

Metro North Health

Message from the

Executive Director Caboolture, Kilcoy and Woodford

Karlene Willcocks



Summary:

- National Health Information Week
- Metro North Health Research Summit
- 2025 CKW Staff Excellence Awards
- Metro North Safety & Quality Month
- Have Your Say results vidcast

Message feedback



Audience: All staff



Read time: 6 min



For: Information

Kia Ora CKW team,

This week has been filled with lots of important recognition of our staff and their achievements and engagement with our community.

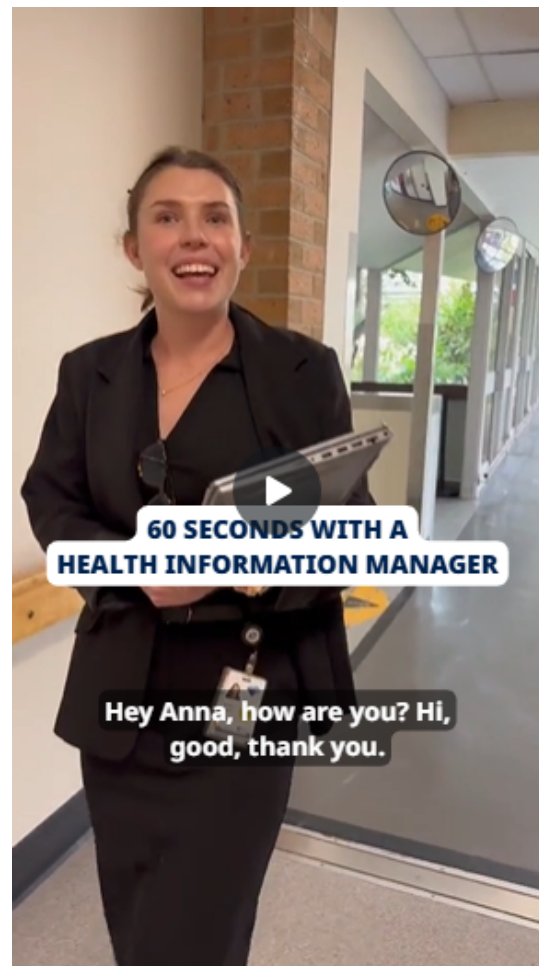
I am sure most of you will know by now that Jackie Hanson, our Chief Executive has made the decision to retire. Jackie has led Metro North strongly as the COO and CE for the past seven and a half years, so this is a big change for us. At this point, Dr Liz Rushbrook is our acting CE while the board confirm interim arrangements and progress recruitment processes for a permanent CE. I am sure you will all join with me in wishing Jackie great happiness in her retirement.

National Health Information Week

This week we say happy Health Information Management (HIM) week to our amazing HIM team. It is a time to recognise the critical role our HIM professionals play in ensuring accurate, secure and accessible patient records. Their work underpins safe, high-quality care, supports clinical decision-making, and ensures we meet our legal and ethical obligations in managing health information.

By celebrating this week, we acknowledge the expertise and dedication of our HIM team, who contribute every day to patient safety, service planning and the smooth operation of our hospital.

Anna Carter is a Health Information Manager at Caboolture Hospital who has made such a huge impact on the way we work – we are lucky to have her. Click [here](#) to watch a 60-second video interview with Anna to learn more about her role.



Metro North Health Board Consumer and Community Forum

On Tuesday, Parker and I attended the Metro North Health Board Consumer and Community Forum with a couple of our consumers – Paul and Tash. This forum was focused on our Community Consultation Strategy which is currently under review. Community engagement, co-design makes this strategy essential to ensuring we are providing patient centred services that meet the needs of our community. This was a great opportunity to hear from our community about how we were progressing. We did get some lovely feedback regarding our co-design process with the paediatric outpatient building design and also in how we have managed the paediatric review process. It also showed great partnership and respect for our consumers – a big thank you to Parker and the teams who have led those pieces of work.

Healthcare Heroes

Earlier this week, Eric Chavez Clinical Nurse from PPU, went above and beyond when a mother arrived in labour at the main entry drop-off zone. With no time to reach the birthing unit, Eric quickly responded, calmly supporting the mother through the safe delivery of her baby in her car.

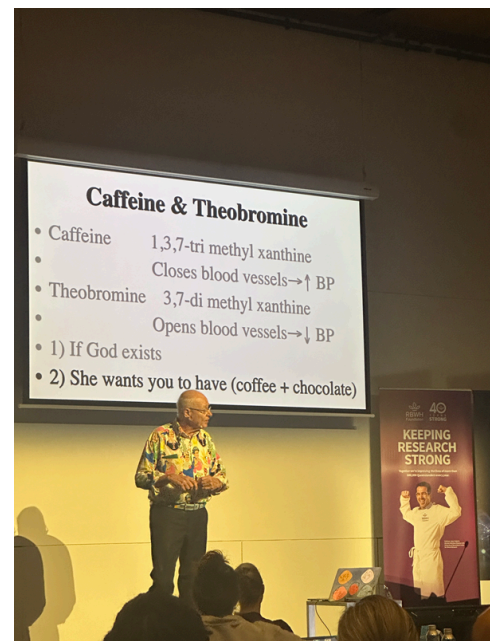
Thanks to Eric's quick thinking, skill, and compassion, both mum and baby are doing well. This incredible act highlights the dedication and professionalism of our staff, who are always ready to provide care wherever and whenever it's needed.



Metro North Health Research Summit and Research Excellence Awards

Yesterday I was lucky to attend two research events which were really interesting. I heard from presenters speaking about translational research and technology including AI. For a novice in this field, it was nice to gain an understanding of the transition and movement to generative AI where original content is generated. A reminder of the inherent bias that can be reinforced as machines are trained by the humans that use it.

The keynote speaker was Dr Karl – I have to say I am not an Australian, but I understand Dr Karl may be classed as an icon of science. He seems to have done nearly every job in his lifetime but most interestingly, he is able to describe everything in scientific terms. One of the most important descriptions was that coffee and chocolate – together were good for you!



As the day finished, our own Director of Research Dr Thuy Frakking, presented her research development tool which utilised machine learning techniques to develop the worlds-first algorithms that automatically detect swallowing sounds and diagnose aspiration in infants and children.

The Research Summit was followed by the 2025 Research Excellence Awards. The winners will be formally announced later today for Metro North, but I am excited to share that Thuy (and her research team) took out the Discovery Research Award!



2025 CKW Staff Excellence Awards ceremony - save the date

A reminder that the CKW Staff Excellence Awards are on Thursday 28 August 10:30am – 11:30am in the Auditorium. I look forward to seeing you all there in person but if you can't make it, please join us on [Teams](#).

Parking at Central Lakes Shopping Centre

I have again been made aware of a growing number of hospital staff and visitors parking at Central Lakes Shopping Village.

The tenants at Central Lakes are now frustrated, with their concerns escalating.

Please be reminded, Central Lakes Shopping Village parking is for shopping centre customers only. Hospital staff and visitors must not use this car park.

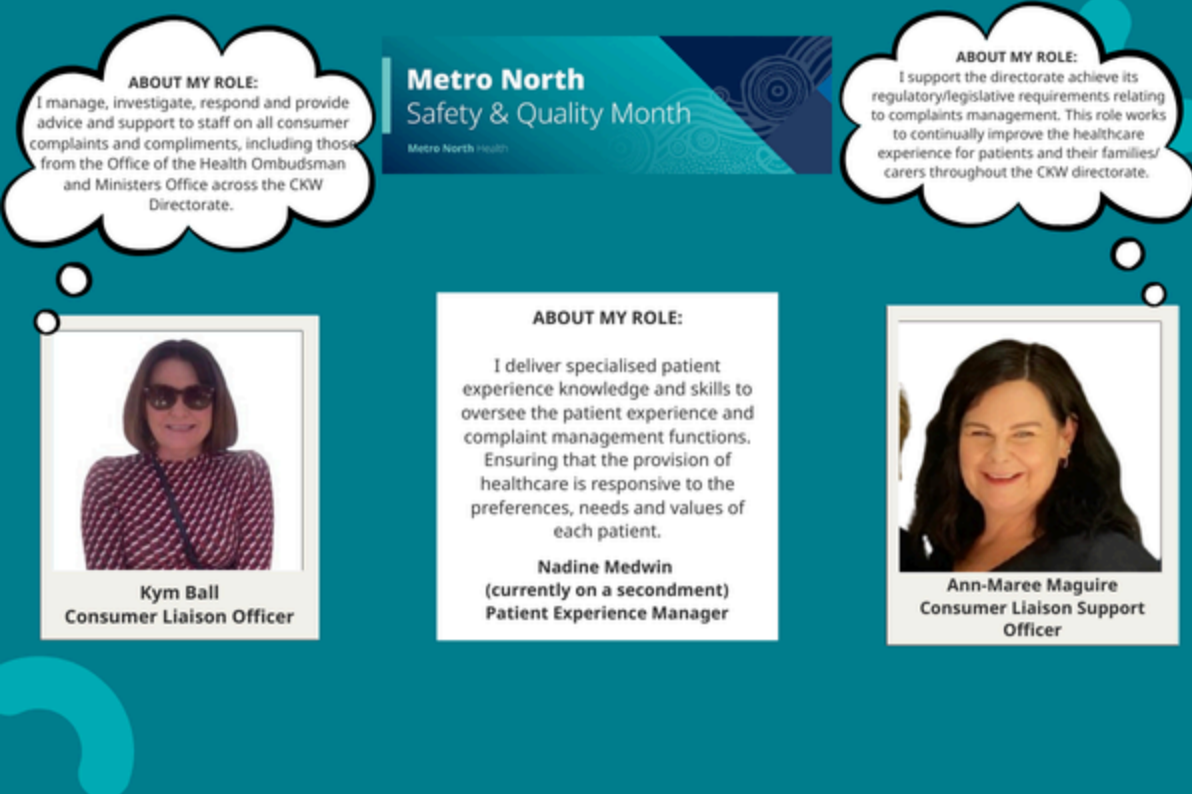
We are part of this community and being respectful of private property, and its purpose, along with parking in a way that does not negatively affect the community is our individual responsibility. I ask everyone to show respect and do the right thing!

Ignoring this advice risks fines (and other penalties) and damages our (CKW) teams' reputation and relationships with local businesses.

Metro North Safety & Quality Month

August is Safety & Quality Month at CKW and across Metro North. This week we are

highlighting the work of the Clinical Governance Unit.



Metro North
Safety & Quality Month

ABOUT MY ROLE:
I manage, investigate, respond and provide advice and support to staff on all consumer complaints and compliments, including those from the Office of the Health Ombudsman and Ministers Office across the CKW Directorate.

ABOUT MY ROLE:
I support the directorate achieve its regulatory/legislative requirements relating to complaints management. This role works to continually improve the healthcare experience for patients and their families/ carers throughout the CKW directorate.

Kym Ball
Consumer Liaison Officer

ABOUT MY ROLE:
I deliver specialised patient experience knowledge and skills to oversee the patient experience and complaint management functions. Ensuring that the provision of healthcare is responsive to the preferences, needs and values of each patient.

Nadine Medwin
(currently on a secondment)
Patient Experience Manager

Ann-Maree Maguire
Consumer Liaison Support Officer



Men's Business Yarn

The Aboriginal and Torres Strait Islander Health team hosted a Men's Business Yarn at Caboolture Hospital recently. This was the third Men's Business Yarn, that was previously held at Brighton Health Campus.

The Yarn is an opportunity to inform men from our community of the Health Equity priorities and to gather thoughts and discuss ideas for progression. These gatherings strengthen connection to culture, promote health and wellbeing and create opportunities for men to yarn openly about issues that matter to them, guided by respect, trust and community.





Have Your Say results vidcast

If you didn't get a chance to tune into yesterday's Have your Say results vidcast which went through the results at a Metro North level, the recording is now available on [QHEPS](#).

On Thursday 4 September, Acting Chief Executive, Dr Liz Rushbrook, will be hosting a CKW SET Forum to provide staff with the opportunity to hear more about the Have Your Say results and the recently refreshed [Metro North Strategic Plan 2024-2028](#).

What's On - August

AUGUST

'25

WHAT'S ON

- ★ WORLD BREASTFEEDING WEEK 1 - 7 AUGUST
- ★ DENTAL HEALTH WEEK 4 - 10 AUGUST

- ★ JEANS FOR GENES - FRIDAY 1 AUGUST
- ★ MORETON BAY EKKKA PUBLIC HOLIDAY - MONDAY 11 AUGUST
- ★ DAFFODIL DAY - THURSDAY 21 AUGUST
- ★ RED NOSE DAY - THURSDAY 28 AUGUST
- ★ WEAR IT PURPLE DAY - FRIDAY 29 AUGUST

CKW EVENTS

- NATIONAL ABORIGINAL AND TORRES STRAIT ISLANDER CHILDREN'S DAY - MONDAY 4 AUGUST
- YARNING TABLE - WEDNESDAY 6 AUGUST
- ADMINISTRATIVE PROFESSIONALS DAY AWARDS - THURSDAY 7 AUGUST
- CKW STAFF EXCELLENCE AWARDS - THURSDAY 28 AUGUST

Reflection

As I reflect this week, I remind you of our three priorities:

1. Safe and quality patient care
2. Community trust
3. Great place to work

In my message, I really feel we have seen elements of our focus on this, but sometimes it is

the consumers who say it best. In that vein, here is some lovely feedback we received from one of our elderly patients who had her appendix removed a couple of months ago.

"Everyone at the hospital was lovely and she can't fault the care she was given. She was there the day that ieMR was rolled out and said despite the obvious stress/pressure it caused, the staff showed great resilience and didn't let it affect their care. She also had to attend the ED on several occasions (pre and post op) and stated she has full respect for all the ED staff and the great work they do."

Thanks to you all for your ongoing focus on working towards these priorities with us!

As always, send your ideas through to [Ask Karlene](#).

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,
Caboolture, Kilcoy and Woodford

Metro North Health



We uphold our commitment to health equity through our Values in Action
Respect | Integrity | Compassion | High Performance | Teamwork



Metro North Health acknowledges the Traditional Custodians of the Land upon which we live, work and walk, and pay our respects to Elders both past and present.

Metro North Health's vision

Creating healthier futures together—where
innovation and research meets compassionate
care and community voices shape our services.



**Queensland
Government**

If you have received this email and do not work for Metro North please follow this link to be removed from the mailing list.

[Email us](#)