



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,

I hope this message finds you well after the Easter weekend. As we reflect on the past few days, I would like to extend my thanks to everyone who worked over the break to ensure everything continued smoothly. Your dedication is truly appreciated.

This Easter also marks a significant moment in history with the passing of Pope Francis, a leader who has inspired and guided millions around the world, especially within the Catholic community. His legacy is one of compassion, faith and service, and we take a moment to reflect on the impact he made during his papacy. To those of our team who are mourning this significant passing, we share our condolences.



Tomorrow, Friday 25 April, we commemorate Anzac Day - a time for remembrance and gratitude for those who served and sacrificed for our country and the peaceful and free society we live in. We will be playing a commemorative address over the hospital PA system at all CKW facilities, followed by the Last Post, one minute silence and the Reveille. The address will be played throughout the hospital at 8am.

To all our staff and family members who have served, both past and present – we thank you and share this time with you in remembrance.

CKW Staff Forum

Thank you to all who attended the CKW Staff Forum on Wednesday. We had a very full agenda and only managed to get through half of it! With two major rollouts for CKW looming, I thought it was important to ensure we heard from Hannah Gowans from People and Culture to discuss the upcoming Have Your Say Survey, and Deb Boland from ieMR who went through the go-live sequence, conversion and support model.

The panel discussion regarding high performing teams was interactive and we heard from members of the audience and panel members. The panel consisted of Colleen Herrmann Caboolture Hospital NUM Ward 2A, Kieren Bailey Acting Nursing Director Kilcoy, Satellite Minor Injuries, Day Medical Treatment unit and Woodford Corrections, Vanessa Smith CKW Director of Nursing and Midwifery, Ansuyah Padayachee CKW Director of Allied Health, Marcia Morris Nursing and Midwifery Director Women, Children and Families service line. Dr Ted Chamberlain

Director of Medical Services was the question master, donned in his batman suit of course. Ted kicked the panel discussion off by asking everybody online and in the room - "Who wants to belong to a low performing team?" The truth is, we all want to be part of a high performing team. I wanted to showcase some of the questions and answers during the discussion



What does a high performing team look like to you?

- A team with shared goals and objectives committed to leading a service working together to achieve great outcomes
- Trust and respect

How have you developed your team into a high performing team?

- Develop trust by shared values and belief in ways of being
- Hold other team members accountable
- Agreed ways of dialogue with each other
- Honest conversations
- Constructive engagement in conflict
- Respect

How do you maintain a high performing team?

- Chocolate and coffee (joking, not joking)
- Accountability
- Role model behaviour
- Equality
- Transparency

How do you measure a high performing team?

- Patient satisfaction
- Quality of care

At the last forum, we asked you what our monthly staff award should be called, and the overwhelming response was **CKW STAR OF SERVICE AWARD**. We sought feedback from the first winner of the CKW Star of Service award, Dr Davari, and members from the executive team on what the logo should look like, and I am proud to present to you all the finished product.



CKW
STAR OF SERVICE
AWARD

Caboolture, Kilcoy and Woodford

2025 Staff Awards

I am pleased to announce the CKW Star of Service nominee for April is Jessica Peele. Jess is part of the Operational Support Services team at Kilcoy.



Jessica has stepped into the role and has had to navigate many challenges and has stepped up each time, including through the cyclone. She is patient, compassionate and continues to work really hard every day to keep things humming along. She goes above and beyond daily.

Congratulations Jess!

We also acknowledged a few more individuals who were nominated for Values in Action awards:



Tracy Farnham from Finance Team – High Performance:



Tracy is a key member of the Caboolture Finance Team. Tracy exemplifies high performance by consistently taking on challenging tasks and delivering on the required outcomes often within very tight timeframes. She is also known for her willingness to help those in need of assistance and the respectful way she communicates and interacts with other staff members."

Nikieta Pascoe from Food Services Team - Respect:

Nikieta is so compassionate and kind in her communication when delivering meals. I had to stop and compliment her. She is just such a lovely staff member.

Christopher Ewin and Thomas Casey Community Engagement Officers for Men's Business – Team Work:

Chris and Thomas actively participate and network with Men's and Youth's Group, links with local Aboriginal and Torres Strait Islanders organisations such as IUIH Clinics, Kurbingui, Waminda in the CKW area. Both have built rapport by engaging with Kabi Kabi and Jinibara Traditional Owners and their respected corporations. Thomas and Chris have also been shadowing Janita Adams

(Cultural Capability Officer) when delivering Cultural Awareness Training to be a backup support for Janita.

Kyarni Hewett ESO Clinical Governance Unit – High Performance:



Kyarni is a high performing individual who always gives her best and is never afraid to lend a hand. She is always looking out for her peers and ensures work is completed to a high standard

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!

Patient Feedback

Chantel Gablonski Clinical Nurse Consultant - Surgical and ICU Service Line, shared some patient feedback with me recently, which I want to share with you all.

Recently a patient became sick while visiting Queensland (from NSW). She had been having tummy issues for 18 months, and no one could figure out what was wrong, but Caboolture Hospital did!

The patient was appreciative of the care that she received from the doctors, nurses and all the team at Caboolture Hospital. She stated that the doctors and nurses spoke to her at the bedside and included her in the conversation, as opposed to talking over her, as she has experienced elsewhere. It was the little things that made such a big difference. The patient appreciated the unexpected dietitian review to help her make the right food choices. Dr Gounder contacted her family in NSW pre-op and immediately post op, so they knew she was okay and what was happening. Everyone took the time to explain things and make sure she was comfortable and understood. Dr Hussey took the time to talk her through her anaesthetic and pain relief options; she was very thankful that she woke up completely pain free.

The patient also reported that she has been getting rave reviews about the quality of her discharge summary from her GP, her cardiologist and her homecare case manager, they have all stated it is the most comprehensive helpful hospital discharge summary they have ever seen.

Congratulations to the surgical team – it truly makes me feel proud to be part of this team that provides great care.

New areas coming online

Pathology

Next Tuesday, 29 April the new pathology area will be operationalised. This area is on the second floor of the main hospital building, and confirm after going for a walk through, it is a beautiful area that will no doubt benefit both staff and patients.

As noted, the team will be opening on Tuesday, and they will continue to move equipment over the next 8-10 days. There may be intermittent delays to rapid respiratory and coagulation testing on Tuesday, and full blood count turnaround times on Wednesday due to the these moves going on.



Transit Lounge

The new Transit Lounge will be handed over to us at CKW on Monday 28 April, and it also looks great. However, we will notify everyone of an official opening date shortly. With the need to ensure that our patients are managed safely we have had to make the decision to delay the opening of this area.

As people will be aware, we are currently under significant demand for care from our community. The Transit Lounge team have been supporting this demand from the new Medical Day Unit that we opened quickly as a result of heating issues in the Education Centre.

Since this move to the Medical Day Unit, we have seen significant demand and used this space as an overflow area to help manage inpatients for up to 24 hours. I sincerely appreciate the support the Transit Lounge team has provided and continue to provide.

Disappointingly for the Transit Lounge team, the Executive Team have agreed to momentarily delay the opening of the new Transit Lounge while the demand remains high.

I understand that some key people feel this has not been communicated well, for which I sincerely apologise. We will ensure that we communicate a plan for opening over the next two weeks.



AHPRA Anti-Racism Policy

Racism against Aboriginal and Torres Strait Islander Peoples can manifest in various forms, including verbal abuse, exclusion and institutional practices.

This policy outlines the immediate and long-term health impacts of racism and provides detailed examples of racist behaviours and incidents. It emphasises the importance of recognising and addressing both overt and subtle forms of racism, including microaggressions and lateral violence.

I would like to draw your attention to the [Aboriginal and Torres Strait Islander Health Workforce Series](#), developed by the Australian Health Practitioner Regulation Agency (AHPRA). This series provides valuable insights into the experiences, challenges and opportunities for Aboriginal and Torres Strait Islander health professionals. The webinars offer important perspectives that can help shape our understanding and support of workforce development, cultural safety and health equity.

Key appointments and recruitment

We have various [vacancies](#) available at all facilities. I invite you to share them with your friends and colleagues to help grow and be part of the best team at CKW.



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. Each KPA consists of an executive sponsor and two co-leads. I wanted to hear from the other working groups what their dedicated KPA means to them and why they are passionate about it.

KPA 2 - Increasing access to healthcare services: Executive Sponsor Narika Symes, co-leads Constance Gray and Emma Bushby.



Narika Symes, Director Clinical Governance:

When I first came to CKW, one of the first things I did was seek to join the Reconciliation Action Plan Working Group. I see it as both my personal and professional responsibility to be part of CKW's Health Equity journey and I was honoured to become the Executive Sponsor for KPA2, Improving Access to Care.

As an organisation, we need to understand and break down the barriers that our Aboriginal and Torres Strait Islander community face accessing care in our facilities. Be it barriers like communication, technology, language, transport or referral processes. We can support our community by listening, problem solving, leaning in, building partnerships and providing coordinated care that is flexible and not a 'one size fits all' model. It is also important that when our community are in our health service, we provide them with a safe, welcoming environment that is culturally responsive to their needs to encourage continued engagement.

Constance Gray, Assistant DON Ambulatory Care & Education:

Ultimately, my passion for KPA 2 Increasing Access to Care Aboriginal and Torres Strait Islander arises from a deep-seated belief in fairness, equality and the inherent right of all people to good health. Living in Queensland, I have worked in many places where these issues are particularly relevant and where my advocacy and support contributed to meaningful change. I see this as an essential starting point towards supporting the whole community to have the opportunity to live healthy and fulfilling lives and see improving access to care as a crucial step towards achieving this vision.



Emma Bushby, Nurse Navigator Aboriginal & Torres Strait Islander Health:



KPA 2 increasing access to care is important to me because I have listened to stories from elders who were at times unable to access care. Having an understanding that with generational trauma, many Aboriginal and Torres Strait Islander people are scared or have a deep-seated mistrust of the health system. For me, creating a warm caring environment or teaching patients how to attend via Telehealth or more will help increase attendance.



Have Your Say Survey



It's less than three 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 once the results are released.

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 and a 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.

Click [here](#) to read the Have Your Say Survey FAQs.



ieMR Program
Caboolture and Kilcoy Hospitals
7 May 2025

ieMR Go-Live

Days Hours Minutes
12:20:47

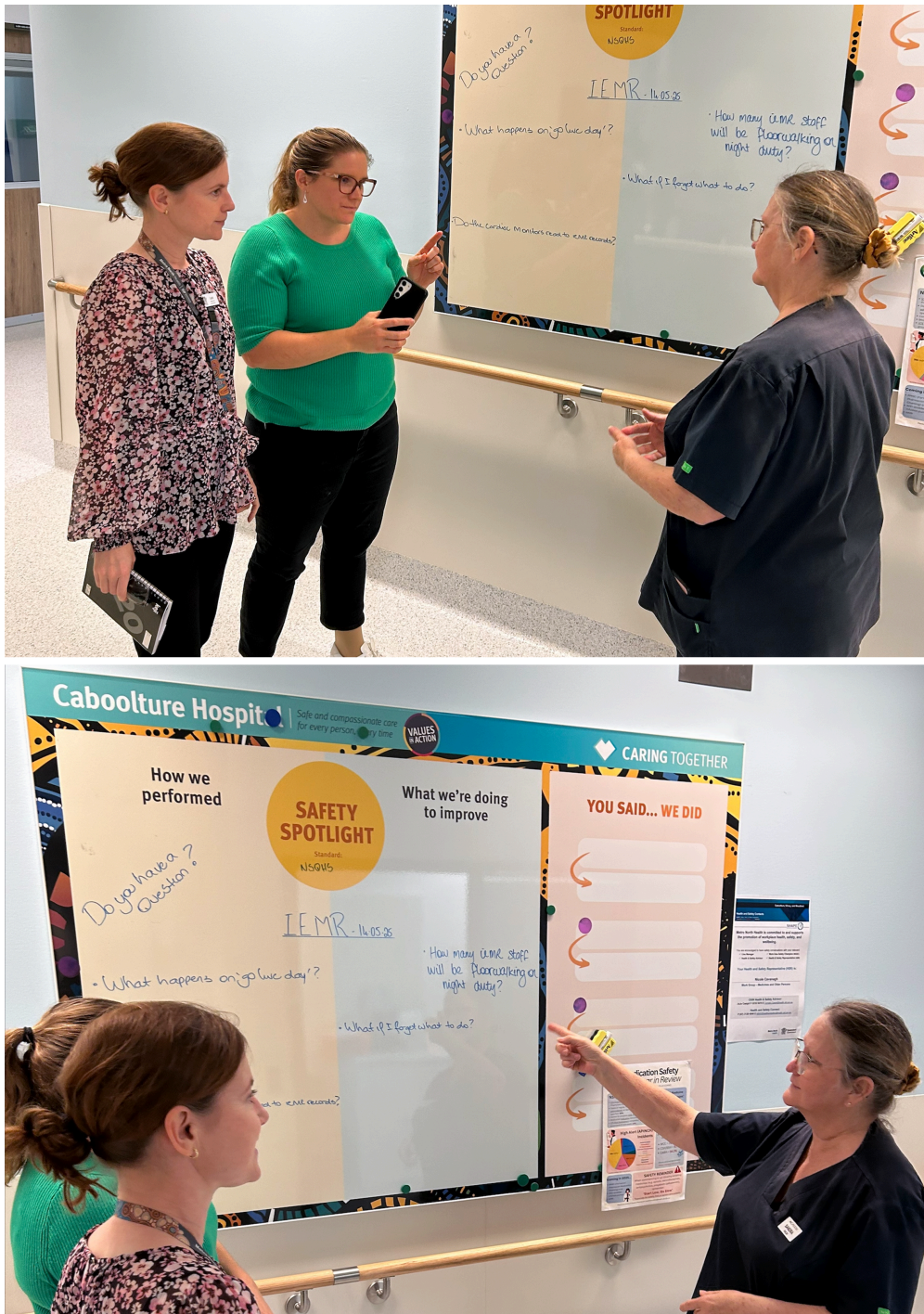
TWO WEEKS TO GO UNTIL GO-LIVE!

We are now **less than two weeks** away from ieMR go-live.

On day one of go-live - Wednesday 7 May - the first of our services at Caboolture Hospital will

switch over to documenting in the digital patient record, with the rest of the hospital going live in a staggered manner over the course of the following two weeks, as outlined in the [Caboolture and Kilcoy Hospitals ieMR Go-Live Sequence](#).

Our Executive Leadership Team has continued rounding across all areas of Caboolture Hospital throughout the week to check how staff are progressing as they get ready for go-live.



All outstanding ieMR staff training must be completed **as soon as possible**.

Please speak to your line manager as a priority if you are unsure of your training completion status, need to be booked in for instructor-led classroom training or are struggling to find time to complete training. It is essential ieMR training is completed prior to go-live on Wednesday, 7 May 2025.

Once you have completed training, online practice activities are [available here](#). Ask your line manager for training login details and instructions on how to access the practice activities.

From Monday, 28 April until Friday, 2 May 2025 between 7:00am and 3:00pm, our ieMR Project colleagues will be stationed in the foyer between the Caboolture Hospital Main Building and Clinical Services Building to help you setup your Rapid Access Workstation Service (RAWS)

access.

RAWS enables you to log in to the ieMR on your workstation with just a tap of your ID card (rather than manually typing in your login credentials) and will make your life much easier once we have gone live.

For anyone who may not have the chance to visit the team – [please click here for instructions on how to set up RAWS access yourself](#).

As always, when using your RAWS access to log in to the ieMR, it is important you remember also to log out of the system when walking away from your workstation-on-wheels (WoW) or computer.

Reflection

As we head into our second of three long weekends, I feel like I have tried to fit five days of work and life into three. The week has been very busy here at CKW over these few days and continues to be.

It is certainly a time of reflection as Anzac Day approaches to remember those who gave their lives, time and health to ensure that we live in the freedom we do now. I am eternally grateful to my relatives and more broadly the Anzacs that fought and continue to serve to protect us. I really encourage you all to take some time to quietly reflect on this and take some time to refresh.

It is always great to be out and about and to see people at orientation and staff forums which we have had over the last couple of weeks. When we have as much demand as we do from the community at present, we at times have to make fast decisions, change our processes and work differently without time to fully consult with all stakeholders.

We do want to engage people and hear ideas as much as possible and we do our best to keep you all abreast. In order to ensure we achieve this, I ask you all to send questions, ideas or thoughts at any time to [ASK KARLENE](#). Further, I encourage you and your teams to read this weekly message and the other weekly CKW notices sent out, attend staff forums and of course chat to us when you see us.

You are the greatest asset we have and the CKW Executive team wish to **thank you all** for all your energy, kindness and time that you contribute to CKW, Metro North and our community.

Quote of the day

*"The goal is not to be perfect by the end. The goal is to be better tomorrow."
Simon Sinek*



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

EMAIL ASK KARLENE



Kind regards,

Karlene Willcocks

Executive Director,

