



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 I want to take a moment to sincerely thank each and every one of you for your incredible resilience, flexibility, dedication and patience during what has been an exceptionally challenging week.

This week has seen us roll-out ieMR across theatre, emergency department, birth suite, intensive care unit, neonatal unit and our inpatient wards. This is a significant milestone in our digital transformation journey, and for many of us the largest practice change we will see in our careers.

Meanwhile, CKW has been on a Tier 3 due to capacity and demand pressures across our services. This Tier 3 has seen us open more areas than previously for overnight stays. As we have seen while on the ground, the clinical, social and multi-focused complexity is evident which makes the ieMR rollout and your positivity and focus even more remarkable.

Your professionalism and commitment ensured the implementation moved forward while continuing to provide safe, high-quality care under immense pressure. I know this has not been easy, and I deeply appreciate the way everyone pulled together to make it happen.

I also wanted to wish all our mother's a belated happy Mother's Day. This week I have had a number of conversations with our staff and patients who are mothers and we spoke of some of the challenges and juggling acts they were managing. Noting the size of our workforce, it would be remiss of me to let this day go unnoticed. It is important to celebrate the important that mothers and mother figures have in our lives and recognise their contribution to our society and the amazing job you all do juggling your families and your work.

International Nurses Day



On Monday we celebrated International Nurses Day, a time to recognise the incredible contribution of nurses across all our facilities - and around the world. This special day is held each year on 12 May, the birthday of Florence Nightingale, the founder of modern nursing.

Much like Florence, our nurses continue to lead with heart and purpose. Whether providing bedside care, supporting families, managing complex clinical needs or improving systems behind the scenes, your impact is powerful and far-reaching.

As part of the celebrations taking place for the nurses and midwives recently, the Metro North Nursing and Midwifery Awards took place last week. This was an opportunity to connect with colleagues and award some of the many outstanding achievements of the last year.

CKW had two winners, congratulations to:

AIN of the Year: Patricia Saia

EN of the Year: Megan Barnes

On behalf of the entire CKW leadership team, we extend our deepest thanks to all our nurses. You embody the values of excellence, resilience, and humanity that define our health service. Please take ensure you take a moment to reflect on your incredible contribution and to celebrate each other.

We will also be holding our own nursing and midwifery awards here at CKW on Thursday 29 May 9:30am - 10:30am in the auditorium.

National Palliative Care Week

For 30 years, National Palliative Care Week has been the nation's largest annual discussion about 'matters of life and death'. We continue to celebrate people, services and communities at the heart of palliative care in Queensland and across Australia. The theme this year is "What's your plan?"

This week, Ward 3C at Caboolture Hospital proudly celebrated National Palliative Care Week with a series of thoughtful and meaningful activities that honoured the importance of compassionate end-of-life care. The team created a warm and welcoming space for reflection, recognition and connection - with beautifully themed displays, staff morning teas and shared stories that all highlighted the vital role palliative care plays in supporting patients and families. A

heartfelt thank you to the 3C team for their dedication and for creating a space of dignity, comfort, and respect.



IDAHOBIT

IDAHOBIT

17 International Day Against Homophobia,
MAY Biphobia, Intersexism & Transphobia



May 17 marks the anniversary of a significant milestone in LGBTQIA+ history: the removal of homosexuality from the International Classification of Diseases in 1990. It's confronting to think that this change occurred only 35 years ago.

The International Day Against Homophobia, Biphobia, Interphobia and Transphobia (IDAHOBIT) was first celebrated in 2005. It is a day where LGBTQIA+ people and allies come together to celebrate the advancements and progress made in the fight against prejudice. We also raise awareness for the ongoing discrimination against the LGBTQIA+ community. There are some things you can do to create a supportive workplace: use inclusive language as the norm, educate yourself and your team on LGBTQIA+ terminology and issues, speak up when you

hear/witness non-inclusive behaviour and support days of significance for the LGBTQIA+ community such as IDAHOBIT. I encourage you to think about how you can be more inclusive in your work area and support equality for all!

It's time to Have Your Say

You're hopefully aware that the Have Your Say (HYS) staff survey kicked off this week and with BPA Analytics feeding us regular updates on participation rates, I'm pleased to share seven per cent of you have already completed the survey. Thank you.

I'd love to see a big increase in participation this coming week, so if you're a manager, please ensure each staff member has 30-minutes set aside to complete the survey.



For some friendly competition, we're sitting behind STARS and Community and Oral Health who are both more than nine percent participation – so let's aim to take the lead!

The survey is administered by BPA Analytics. You should have received a link to the [survey](#) from them via email on Monday. However, there are also posters with QR codes about the place, a link and more information on [QHEPS](#), as well as survey hubs popping up at facilities over the census period. Find the dates and locations [here](#).

Remember all responses are anonymous and your employee number is only needed to gain access to the survey and map you to the correct work unit. All links to your employee number are severed by BPA before they begin their analysis so that it can never become part of any reports.

[COMPLETE THE SURVEY NOW](#)

Kilcoy Fete - Saturday 24 May



The Kilcoy Hospital Auxiliary Association is celebrating 50 years of history, dedicating their time to the Kilcoy community and patients at the hospital. Lesley, here with Denise and 100-year-old Patroness Ida, has enjoyed her time as President for the last 14 years and is looking forward to next weekend's event.

"We have been working hard collating 50 years of history to share with the community on Saturday and are very much looking forward to a wonderful day," Denise said.

"I joined the Kilcoy Hospital Auxiliary in 1989 - it has been rewarding to be able to give back to the hospital that I was born in, I spent many of my childhood years there as a sickly asthmatic child and worked there for over 40 years."

The Kilcoy Hospital Fete is on Saturday 24 May with the Fete at the old nurses' quarters starting at 9am and the famous auction from 11:30am.

Compassionate Care Principle 5 - Good navigation and knowledge sharing

Effective navigation and knowledge sharing includes, but is not limited to, the orientation of patients on admission to healthcare environments as well as the way we exchange information, insights and expertise between healthcare professionals, patients and their families. Good navigation and knowledge sharing leads to better decision-making, higher-quality care and improved patient outcomes

Key strategies for fostering knowledge sharing include:

- Integrated electronic Medical Records (ieMR)
- Collaboration and multidisciplinary teams
- Patient education
- Real-Time communication tools
- Learning and development programs

Benefits of good navigation and knowledge sharing:

- Improved patient outcomes
- Increased patient satisfaction

- Reduced healthcare costs
- Stronger healthcare teams
- Equity in care

What's On - May

MAY

'25

WHAT'S ON

- ★ CYSTIC FIBROSIS AWARENESS MONTH
- ★ DOMESTIC AND FAMILY VIOLENCE PREVENTION MONTH
- ★ NATIONAL PALLIATIVE CARE WEEK 11 MAY - 17 MAY
- ★ NATIONAL VOLUNTEER WEEK 19 MAY - 25 MAY
- ★ RECONCILIATION WEEK 27 MAY - 3 JUNE

- ★ FRIDAY 2 MAY - ADMINISTRATIVE PROFESSIONALS DAY
- ★ MONDAY 5 MAY - INTERNATIONAL DAY OF THE MIDWIFE
- ★ 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 STAFF FORUM - THURSDAY 22 MAY
- KILCOY HOSPITAL FETE - SATURDAY 24 MAY
- NATIONAL VOLUNTEER WEEK MORNING TEA 19-23 MAY
- RECONCILIATION EVENT - TUESDAY 27 MAY
- CKW NURSING & MIDWIFERY AWARDS - THURSDAY 29 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, Kieren Bailey NUM of Minor Injury and Illness Clinic and Day Medical Treatment Unit at Bribie Island Satellite Health Centre has chosen **HIGH PERFORMANCE**.

I chose high performance because, as a Nurse Unit Manager, I believe our community deserves nothing less than our very best. High performance reflects a commitment to excellence, not just in outcomes, but in the everyday standards we set for ourselves and our teams.

To me, high performance is about consistently striving to improve, embracing accountability, and leading by example. It's about creating a culture where quality care, respectful teamwork, and clinical integrity are the norm.

I aim to model high performance by staying present, listening actively to my team, and ensuring we're always working toward better outcomes for our patients. Whether it's refining workflows, supporting staff development. I focus on making decisions that align with delivering safe, high-quality care for our community.



New appointments and recruitment

Natasha Willmetts - Nurse Unit Manager Woodford Corrections Health

Following a vigorous recruitment process, I am pleased to advise that Natasha Willmetts has been permanently appointed to the Nurse Unit Manager role for Woodford Corrections Health. Natasha has recently been acting in the role and doing a wonderful job, so we are pleased that she will remain in our team permanently.

Please join me in congratulating Natasha and welcoming her to the role.



Accurate Indigenous Identification

As part of our journey to improving health outcomes for Aboriginal and Torres Strait Islander people, it's important we are providing culturally safe and responsive care when members of this community present for care.

To ensure we are doing this, we must remember to ask every patient *"Are you of Aboriginal and/or Torres Strait Islander origin?"* during their healthcare journey.

We all have a role to play in understanding and applying the principles of asking the question. All patients should be given the opportunity to confirm and, where required update the information they have recorded with us.

For more information on the importance of asking every patient, you may wish to complete the [Accurate Indigenous Identification Training](#) module which contains tools and scenarios to assist staff. You can access the training face-to-face with a [Cultural Capability Officer](#) or on [TMS](#) by searching 'Indigenous Identification'. I encourage you to take some time to complete the training.

Staff Profile - Jessica Bell

Do you identify as Aboriginal and/or Torres Strait Islander: Yes, Aboriginal



Where is your Mob from: Cherbourg - Wakka Wakka people

Where did you work before joining CKW Aboriginal and Torres Strait Islander Health Services: I relocated from Darwin, Northern Territory, eight months ago and I was previously working with Family and Child Connect (FaCC) Caboolture as the First Nations Family Response Facilitator.

What is the name of your Role: Community Engagement Officer - Women's Business

Which site will you be working at: Bribie Satellite Health Service



Reflection

Well, what a week. I wanted to take a moment to reflect and share my appreciation.

I've been genuinely impressed by how everyone has come together to support one another during what has been a particularly challenging week. Your care for each other and willingness to step in where needed hasn't gone unnoticed.

Even in the challenging times, you have been willing to talk through the issues with me. Predominately we find a laugh, even a few tears, but you have still managed to engage with us to find a solution to keep things remaining safe.

I'm especially grateful for the flexibility you've all shown - it's made a real difference and speaks volumes about the strength of our team.

Thank you, you all rock!

Quote of the day

"Coming together is a beginning. Keeping together is progress. Working together is success."

Henry Ford



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
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