



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,

This week marks a major milestone for Caboolture Hospital as we officially went live with ieMR on Wednesday. This transformation moves us from fragmented paper-based systems to a streamlined, centralised digital platform - improving how we deliver patient care across the board.

The general feel while walking around speaking with you all, was a sense of excitement and this was so amazing to see. While it is still early days, I ask you to stay patient and lean in and work with each other during these times, while we adjust to a new way of working. A big thank you to all of you, the ieMR project team and the executive leadership team on such a huge digital transformation.

Please 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**. To remind yourself of the go-live sequencing, click [here](#).

### **Identifying a digital patient when your area is on paper**

With the sequenced ieMR go-live of different clinical areas across Caboolture Hospital, some areas of the hospital will be using the ieMR, while other areas will continue to use existing paper-based workflows until their ieMR go-live occurs. This necessitates the use of temporary hybrid workflows until all areas of the hospital have gone live.

**Remember - you are digital when the patient in front of you is digital.** [Please click here](#) for advice on how to identify when your patients are on a digital record.

Nurses receiving a digital patient should contact the Clinical Huddle Lead on 0407 662 435 to request a floorwalker, if assistance is required.

Further, general advice on how to navigate hybrid paper/digital workflows during ieMR go-live can be viewed by [clicking here](#).



## Future vision

At CKW, we remain focused on building a stronger, more responsive health service for our community. As many of you will have read in prior messages, we are seeing increasing demand from our community with an approximate 3% increase in presentations through ED, and an associated 11% increase in medical admissions. This year, we have also seen an increase in the number of surgeries we are performing. With all this increasing demand, we are also seeing pressures for all of our beds and services. I thought it was important to keep you all up to date with some of the strategies we are working on in the background.

We continue to focus on best patient care in regards to our patient’s length of stay and getting them home as early as possible. It is well-documented in evidence that the longer you stay in hospital the higher the risk of complications. With this in mind, we are still seeing significant bed pressures and are working on how we might open another **inpatient area, possibly 4A**, rather than having extra beds open across multiple areas. This would not only provide a built inpatient environment, but also cohort the patients in one area, allowing our teams to work with the patients more efficiently.

We also have an increased demand for emergency surgery, and we are working to confirm funding for additional **emergency theatre** sessions. We are also looking at implementing sessions for services we currently do not offer, such as respiratory diagnostics, despite the large cohort of lung cancer patients in our catchment.

Alongside all of this this, we are working with Metro North and the Surgical Stream to plan the introduction of an **orthopaedic service** to the CKW clinical directorate. The first steps of this will be to introduce a fracture clinic for our community.

While none of these strategies are confirmed as yet, I do want our CKW team to be aware of what we are working on to help manage this demand, and also hear any thoughts you have. As we receive confirmation and approvals, we will more consult more broadly with key stakeholders. If you have any thoughts or ideas on other ways we can improve patient flow or manage clinical demand, please send them through to [ASK KARLENE.](#)

## International Day of the Midwife



Monday 5 May was International Day of the Midwife. To our midwives across CKW, thank you. You are at the heart of our maternity services, supporting women and families through some of life's most profound and life-changing experiences. From the first antenatal visit to labour, birth, and beyond, you bring skill, empathy, and calm to moments of great joy, and at times, great challenge.

Monday May 5, 2025 | The Courier-Mail

## Midwife delivers at work

Joseph Humphreys

A Queensland midwife has found herself on the other side of the equation, giving birth recently – and Hayley Flatley has no hesitation in electing to have baby son Kit under the care of her team at Caboolture Hospital's Midwifery Group Practice. "It's a special place to work and everyone looks out for each other. It's so comfortable, it was almost like having a home birth," she said. "People would often ask me if I thought it would be strange having my colleagues seeing me giving birth, but I felt so safe and cared for, it wasn't any... embarrassment." Kit was born on April 14, weighing 4.5kg, almost exactly a year after Mr Flatley's father died from brain cancer. Kit's middle name is Glady, in honour of his grandfather. Monday is International Day of the Midwife, recognising the vital role midwives play. "Being a parent and seeing things from the other side was strange, but... also comforting to know how much support and care you can have," the new mum said. Mr Flatley chose her midwife and friend Mikaela Holliday to be there for the special moment. "It was a phenomenal experience to care for (her) and help deliver her baby boy," Mr Holliday said.



Caboolture Hospital midwife Hayley Flatley at home with her three-week-old son Kit for International Day of the Midwife. Picture: Tara Cronin

Midwifery is more than a profession - it is a calling. It requires not only clinical excellence but emotional strength, deep humanity, and a profound respect for the journey of every woman and baby you care for. Whether you are working in the birthing suite, clinics, community, or supporting families postnatally, your impact is felt every day and long remembered by the people you serve.

In case you missed it, our very own Caboolture Hospital midwife, Hayley Flatley, featured in The [Courier Mail](#) on Monday. Hayley delivered her beautiful son Kit, here at Caboolture and talks about her great experience. Hayley unfortunately lost her father to brain cancer almost a year ago prior to the birth of Kit Stuey, whose middle name is a tribute to Hayley's late father.

## OUR CKW HEALTHCARE HEROES

### Staff Profile: Paula Oldknow



This week's CKW healthcare hero is Paula Oldknow, who is the clinical midwife for Caboolture Young Mothers for Young Women (CYMYW). Paula qualified as a direct entry midwife in the United Kingdom in May 2000. She has been practicing for 25 years, within the United Kingdom, lead maternity carer in New Zealand with the last 15yrs in Australia.

"It had always been my childhood dream to care for women and their babies, and this has been my driving force ever since," Paula said.

"I believe strongly in the body's innate ability to birth your baby naturally and safely."

Paula is the clinical midwife for Caboolture Young Mothers for Young Women who assists young, pregnant and parenting women, 20 years and under, along with their children and families. CYMYW works in partnership with Caboolture Hospital

in the provision of integrated support. The team incorporates peer and professional support to assist young pregnant and parenting women in practical ways, allowing them to participate socially and economically within their community.

"The most rewarding aspect of my role is getting to witness the miracle of life! It is a privilege to support parents through this transformative experience," Paula said.



"This fulfills my passion is to provide holistic approach to midwifery, empowering women to nurture not only the physical changes to their bodies but also look after the emotional and spiritual wellbeing."

Paula's advice to anyone who would like to be a midwife is to just go for it because it's an amazing job. She also asks us to remember that every birth is a unique experience that we get the privilege to be a small part of.

## Another reminder about car parking

We are part of this community and as health professionals, we are leaders in this community – whether we live here or come to work here, this comes with a strong responsibility to be respectful.

We have again received communication from Central Lakes Shopping Village regarding our staff parking in their car park. They have pointed out that they are receiving complaints from customers and their tenants and there is also a fair amount of commentary on social media complaining about our staff parking there.

Please note – the Central Lakes Shopping Village car park is for the use of customers of the shops only! I again ask you all to park respectfully.

The City of Moreton Bay and Central Lakes Village are looking at how to manage parking and this may lead to not only cost but inconvenience if your car is clamped, towed or you are ticketed.

## Animals in healthcare facilities



I want to take a moment to clarify our responsibilities and expectations regarding service/assistance dogs at all of our facilities, following recent feedback from a visitor.

Service dogs **are** permitted in our facility, provided they are not in **procedural areas e.g. theatre**. These animals can play a critical role in supporting individuals with disabilities and their access is protected under the [Disability Discrimination Act 1992](#).

Queensland Health's official policy on service animals can be accessed below: [Animals in Healthcare Facilities 005270](#).

Please take note of the following key points:

- We **must not** ask anyone to disclose their disability. Doing so is a breach of both federal legislation and basic patient dignity.
- If an animal is identified as a service or assistance dog, and is

behaving appropriately, **we are to allow access** unless the clinical area is specifically excluded (e.g. identified procedural areas such as theatre).

- Do not touch a service animal without asking permission. (I know many of us adore animals, but it is important to understand these animals are working and their owners must advise what you can do).
- If the patient or family member is present in your clinical area, please ensure that handover includes the service animal. We do not want to surprise our staff and we also understand some people are scared of dogs, so it is important we look after the safety of our staff and other patients who have these fears.
- Staff must always introduce themselves and be respectful in any communications, particularly when someone is in a vulnerable situation or seeking care for themselves or a loved one.
- If clarification is ever needed, please escalate discreetly to the NUM or hospital coordinator after hours/weekends. Do not engage in questioning the person directly about their eligibility or medical background regarding the service dog.



Thank you for your understanding and for continuing to uphold the values of Metro North and the CKW Directorate.

## 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

- ★ 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

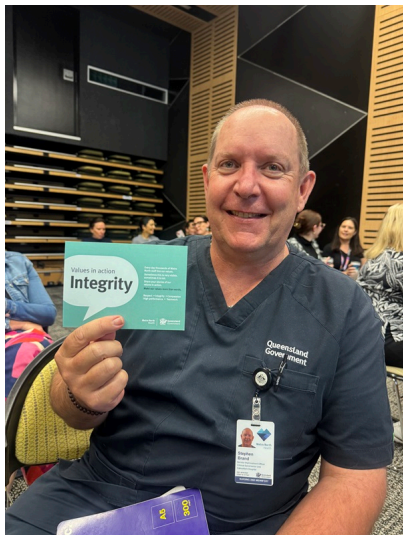
### CKW EVENTS

- 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, Stephen Brand from the Clinical Governance Unit has chosen **INTEGRITY**.



*I am always drawn to integrity and being honest and sincere to my colleagues across CKW within my professional capacity as a nurse and as a Safety and Quality Leader. I put other people first and always try and meet their needs in a professional, collegiate and empathic manner. I continually strive to build trust through my honesty and professionalism.*

## Capacity Expansion Program Update

Recently the Minister for Health released the [Queensland Government Capacity Expansion Program \(CEP\) Independent Review Report](#). The purpose of the Independent Review was to examine the planning and delivery of Queensland Health's major hospital projects announced in 2022. For Metro North Health, the report highlights opportunities and specific recommendations for the Redcliffe Hospital Expansion, The Prince Charles Hospital Expansion and the Queensland Cancer Centre.

The report highlighted:

- the importance of working with HHSs including effective engagement with staff and clinicians
- the need for better planning to ensure delivery of contemporary priorities,
- the need to refresh designs to ensure they meet clinical priorities that match service need.

While the finer details for each project are yet to be worked through, the Queensland Government has announced its Hospital Rescue Plan and again reaffirmed its commitment to the delivery of these projects, and accepted the recommendations for each Metro North Health project, which are detailed in the [Report](#) (Recommendations 21-23).

This is a positive step for Metro North in putting these important projects back on track. We acknowledge the work and time that will be involved in the redesign and replanning of the projects and thank everyone for their ongoing contributions to this process. The success of these projects will ensure we can continue to meet the changing health needs of our patient community moving forward.

## May Disability Awareness Webinar

This month's disability awareness webinar is focusing on adolescent to adult healthcare transition.

Three panel members are locked in and include:

- Sam Horgan – Transition Nurse Navigator, CHQ
- Sera Williams – Nurse Navigator, SCHHS
- Breanna Medcalfe – student, equestrian, and health consumer

The transition from adolescent to adult healthcare may seem like a niche topic, however it is a significant challenge across our services. As our patients age into our adult services and often away from specialist paediatric services, adolescent and young adult patients can find this a very challenging and confronting transition. Adult clinicians also often find our services not well set up to manage this very important group of patients. I encourage you to watch these webinars and share the learnings with your colleagues.

Here at CKW, we are keen to improve our service for adolescent patients, Dr Emma Donaldson has a passion in this area and has recently established adolescent clinics to support the transition of patients from paediatric to adult care.

If you have any ideas on other strategies we can implement, please send them through to [ASK KARLENE](#).

## Queensland Health Disability Awareness Training – May 2025

*An inclusive and disability-confident workforce is key to improving the health outcomes of Queenslanders.*

### Transitioning from Adolescence to Adulthood in Healthcare

Adolescence is a time of transition, and young people with disability and their families are navigating significant changes across all aspects of life. Supporting transition from adolescent to adult health care is a shared responsibility across the health system, and we can all play a part.

*Join us in an expert panel discussion as we unpack the issues, challenges, and opportunities of transition from both clinical and consumer perspectives.*

**When:** Wednesday 21 May at 12noon

**Where:** [Register via Microsoft Teams](#)

**More information:** [QHEPS](#)

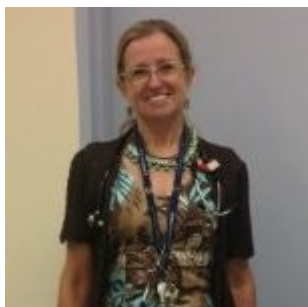
Date	Topic
19 March	<a href="#">Implementing Julian's Key Health Passport</a>
16 April	<a href="#">Making adjustments to meet peoples' needs</a>
21 May	<a href="#">Supporting transitions: adolescent to adult care</a>
18 June	<a href="#">Conscious and unconscious bias</a>
16 July	<a href="#">Delivering culturally safe healthcare</a>
20 August	<a href="#">Authentic co-design</a>
17 September	<a href="#">Restraint and restrictive practices</a>
15 October	<a href="#">Supported decision making</a>
19 November	<a href="#">Disaster season preparedness</a>
Disability Action Week: 22 November to 1 December 2025	

SEE ME. HEAR ME. RESPECT ME.

IMPROVING HEALTHCARE  
FOR PEOPLE WITH DISABILITY

## Key appointments and recruitment

### Dr Lisa Kane - Director of Paediatrics



Congratulations to Dr Lisa Kane who has been appointed as the permanent Director of Paediatrics. Lisa has been acting in the role this year and has been a long-time member of the paediatric team here at CKW. Lisa will also be well-known to many as the Chair of the Clinical/Staff Council.

### Carly Bland - NUM 4C/CCU

Carly is approaching her 25<sup>th</sup> year of nursing this year and has spent most of her time in the



areas of emergency and cardiac nursing. Carly is very excited about the opportunity to work as the Acting Nurse Unit Manager in 4C and CCU for the next few months and is looking forward to the months ahead.

We have a number of key roles advertised currently, these include:

- GP opportunities: rural and remote
- Nurse practitioner diabetes
- Nurse Navigator Aboriginal and Torres Strait Islander Health
- Nursing, midwifery, patient support and security officer

Go to [Smartjobs](#) to see more.

We need great people to work in our team, so please encourage your network of colleagues and friends to apply. If you know great people who want to work for us but are unable to see the job link, please encourage them to reach out to the line managers directly. We are always looking for staff with great skills and a keenness to work with us!



## Meaning of Yarning Circle

You might have seen the term Yarning Circle or yarning table a lot in my message. I asked the Aboriginal and Torres Strait Islander Health team to explain different cultural aspects to help us better understand what their team does and want to expect if you're ever invited to attend a yarning circle or yarning table.

**Yarning Circle** – a traditional practice for Aboriginal and Torres Strait Islander people to gather together, traditionally in a circle formation, to share stories, knowledge and experiences. A yarning circle helps to foster a safe and respectful space for community or people to share in a non-judgemental environment where participants feel comfortable in sharing their stories or information. Yarning is used to pass on cultural knowledge to build understanding and connections with others. Participants are encouraged to approach the circle in a mindful, caring way to foster empathy and respect. Yarning circles or tables are an important cultural aspect for Aboriginal and Torres Strait Islander people, providing space for traditional knowledge and community cohesion.



## Have Your Say Survey



The 2025 Have Your Say staff survey kicks off this coming Monday, 12 May and I ask all of you to make the time to give us feedback.

The survey will be open for three weeks, closing 30 May and this is your opportunity to let us know what is working well and where we could improve, both at a team, directorate, and Metro North-wide level.

The survey is administered by independent provider, Best Practice Australia (BPA) Analytics and you can rest assured **any feedback you give is completely anonymous**. You will be able to access the survey

from Monday via the link sent to your work email, QR codes on posters and on [QHEPS](#) – however, a survey hub will also be set up on three separate dates with tablets available for staff to complete the survey and People and Culture representatives to answer any questions.

### CKW survey hub details:

- **Thursday 15 May**, 11am – 2pm, CSB foyer
- **Wednesday 21 May**, Staff Council Day table
- **Monday 26 May**, 11am – 2pm, CSB foyer

All managers are urged to factor in time for each staff member during a shift to complete the survey.

We're committed to continuing the great work that has been done in response to previous Have Your Say surveys, and your feedback this year will help shape the next phase of improvements. Find out more on [QHEPS](#).

## World Ovarian Cancer Day



Yesterday, was World Ovarian Cancer Day. Ovarian cancer is the most lethal of female cancers with a five-year survival rate of 49% and a recurrence rate of up to 70% in three years. Ovarian Cancer is the overarching term for a number of cancer tumours of the ovaries. The issue with Ovarian Cancer is that while every female has a risk of this cancer, there are no screening tests, the symptoms are frequently confused with other illnesses which more often than not leads to late diagnosis.

This day is focused on raising awareness and fundraising to support research into this disease. To any of our staff experiencing ovarian cancer themselves or with their relatives or friends, I share my thoughts and strength with you.

## Reflection

Well, at the end of a BIG week, (that comes within our normal BUSY workload) of many highs and a few challenges, I reflect on the need for and importance of gratitude, kindness and effective and appropriate escalation. So here goes my morning run reflection:

1. Gratitude: We have had an overwhelmingly successful first week of the ieMR roll out and I want to thank each and every one of you and special thanks to the ieMR Project team. The focus, flexibility and enthusiasm of you all has been evident and so appreciated.
2. Kindness: We must be kind as we discuss issues. In order to be kind and respectful it is important to take a pause and breathe before having a challenging conversation – that may mean even under pressure stopping and asking how someone is prior to talking about your issue; or speaking in a safe place for all; or checking your own urgency against another's priorities.
3. Effective and appropriate escalation: if you are concerned about something, it is important to ensure you have escalated your concerns to the right person in a way they are understood and heard. This does not mean we will always see our concerns addressed in the way we would want, but it is important to ensure that the concerns are accurately heard. The key principals of escalation are that it occurs to the right person; at the right time, and that the problem is effectively and accurately communicated.

My two thoughts this week relating to this are:

- a. In healthcare, often in leadership positions we have to make quick decisions with the information provided. If you are ever concerned about those decisions, I ask you to speak to the person making the decision (courage is an important attribute to have as health professionals) and explain your concerns and work toward a solution.
- b. When rolling out big systems and processes in healthcare i.e. ieMR, there are always escalation pathways. In these times, there is often a lot of pressure on everyone in the system as these systems roll out and it is ideal that teams engage the experts and escalation people early when differences of opinions occur between individuals or teams and to ensure that we get the best outcome to avoid any further stress.

As I end the week, I want to again recognise the amazing work you all do and have done towards the ieMR roll out, but more broadly every day to manage our community's health care need.

Next week, we head into our big week of inpatient rollouts – on Monday theatres, surgical and

much of maternity will go live. Wednesday will see our ED go live, followed by our inpatient medical wards (the sequencing overview is available [here](#)). I hope those of you not working get some time to rest before next week so we can all bring our best energy with us.

#### Quote of the day

*"Remember there's no such thing as a small act of kindness. Every act creates a ripple with no logical end."*

Scott Adams



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

**EMAIL ASK KARLENE**



Kind regards,

**Karlene Willcocks**

Executive Director,



