



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,

Well, as of this week, we are a digital ieMR Clinical Directorate, with the exception of Woodford, which will go live with PeMR shortly.

What a mammoth change during an intensely busy period of demand, alongside many other key priorities, including Have your Say and EBA negotiations. Thank you all for your hard work and professionalism through this period, and congratulations on the successful implementation!

It was my privilege to spend a couple of days this week out at Kilcoy during the ieMR rollout and it brought a smile to my face to see one of the staff boards which read:

“WELCOME TO ieMR - the digital carrier pigeon has finally reached Kilcoy Royal.”

This is a time to reflect and acknowledge what a big change this has been and take a moment to be kind to yourselves.

I'm looking forward to settling into the new ieMR world and supporting our Metro North colleagues in rolling out over the next year.

ieMR - other important information

Kilcoy

- Floorwalkers from the ieMR Project (wearing blue vests) are available for at-the-elbow support or contact the Kilcoy Hospital Digital Command Centre. Phone 3071 9866.

Caboolture

- Transitioning to the 'HyperCare' period of the go-live support window. This will give space to continue building our ieMR skills in a more self-directed manner
- This period is marked by a slightly less visible floorwalker presence, with the ieMR Project team conducting intermittent rounding across all clinical areas throughout the day.
- Floorwalkers still available for issues or questions we aren't able to resolve ourselves.
- In a few weeks, Caboolture will transition to business-as-usual (BAU) where floorwalker support will conclude entirely and ieMR support functions will transition to CKW-based teams.

Floorwalkers are still available to contact 24/7 [via the mobile phone numbers emailed out earlier this](#)

[week](#) or the Caboolture Hospital Digital Command Centre. Phone 1800 921 342.



Have Your Say survey closes Sunday!

While we are not at the 70 per cent that I would love to see for the CKW Have Your Say survey completion ... with all that is going on, it is great to see 35 per cent of our staff have made time to provide feedback.

As we are settling ieMR we do want to encourage you to complete the survey so we can reach the MN target of 52 per cent participation rate.

I wanted to give a special shout out to the Caboolture Hospital paediatric nursing team, which has the highest participation rate at 91 per cent.

Not far behind are the Bribie Island Satellite Health Centre Minor Injuries and Illness nursing team is not far behind at 80 per cent completion.

If you haven't accessed the survey yet, please make time to do it over the next few days. You don't need to complete all the answers – just the ones that matter most to you.

[Take the survey](#) before it closes at midnight Sunday 8 June.

Crazy Socks 4 Docs Day

We had two fantastic events this week in support of Crazy Socks 4 Docs Day, a wonderful initiative that highlights the importance of doctors' mental health and wellbeing.

On Thursday, we welcomed staff psychologist Dr Scott Natho as guest speaker at Grand Rounds. Dr Natho presented on doctor wellness and support services, sharing valuable insights and resources available to support the wellbeing of our medical workforce.

On Friday, our junior doctors enjoyed a special wellness-focused education session, starting with an overview of available support services, followed by a fun-filled trivia game to lift spirits and foster connection.

These events are a great opportunity to pause, connect and reflect on the importance of mental wellbeing in the medical profession.

Let's come together to support one another – and of course, to show off our brightest craziest socks!



Congratulations to our nursing superhero!

Congratulations to Caboolture Hospital Emergency Department Registered Nurse, Tegan Sporer.

Tegan was unfortunately missed from the list of winners in my message last week (an honest oversight!).

She won the Enrolled Nurse of the Year award at the recent CKW Nursing and Midwifery awards for always looking after our patients and staff. Well done, Tegan!

CKW Research priority areas

The CKW Research Council wants to hear from you. Help the team shape research priority areas for the Caboolture, Kilcoy and Woodford Clinical Directorate for the next 1-2 years.

The survey takes less than three minutes and is open to all staff, patients and community members. You can complete it [here](#).

Out and about

Consumer network meeting

This week, we had our regular CKW Consumer Network which, as you all know, is one of my absolute highlights. Did you know?

- this group has been running for almost 10 years
- it is made up of current and former patients, carers and community members, who are passionate about improving the healthcare system.

This week, we spoke about the ieMR rollout. The consumers were keen to understand what this change means for them and their loved ones when they come to hospital.

They always remind me how important it is to educate our community on how the health system works so every person knows how to access the care they need, when they need it.

If you know someone who might be interested in becoming a consumer representative, email ckw-engage@health.qld.gov.au

Graduate Certificate in Health Services Innovation pitch panel

I also had the opportunity to sit in on one of the Graduate Certificate in Health Services Innovation – pitch panels.

This is a Graduate Certificate supported by Metro North for Metro North staff and participants are committed to driving innovation within our organisation.

We have a number of our staff, known as ‘certies’ who have completed this Grad Cert, who we will endeavour to showcase in coming months.

One of these staff members is Julie Hannah (CNCF ED and AH CNC) who presented her project “Find your Kind” during the panel. Her project focused on innovative mentoring and psychosocial support to facilitate a smoother transition for graduate nurses in the ED environment.

Well done to Julie, who will graduate in July, and to other members in her cohort who delivered some interesting presentations. This Grad Cert is a fantastic opportunity so please watch out for the next intake if you are interested in innovation.



Delta Dog visit

This week, I met Moxie and Claire, our first Delta Dog and her handler on their second visit.

As a dog enthusiast, I truly believe in the power of animal therapy and was so excited to see them engaging with our paediatric patients.

Claire has a very interesting story, which we will share in a future update.

Moxie is one of four dogs funded by The Common Good for one year.

This provides a great opportunity to observe the response of our patients and staff to this amazing therapy and consider options to extend the project.

We are still waiting to meet and confirm our other three dogs who will be visiting wards 3B, 3C and 4C.



Engaging with our community

Earlier this week, I was extended the privilege, with Janita Adams, to attend a special meet and greet with the Aboriginal and Torres Strait Islander Leadership team, members of the Metro North Senior Executive Team and some of our Kabi Kabi traditional owners.

We had the opportunity to yarn with Elders including Uncle Mick, Uncle Alex and Uncle Trevor, as well as Susan, CEO of the Kabi Kabi Corporation. It was a truly engaging meeting and the Uncles are very keen to support us in our work!



National Reconciliation Week at our satellite health centres

National Reconciliation Week (27 May – 3 June) is such an important week in our Health Equity journey and it was great to see celebrations at the Caboolture Satellite Health Centre (Kabul) and Bribie Island Satellite Health Centre (Yarun).





What's On - June

JUNE

'25

WHAT'S ON

- ★ PRIDE MONTH
 - ★ BOWEL CANCER AWARENESS MONTH
 - ★ INTERNATIONAL MENS HEALTH WEEK 9 -15 JUNE
 - ★ RECONCILIATION WEEK 27 MAY - 3 JUNE
 - ★ NATIONAL BURNS AWARENESS MONTH
-
- ★ MABO DAY - TUESDAY 3 JUNE
 - ★ CRAZY SOCKS 4 DOCS - FRIDAY 6 JUNE
 - ★ QUEENSLAND DAY - FRIDAY 6 JUNE
 - ★ WORLD BLOOD DONOR DAY - SATURDAY 14 JUNE
 - ★ MND/ALS AWARENESS DAY - SATURDAY 21 JUNE

CKW EVENTS

- MABO DAY/TORRES STRAIT ISLANDER HEADRESS UNVEILING - WEDNESDAY 11 JUNE
- CKW STAFF FORUM - WEDNESDAY 25 JUNE

LGBTQ Domestic Violence Awareness Day

Last week, I talked about the t-shirt campaign to recognise the LGBTQ Domestic Violence Awareness Day. Held annually across Australia on 28 May, it is about helping to end violence and abuse within LGBTQ communities by increasing visibility and understanding and giving hope and courage to victims and survivors.

Earlier this week, I was sent a photo of the Caboolture Youth Mental Health Service (CYMHS) team showing its support, which I wanted to pass on to everyone.

Thanks to CYMHS Senior Social Worker Curt Singleton for organising everyone. Looks great!



Reflection

This week, I want to reflect on the way we engage with each other.

Whilst out and about this week, I had a number of staff ask me about different strategies or requirements that had been communicated to them in a way which had left them with unanswered questions, doubt and, in some cases, concerns.

It left me thinking about how we communicate and deliver requests and feedback.

Firstly, I want to say no one should ever pass on an instruction/messages by saying "Mary said, John said, or Karlene said".

If we are passing on instructions/messages, we should understand the strategy behind it so we can ask our teams to complete the task or activity with the relevant information.

If you are told that 'someone' said you must do something and you do not understand why or are not provided any context to explain this, you have the right to approach that person to clarify the requirements.

Secondly, and most importantly, unless it is time critical, we need to properly explain requirements or requests, so people understand.

Lastly, I always ask that we communicate with kindness, no matter what we are managing.

Whether providing positive or negative feedback, this should be done with respect, care and empathy, always taking into account what is going on for that person in the background or what the impact may be.

Feedback is a gift, but the art to giving any gift is the way in which we give it. The art of giving feedback, in my view, requires kindness and respect.

Quote of the day

Always show more kindness than seems necessary, because the person receiving it needs it more than you will ever know – Colin Powell.



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

EMAIL ASK KARLENE



Kind regards,

Karlene Willcocks

Executive Director,

