



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,

The ieMR roll-out continues with ward 3B/ACCU the final area at Caboolture Hospital to move to digital. Congratulations and thank you to everyone for your continued focus, professionalism and positivity as we continue to stabilise and embed the transition to the ieMR system.

Mental Health at Caboolture is transitioning currently and we are supporting as we can.

For CKW and Metro North, Kilcoy Hospital will transition next, in the week starting Monday 2 June – just one week away!

After that, we then have Woodford Corrections Health transitioning to PeMR, so we have a bit of a journey to go!

This is an amazing change process for our clinicians and administration teams. While the removal of paper systems brings some obvious benefits, the change period and adjustment may bring some understandable stress. The overall response from everyone has been positive and the system learnings are improving every day.

Please remember, support is always available. If you're feeling uncertain or need assistance, don't hesitate to reach out. The Caboolture Hospital Digital Command Centre is available 24/7 on **1800 921 342** for any issues that may arise.

Please also make sure that you enter any patient safety or staff incidents into **Riskman**– it is very important that we follow up any incidents to ensure we put processes in place to prevent future risk for other patients and staff.

Major change like this takes time and it's important not to take the challenges personally. What has stood out most through this process is the incredible resilience shown. It's been the best I've seen, particularly noting the significant demand we have also been managing. Let's keep supporting each other as we move forward. Please let us know if you have issues, concerns or ideas on how things could be done better, either through the Digital Command Centre, your manager or [Ask Karlene](#).

## **A reminder to drive safely on campus**

All staff, visitors, and contractors are reminded to drive cautiously and responsibly while on the Caboolture Hospital campus. We had an incident this week and are very lucky that a staff member was not more seriously injured.

Please ensure you:

- Adhere to all posted speed limits, road signs and directional signage.
- Come to a complete stop at all zebra crossings - pedestrian safety is our priority.
- Remain alert at all times, particularly in high foot-traffic areas and near building entrances.
- Stop immediately if there is an incident, hazard, or obstruction - do not proceed until it is safe to do so or you are directed by security or campus staff.

Your care and attention help keep our campus safe for everyone. Thank you for your cooperation.

## Thank you to our volunteers

This week is National Volunteers Week is a great opportunity to celebrate the power of volunteering to bring people together. This week we celebrated our volunteers with daily morning teas to ensure all volunteers got the chance to feel the love.

I want to personally thank all of our volunteers. They are an amazing group of 44 people who help us run our services much more smoothly with their help.

Without this group of amazing people, we would not be able to welcome our patients, staff and community in with that sparkly friendly way or be able to ensure that our visitors, who are often under stress are able to find their way, speak to a friendly ear, get a cuppa. Our volunteers take many roles across our organisation so please make the effort to thank them as you see them today. They are an amazing team with a wealth of knowledge and life experience who have a huge commitment to helping provide a great patient and visitor (and even staff) experience.

Thank you, team. You are truly amazing!



### Volunteer profile - Rita

To continue the volunteer theme, I am pleased to profile two of our volunteers.

Rita and her husband have been volunteers at Caboolture Hospital for over two years.

Rita had undergone a knee replacement surgery when she realised how valuable volunteers could be in hospitals.



"It was the small gestures they did that meant so much when you are unwell and can't always do them yourself," Rita said.

Rita was especially impressed with the volunteers who simply came by for a chat even though they didn't know her at all.

"It was so lovely to have my mind taken off the pain etc and talk about non-medical issues and different subjects with someone who did not have to be spending time with me."

Rita and her husband are now able to do these gestures for other people and help to cheer them up. "We get so much satisfaction from the conversations that we have and the people we meet."

### Volunteer profile - Amy

Amy has been volunteering at Caboolture Hospital for two years, spending the past year in the Emergency Department as a way finder. This involves greeting people at the door, guiding them through the Emergency Department and directing them, as needed.

"Through my own experience in hospital, I understand how confronting and scary it can be. That experience made me want to help others feel a little more comfortable and cared for," Amy said.

Now, as a volunteer herself, Amy enjoys being a friendly face and offering support when people need it most. This might be as simple as fetching a warm blanket or offering a cup of tea or coffee.

"A special thank you to the amazing volunteers and the dedicated nurses, doctors and staff for the compassion they show every day - it's inspiring to witness."



### Ward 3A digital patient - Ray

Ward 3A patient Ray knew exactly what was happening when his nurse told him his paper chart was going to convert to a digital record.

"I had a good chuckle about it and told them this wasn't the first time for me," he said.

Ray was the first patient to go digital in the Princess Alexandra Hospital's Cardiac Ward in 2016.

Ray also commented he thought the conversion process seems to have become a bit smoother over time.

*Pictured: Clinical Nurse Lisa Bevan, Patient Ray Sherry and Nurse Unit Manager of Ward 3A Tarryn Day.*

**CKW Nursing and Midwifery Awards - Thursday 29 May**



You're invited to attend the CKW Nursing and Midwifery Excellence Awards ceremony on **Thursday 29 May** from **9.30am to 10.30am** in the Education Centre Auditorium.

You're welcome to attend the awards presentation in person or join us via [Microsoft Teams](#).

This event is sponsored by our friends at QSuper. Thank you for your ongoing support of CKW.

The Metro North Healthcare Excellence & Innovation (HEI) team will be set up in the Education Centre foyer to hear from you about ideas that could transform patient care, help implement a new model of care, or to enhance service delivery and systems. This is a great opportunity for you to meet the HEI team to see where we can collaborate and enable ideas. I encourage you to get involved.

## Compassionate Care Principle 6 - Patient-Centred Holistic Care

Patient-centred holistic care focuses on treating the whole person, not just specific diseases, or symptoms. It addresses the physical, emotional, social and spiritual state while considering the patient's environment, culture and preferences. This approach ensures compassionate, effective care and keeps patients engaged in their personalised health journey.

### Key Components of Patient-Centred Holistic Care:

1. Physical care
2. Emotional and psychological support
3. Social well-being
4. Spiritual care
5. Cultural sensitivity
6. Patient involvement and empowerment
7. Collaboration across disciplines

### Benefits of Patient-Centred Holistic Care:

1. Improved patient outcomes
2. Greater patient satisfaction
3. Enhanced communication and trust
4. Prevention and health promotion

## 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
- NATIONAL VOLUNTEER WEEK MORNING TEA 19-23 MAY
- KILCOY HOSPITAL FETE - SATURDAY 24 MAY
- RECONCILIATION EVENT - TUESDAY 27 MAY
- CKW STAFF FORUM - WEDNESDAY 28 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, Nursing and Midwifery Director of Women, Children and Families Service Line Support Officer, Jessica Hales, has chosen **RESPECT**.



*Respect is so important to me because it builds trust and strong relationships. This means people are treated equally, without discrimination or favouritism. This includes promoting diversity and inclusion and ensuring that all employees have equal opportunities for growth and advancement. Respect is also active listening, having trust and transparency each day and being kind.*



## 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 working group leads on what their dedicated KPA means to them and why they are passionate about it.

**KPA 3 - Delivering sustainable, culturally safe and responsive healthcare services:** Executive Sponsor Jeffrey Andersen, co-leads Stella Bamaga and Graham Winkbank.



**Jeffrey Andersen, Director of Operations:** To me, it signifies a deep commitment to equity, where care is tailored with empathy, understanding and relevance to each person's background. It reflects a vision of healthcare that listens, learns, and adapts - ensuring everyone feels seen, heard, and genuinely cared for, now and into the future.



**Stella Bamaga, Liaison Officer Aboriginal and Torres Strait Islander Health:** It's important to have community consultation feedback making it happen. If we stand together, we can make a difference and have better outcomes.

It's also about increasing Aboriginal and Torres Strait Islander staff in the hospital to ensure our Mob are feeling safe and increase the opportunity to have a positive experience to share with family and community.



**Graham Winkbank, Nursing Director Surgical and Intensive Care Services:** Bridging the gap for the Aboriginal and Torres Strait community means a more inclusive community through the application of a more sustainable service that provides safe and culturally appropriate healthcare. Increasing the Aboriginal and Torres Strait workforce to ensure that culturally appropriate care can be provided, which is responsive to the needs of the community. This can only be achieved through a joint understanding of the barriers and solutions for the betterment of all.

**National Sorry Day and National Reconciliation Week event –  
Tuesday 27 May**

Next week is an important week in our commitment to recognise Australia's journey to recognition of the Aboriginal and Torres Strait Island people with two important recognition events.

**National Sorry Day** (26 May) commemorates the mistreatment of Aboriginal and Torres Strait

Islander people, particularly the Stolen Generations - children who were forcibly removed from their families by government policies. It's a day of reflection, recognition, and a commitment to justice and healing.

**National Reconciliation Week** (27 May – 3 June) follows, marking two significant milestones: the 1967 Referendum that gave Indigenous Australians equal rights in the census and the 1992 Mabo decision.

The CKW Reconciliation Action Plan Working Group are holding an event to commemorate these significant moments in our history on **Tuesday 27 May 10am – 12pm** in the Caboolture Hospital Courtyard. I encourage everyone to [find out more](#) about this year's theme of National Reconciliation Week, *Bridging Now to Next*, and the history of the week - and why it is celebrated across Australia each year.



## Have Your Say Survey



While we have been focused on ieMR roll-out and the demand across our services, the Have Your Say survey has also rolled-out across Metro North. As we settle in as a digital site at Caboolture Hospital, I really encourage you all to complete the survey.

I also encourage you to think about the big picture things and if you are feeding back issues related to day-to-day things, please talk to us (your managers and the exec team including me) – we do not need to wait until the survey comes around to address operational issues.

A big thank you to the 496 staff who have participated in the Have Your Say staff survey so far. We have one week left until the closing date – midnight on Friday 30 May.

I wanted to shout out to the Allied Health unit which has the highest participation rate of 25 per cent. If you're a leader, please find 30-minutes for each of your team members to complete the survey this week. I've heard some great stories of managers jumping in to help while their staff visit the Have Your Say hub or take the survey on a shared device. It's amazing to hear about leaders supporting their people to have their say.

We have one more survey hub this coming Monday 26 May from 11am - 2pm in the Clinical Services Block Foyer.

This is the opportunity to contribute to our future and we want to hear from you on the things you would like us to do, the things we are doing that you like and of course the things that you would like changed at CKW and across Metro North.

For some friendly competition, we're ahead of TPCCH but behind Community and Oral Health which is sitting at a 20 per cent participation rate. Come on, team – let's take the lead. [Take the survey now.](#)

## New appointments and recruitment

### Deputy Director of Medical Services

Please welcome Dr Christina Nguyen who will be acting as the Deputy DMS for the next 10 months. She joins us from Community and Oral Health, however, has worked all across Metro North and brings with her a wealth of knowledge in the Medical Administration space.



## Reflection

We've finished our first (traditional working) week with three of our sites including Caboolture Hospital transitioned to fully digital sites. It has been a huge collective effort by our teams and the ieMR teams. However, I have also been reflecting on all the added pressures our staff have been managing:

- Complex and unwell patients.
- Complex and challenging behaviours.
- The unexpected loss of patients.
- The unexpected loss of colleagues.
- And so many other things.

As I ran and reflected this morning, I was thinking about the importance of the small kind gestures that can make such a difference in the day of others - a smile, hello, stopping to listen, responding kindly, showing some care and understanding of the challenges of others. Please remember the power of these small gestures.

Also, please remember the importance of finding small moments of joy in your days to give you some health too. Sometimes choosing to walk outside rather than sitting inside to feel the fresh air, sitting on the beach or in the park, patting the dog/cat/goat/horse/bunny/snake, and, of course, making sure you get exercise. I run in the morning and walk my boys, other staff run at lunch time – tell me what you do at [ASK KARLENE](#).

I wish you all some peaceful down time over the next couple of days. Even to those of you that are working – please take some time to look after yourself. You are all amazing and you give so much to our community – THANK YOU – YOU ROCK!

## Quote of the day

*"The happiness of life is made up of minute fractions – the little soon forgotten charities of a kiss or a smile, a kind look, a heartfelt compliment and the countless infinitesimals of pleasurable and genial feeling."*

**Samual Taylor Coleridge**



*"Are you ok?" "Do you need a fuss?"*

**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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