabH_ND-SICU@health.qld.gov.au or 5316 2413.

Vacancies

[EOI - Nurse Unit Manager - Neonatal Unit](#) | Temporary



Spotlight on Health Equity Strategy Key Performance Areas

The Metro North Health Equity Strategy 2022-2025 provides this pathway for cultural change and consists of five priority areas for inclusion in our local strategy. At CKW we have an executive sponsor and two co-leads for each priority area (KPA). Over the next five weeks, we are going to show case these KPA Leads:

KPA 1 - Eliminating racial discrimination and institutional racism within the services:

Executive Sponsor Ansuyah Padayachee, co-leads Maddison White and Janita Adams.



Ansuyah Padayachee, Director Allied Health: *As the CKW Executive Sponsor for KPA1, I am committed to eliminating racism across CKW. I want to work together to ensure we are open to learn, respect what training is provided and use this knowledge/ experience to build relationships and work together. We need to feel safe to acknowledge the problem and must hear and accept multiple perspectives. As a leader, change needs to happen everywhere.*



Janita Adams, Cultural Capability Officer: *Being a part of the KPA1 Eliminate Racism working group is about bringing change to our current systems. Unfortunately, systemic and institutional racism still exists in our policies and processes. We need to be aware of unconscious biases and what we can do to assist in changing attitudes and process. One size does not necessarily fit all, or mean that everyone is equal or has equity in our hospital environment. My hope for our immediate and future patients, consumers and staff, is to be more open minded and evolved, and show that racism has no place in our hospitals, health services or collective multicultural society*



Maddison White, Medicines Safety and Quality Pharmacist: *KPA1 is about addressing the systemic and interpersonal racial discrimination that leads to inequities in healthcare. After recently working in the Northern Territory, I gained new insight into the complex health challenges faced by Aboriginal and Torres Strait Islander peoples and how these impact health equity and patient outcomes. In my role in medication safety and quality, I see health equity as a core part of delivering safe, consistent care to all patients.*



Have Your Say survey



It's less than four weeks until the 2025 Have Your Say staff survey kicks off on 12 May. It's important all leaders are thinking about how they can encourage and enable their teams to complete the survey and learn about all the support available to managers during May and once the results are released.

If you're a people leader and you missed the Have Your Say vidcast on Tuesday, hosted by Metro North Clinical Council Chair, Dr Alan Yan and General Manager People and Culture Programs, Hannah Reed, please watch the recording. The short 30-minute vidcast covered why it's worth it for staff to complete the survey, what is done with the results and the role people leaders play in driving action.

All Have Your Say vidcasts taking place in the lead up to the survey will be published on [QHEPS](#).

Our goal at CKW is to have at least 70% of our staff complete the Have Your Say Survey. This is so important. This is your chance to provide feedback on what works well, what doesn't and what you would suggest we can improve on. It is your opportunity to contribute to your workplace, future of Metro North, and to be part of the movement that CKW is a great place to work.

Our goal at CKW is to have at least 70 per cent of our staff complete the Have Your Say Survey. This is so important. This is your chance to provide feedback on what works well, what doesn't, and suggestions for improvement. It is your opportunity to contribute to your workplace, future of Metro North, and to be part of the movement that CKW is a great place to work.

We are all busy but please take the opportunity to tell us how we can improve your work environment at CKW.



ieMR Program

Caboolture and Kilcoy Hospitals
7 May 2025

ieMR Go-Live

Days Hours Minutes
19:21:19

THREE WEEKS TO GO UNTIL GO-LIVE!

With less three weeks to go until ieMR go-live commences, our Executive Leadership team has been visiting all areas of Caboolture Hospital with daily rounding to get a sense of how we are all progressing in readiness for go-live.

It has been wonderful speaking with everyone to see how ready you are for ieMR go-live. Personally, I'm most looking forward to the benefits we will experience once the ieMR is live, like the ability to easily store and access patient records with the click of a button – no more lost notes!



There are three key points I'd like to reiterate as we approach go-live:

1. With only three weeks to go, staff who are struggling to find time to complete their mandatory ieMR training must speak with their line manager immediately to organise a suitable time to do so. It is **essential** that all staff training is completed prior to go-live. Once you have completed training, online practice activities are [available here](#) to complete. Ask your line manager for training login details and instructions on how to access the practice activities.
2. Please ensure that you continue to speak directly to patients when using a Workstation on Wheels (WoW) once we have gone live with the ieMR. Patient-centred care must remain of top priority, even when learning to use the new ieMR devices.
3. Staff must only use ieMR to access records for patients within their care. If you need to open the record of a patient outside of your care, you need to leave a comment and provide a reason.

A reminder also to check the [Caboolture and Kilcoy Hospitals ieMR Go-Live Sequence](#) to see when your area of the hospital goes live with the ieMR.

When our ieMR go-live commences, the entirety of Caboolture Hospital won't switch over all at once to documenting in the ieMR. Different areas of the hospital will go-live in a gradual, phased manner over approximately two weeks from Wednesday, 7 May 2025.

As part of this go-live sequence, it is important to note that (with the exception of the Antenatal Clinic and Midwifery Group Practice) staff at Kilcoy Hospital won't start documenting in the ieMR until **Monday, 2 June 2025**.

Reflection

Today I got called away to help support a patient and some of our staff following some distressing news received by the patient. The patient was devastated by the news which related to a setback in their care and consequently, reacted in a way that proved challenging for those caring for them, and could be considered outside the 'norm' of acceptable behaviour.

I applaud and thank all of our staff who care for patients with challenging behaviour, particularly those who stay with us for extended periods. Like us, our patients are all individuals and cope in different ways when dealing with setbacks and adversity. We recognise that these behaviours can take a large toll on our teams and we do our best to support you. I welcome your ideas on how we can further improve the support we provide you with. Please send me a message – [ASK KARLENE](#).

As I walked back to my office, I asked a staff member how they were, naturally seeking their genuine answer. The staff member proceeded to share with me that they were not great as they had recently experienced some significant personal hardship.

This made me feel pretty sad. The patient I had spoken to earlier and now this staff member had both experienced something terrible which was having a significant effect on their lives. It made me think that if I had not taken the time to ask, I would be completely unaware of their personal situation and challenges. It then made me wonder how many other people - staff, patients and visitors in this big organisation have major issues in their lives on that we have no idea about?

Whether you are working this long weekend, or preparing for an extended break, I encourage you all to check in with your colleagues and your patients, and show some care and kindness. If you see someone who is behaving in a way that is challenging, take a moment to try and understand and treat the situation with compassion. Sometimes a simple smile, sitting and being present, or a kind word or moment of acknowledgement makes a big difference.

To all of you who are managing major life events, please know that we, your colleagues and work family really care, so please reach out if feel like you need some support.

Thank you to everyone and please look after each other.

Quote of the day

"We can't heal the world today, but we can begin with a voice of compassion, a heart of love, an act of kindness."

Mary Davis



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

EMAIL ASK KARLENE



Kind regards,

Karlene Willcocks

Executive Director,

Caboolture, Kilcoy and Woodford

