



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.

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

ieMR Go-Live  
Days Hours Minutes  
**04:21:57**

**THIS IS NEXT WEDNESDAY!**  
**DO YOU KNOW WHAT DAY YOUR AREA AND THOSE THAT AFFECT YOU GO-LIVE?**  
**SEQUENCING AVAILABLE IN ieMR SECTION BELOW.**

Kia Ora CKW team,

It's an exciting time at CKW as we head into the last of a series of long weekends and prepare for one of the most significant changes many of us will experience in our careers - the implementation of ieMR on Wednesday 7 May. This transformation will streamline how we deliver our patient care, moving away from fragmented paper processes to a fully integrated, centralised system.

For me, this week began with orientation and it's always a pleasure to welcome new team members to our CKW community. We were also pleased to host a visit from the Deputy Director-General Dr Tanya Kelly, which coincided with a busy week of ieMR dress rehearsals and downtime response simulations. Our Incident Management Team and Senior Leadership teams have been actively preparing for any potential disruptions to the ieMR system, ensuring we're ready to respond quickly and effectively to support the clinical care to patients even in disruptions.

It is essential that you stay alert to ieMR communications and take action if you notice system slowness or issues. Anything that can't be resolved by a floorwalker can be escalated by calling the **24/7 Caboolture Hospital Digital Command Centre** on **1800 921 342**.

This week at CKW, we experienced higher demand than usual, leading to a Tier 3 on Monday and Tuesday due to capacity in ED and in the hospital. Over the past few months, we have seen a surge in demand with presentations of up to 236 patients through ED, and regular days of around 200. Year-to-date, we've experienced an approximate 3% growth in emergency department presentations. This has been associated with around an 11% increase in medical admissions. Obviously, this has meant that there is extreme pressure on all areas of our system and meant accommodating patients in areas that are not routinely inpatient areas. We are in the

background working towards options to improve our inpatient capacity to manage our current demand.

A huge thanks to all our teams and team members who have gone above and beyond to provide the best care to our community members who needed our support.

## **Administrative Professionals' Day**

Today is Administrative Professionals' Day! I would like to extend my heartfelt gratitude to all of our incredible administrative professionals. Your dedication, attention to detail, and unwavering support are the backbone of our organisation. Today, we celebrate the vital role you play in keeping everything running smoothly. Thank you for your hard work, professionalism, and the positive energy you bring to the team every day.

The administrative professionals encompass a wide range of roles at CKW, from ward clerks, support officers, correspondence and complaints, emergency management, policy, risk, data, bookings, training, projects, and executive roles. You all truly rock!

Thank you to everyone who came down to the Education Centre to celebrate Administrative Professionals' Day with some cake!

(We may have overordered on the cakes, so there will be a bit more for the team today. Enjoy it, it is so well deserved.)



## **OUR CKW HEALTHCARE HEROES**

With it being Administrative Professionals' Day, I thought it would be great to focus on this amazing team who are at the front door of our hospital.

Wendy, Ava and Sarah are part of the reception team and are the first port of call for many patients and visiting family members. The team have a wide range of responsibilities such as checking in patients for theatre procedure lists, handling enquiries, petty cash, taxi vouchers and car parking, car fleet coordination and more.

They have watched some interesting situations unfold from where they sit, including a few surprise car births in the loading area at the front of the hospital. This is why they now keep a 'birth bundle' behind the desk for any nearby medical staff to quickly access if this situation should arise again.



Wendy has been with us for 19 years, Ava 2 years and Sarah is fairly new to the team. They all usher the same sentiment; they love that they get to meet so many different people on the frontline and every day is different and unique. They all love coming to work and that shows in their smiling faces.

### Viv Bennett - Ward 3A Support Officer

In the midst of all the celebration, we also said goodbye and thank you to a long serving administration team member, Viv Bennett Ward 3A support

officer, as she embarks on her retirement.



Your determination and love for a challenge have inspired so many of us. Your unwavering commitment to excellence and your willingness to tackle anything head-on have left an indelible mark on this workplace. Whether guiding your colleagues with your expertise or navigating challenges with grace, you've been a pillar of strength and a role model to all. Thank you, Viv, we wish you all the happiness and fulfillment in your retirement journey.

Leanne Cunningham and Tahnee Shaxson joined forces to write Viv a beautiful poem to capture her journey and career with Queensland Health and Caboolture Hospital. Click [here](#) to read.

## What's On - May

# MAY

# '25

### WHAT'S ON

- ★ CYSTIC FIBROSIS AWARENESS MONTH
- ★ DOMESTIC AND FAMILY VIOLENCE PREVENTION MONTH
- ★ NATIONAL PALLIATIVE CARE WEEK 19 MAY - 25 MAY
- ★ NATIONAL VOLUNTEER WEEK 19 MAY - 25 MAY
- ★ RECONCILIATION WEEK 27 MAY - 3 JUNE

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- ★ FRIDAY 2 MAY - ADMINISTRATIVE PROFESSIONALS DAY
- ★ MONDAY 5 MAY - INTERNATIONAL MIDWIVES DAY
- ★ MONDAY 5 MAY - LABOUR DAY PUBLIC HOLIDAY
- ★ MONDAY 12 MAY - INTERNATIONAL NURSES DAY
- ★ MONDAY 26 MAY - NATIONAL SORRY DAY
- ★ FRIDAY 31 MAY - WORLD MS DAY

### CKW EVENTS

- IEMR GO LIVE - WEDNESDAY 7 MAY
- HAVE YOUR SAY SURVEY - 12-30 MAY
- CKW NURSING & MIDWIFERY AWARDS - THURSDAY 22 MAY
- KILCOY HOSPITAL FETE - SATURDAY 24 MAY
- NATIONAL VOLUNTEER WEEK MORNING TEA 19-23 MAY
- RECONCILIATION EVENT - TUESDAY 27 MAY



## 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. This week, JoJo Casipit from Health and Safety Services has chosen **TEAMWORK**.



*I chose Teamwork because I value collaboration and working collectively towards a shared goal.*

*Teamwork is very important in my role as Health and Safety Advisor and in achieving a safe work environment for our workers. A team approach to finding solutions to health and safety concerns/issues where everyone's suggestions are heard, is the most effective way of addressing health and safety concerns.*

*A team that respects and values the unique skills and contributions of each member is most likely to achieve better health and safety outcomes.*

## Grand Rounds

The Aboriginal and Torres Strait Islander Health Services Team presented at the Grand Rounds on Thursday – “*How We Do Our Business*”. Members of the team were introduced, Eileen Moore Nurse Navigator Caboolture Satellite, Belinda Jackson Senior Health Worker Bribie Island Satellite, Chris Ewin Community Engagement Officer Bribie Island Satellite, Thomas Casey Community Engagement Officer Caboolture Satellite and Janita Adams Cultural Capability Officer CKW.

Information was provided about what the Aboriginal and Torres Strait Islander Health Services team do in their roles on a day-to-day basis across the hospital, satellite health centres and Ngarrama. The teams' focus is providing services for Aboriginal and Torres Strait Islander patients, consumers and their families when they have contact with our services – working across primary health, community engagement, management in workforce, strategic and operational environments. Click [here](#) to see the PowerPoint presentation.

## Key appointments and recruitment

I am pleased to announce the permanent recruitment of 24/7 Clinical Nurse Consultants (CNCs) into the Emergency Department - a significant milestone that has been long waited for the emergency department team.

These 24/7 positions have been established to strengthen the clinical leadership and operational governance within the department. The CNCs will play a pivotal role in supporting staff,

enhancing patient outcomes and experience, leading quality improvement initiatives, and driving clinical and operational excellence. Their presence across all shifts ensures consistent senior clinical oversight and fosters a collaborative and supportive environment for our team.

Please join me in extending our warmest congratulations to the successful five candidates:

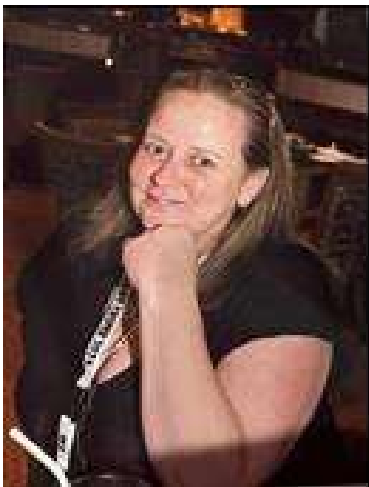


**Lucy Westerhuis**

Lucy is a dual trained Registered Nurse and Midwife with a Graduate Certificate in Emergency Nursing. After studying a dual degree at the University of Queensland, Lucy completed a rural graduate year in her hometown of Dalby before heading Northwest to Mount Isa where she worked as a Registered Midwife and transitioned into Emergency Nursing. Lucy commenced in the Caboolture Emergency Department in 2018 where she progressed to Clinical Nurse and Clinical Facilitator. In 2022, Lucy was offered the opportunity to work in aeromedical retrievals as a Flight Nurse for the Royal Flying Doctors in Adelaide. Family life recently brought Lucy back to Brisbane and she is excited to be rejoining the team as a Clinical Nurse Consultant.

**Theresa Pricor**

Theresa has been an emergency nurse for over 16 years and has worked in tertiary adult and paediatric Emergency Departments across Metro South and Melbourne. Theresa holds a Master's degree and is passionate about emergency nursing and looks forward to sharing her experiences with our team.



**Billie-Jo (BJ) Kielly**

BJ completed her graduate year in a general medical ward, while also working casually in aged care. BJ has worked in Caboolture Emergency Department for the last 12 years and is currently formalising these years of experience through completion of a Graduate Certificate in Emergency Nursing. Throughout her time in ED, she has seen a lot of transition from the old department to the new, and witnessed the growth of the team, the department, and the community. BJ's future career aspirations are to transition to a Nurse Practitioner role within the Emergency Department.

**Krystal White**

Krystal is a dual trained Registered Nurse and Paramedic. Krystal has worked in healthcare for 12+ years with motherhood sprinkled in the mix. Krystal has learned through grit and grace and is passionate about empowering others to exceed their own potential through leadership and education. Krystal looks forward to being a part of the CNC team to help drive the Emergency Department towards being a strong, supported, and high performing team.



**Jaid Ackerman (current CNC)**

Jaid began his career as an Army medic, serving 20 years with multiple overseas deployments. Transitioning to nursing in 2012, Jaid worked in emergency departments in Townsville and Caboolture. Jaid holds a Graduate Certificate in Emergency Nursing and recently completed his Master's degree. Jaid is passionate about developing nurses to achieve competence in emergency nursing, ensuring safe practice, and enhancing the patient journey.



## Virtual Courageous Conversations: The Experience

Metro North Health is committed to creating an environment free of racism and discrimination.

As part of our [Metro North Health Equity Strategy 2022-2025](#), we have invested in the delivery of Virtual Courageous Conversations: The Experience™ training for our staff to explore unconscious bias and various forms of racism.

This training is timely with the upcoming launch of our Anti-racism campaign later this year. Metro North Health has zero tolerance towards racial discrimination within our hospitals and health services. All employees have a personal responsibility and duty of care to eliminate racial discrimination and institutional racism and addressing unconscious bias towards Aboriginal and Torres Strait Islander peoples.

I encourage staff to participate in the sessions available, all you need to do is search via [Talent Management System \(TMS\)](#) 'Virtual Courageous Conversation: The Experience' to enrol in an upcoming class.





## Have Your Say Survey



Team: **Aboriginal and Torres Strait Islander Health Services**

You **told** us that:

- There is not a strong sense of success and achievement.
- Workloads are not fair and equitable.
- There is not clear communication about things that affect you.

We **interpreted** this to mean that the team's achievements are not always celebrated and recognised, and communication within the team and with the hospital leadership was not clear and ideal.

We **have**:

- The team's achievements have been recognised, when we were awarded the "Improving First Nations Health" award at the Staff Excellence Award in 2023.
- Staff have received individual awards – Janita Adams Values in Action – Respect Award in 2024 and Staff Shout Out for February 2025, Thomas Casey and Chris Ewin for Teamwork Award in 2025.
- Recognition for the first Aboriginal & Torres Strait Islander staff to participate in the Opportunistic Bowel Screening Program.
- The team's events and training get featured in the CKW ED newsletter.
- Increased the Aboriginal and Torres Strait Islander Services FTE to best support our mob.
- To improve communication between everybody in the team.
- We commenced a daily morning huddle as a team.
- Bi-monthly yarning circles with the hospital executive.



# ieMR Program

**Caboolture and Kilcoy Hospitals**  
7 May 2025

## ieMR Go-Live

Days	Hours	Minutes
04	21	57

## Caboolture and Kilcoy Hospitals ieMR Project Update

Caboolture and Kilcoy Hospital's integrated electronic Medical Record (ieMR) go-live is just **five days** away!

As part of our final preparation activities, we welcomed eHealth Queensland Deputy Director-General Dr Tanya Kelly on Tuesday to assess our readiness for ieMR go-live.



Dr Kelly spent time in various clinical areas of Caboolture Hospital, including the Emergency Department, Palliative Care Unit, Perioperative Unit, and the Maternity Ward. Thank you to everyone who welcomed our eHealth Queensland visitors into your work area, and for sharing how you're feeling about ieMR go-live.

In her debrief with our Senior Leadership Team, Dr Kelly thanked everyone at Caboolture for their collaborative work and noted how ready and excited those she met were for the upcoming change. Dr Kelly advised that she and the eHealth team are confident we are ready for Caboolture and Kilcoy Hospitals' ieMR go-live next week.



With less than a week to go, I'd like to remind staff that you will have access to plenty of support during go-live. If you require assistance at any point, please reach out to your area's ieMR Project Floorwalker (identifiable by their blue vests) for at-the-elbow support.

Please make sure you know when your area goes live, and also when the areas that may affect you go live. I am hoping you all have the go-live sequencing printed and available, but I have also linked it [here](#) for your viewing.

Anything that can't be resolved by a Floorwalker can be escalated by calling the 24/7 Caboolture Hospital Digital Command Centre on **1800 921 342**.



Once again, I'd like to thank you all for your ongoing commitment to this significant change. If you have any questions or concerns regarding ieMR go-live, please speak with your line manager.

## Reflection

With the implementation of ieMR just around the corner, it is important to remember the positive side of “nerves” or “wariness”. During hospital tours with Dr Kelly and in executive rounding, it has been great to feel the overwhelming positivity around the sites. Though a number of people voiced some trepidation, fear, and concern, largely of the unknown. This too is important and positive for me, as if we were not worried at all, I would be very concerned!

For those of us who have not been through an ieMR roll out previously, this is one of the biggest changes we will see in our careers. For those of us who are not IT savvy, it is an even more daunting process, however, we have done all the preparation and training, and we have loads of support around, so I am feeling very excited to now get on with it...BRING IT ON!

I hope that as we have another long weekend ahead, that we can all get a little downtime. For those of you working over the weekend, I hope that it is a calm and pleasant weekend across the sites.

However, the one thing I know about our CKW team is that we are kind, we look after each other, and we rise to the challenge. This will no doubt be another one of those times we see you all shine.

Please take the time today to thank your administration colleagues, they truly are a special bunch whom we could not do without!



## Quote of the day

*"If the challenge we face does not scare us, then it is probably not that important."*

*Tim Ferris*

# 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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