

# Executive Director Caboolture, Kilcoy and Woodford

Karlene Willcocks



## Summary:

- Executive Director key goals
- Nurses first to join endoscopy training
- ED nurse accepted into QUT Nursing Research Internship Program
- Advanced Airway Course
- National Week of Deaf People

Message feedback



**Audience: All staff**



**Read time: 6 min**



**For: Information**

Kia Ora CKW team,

At CKW, we're focused on three key goals each day:

1. Providing safe, quality patient care
2. Building and maintaining community trust
3. Being a great place to work

Access to health services is central to both patient safety and community confidence. As part of Queensland Health, our priorities are guided by the Minister for Health and it's reassuring to know our goals align closely with the [Minister's charter](#).

To achieve these goals, we're working on several focus areas to improve access and flow through our hospital:

- Ambulance offloads – led by our Emergency Department and nursing logistics team, ensuring patients are handed over quickly so ambulances can return to the community.
- Patient flow – hospitals are only the right place to be if care is needed; we all play a role in escalating delays, so patients get the right care at the right time.
- Transit Lounge – supporting smoother transitions in and out of hospital while freeing up space for acutely unwell patients.
- Surgical access – maximising theatre efficiency so we can meet community demand for essential procedures.

If you have ideas on how we can do things better, I'd love to hear them via [ASK KARLENE](#).



In regard to making this a great place to work, we are leading some workforce opportunities and rolling out the **Have Your Say Survey** results in the next few weeks which is a great opportunity for you all to engage in the action planning process. Join us on Monday 29 September 12pm-1pm for an All-Staff Forum in the Auditorium. If you can't make it in person, join on [Teams](#).



### Caboolture nurses first in Metro North to join endoscopy training

Congratulations to Jincy Chittilappilly and Marilyn Umney who have been selected as the first nurses in Metro North Health to join the prestigious Queensland Nurse Endoscopist Training program, marking a major step forward in nurse-led models of care.

Jincy and Marilyn will undertake the two-year program, which combines advanced academic study with hands-on clinical training, preparing nurses to independently perform endoscopic procedures such as colonoscopies and gastroscopies.

Read the Metro North Newsroom story [here](#).

### First CKW nurse accepted into QUT Nursing Research Internship Program

Caboolture Hospital Emergency Department registered nurse Khanh Nguyen has been successful in her application for the QUT Nursing Research Internship Program. Khanh submitted a project exploring the use of ieMR, communication and person-centred care in the Emergency Department and is planning to use practice development methodology. Khanh will be supervised by Prof Clint Douglas, Dr Suzanne Williams and Dr Jacqui Peet (CKW Conjoint).

The Nursing Research Internship Program offers opportunity for registered nurses to be supported through a research project with financial support equivalent to 0.2 FTE and research mentor support. The program has been running for five years, and this is our first CKW nurse to be successful. Congratulations Khanh!

You can read more on this story [here](#).





## Advanced Airway Course

The College of Intensive Care Medicine (CICM) has made the Advanced Airway Course a mandatory requirement every two years for ICU fellows. Thanks to the expertise of Dr Jatinder Grewal, who has completed his fellowship in Advanced Airway, CKW ICU were able to secure CICM approval to deliver this course right here at Caboolture. Looking ahead, the aim is to

establish the program as a regular, paid course, with discussions underway on how best to make this happen. What a great achievement! And such a benefit for our staff and trainees.

## Dementia Action Week

Dementia is a disease that is likely to have had a personal impact on most of us and our community.

This week is Dementia Action Week, an important time to raise awareness about dementia and the impact it has on individuals, families and communities. With more than 400,000 Australians living with dementia, it is vital we work together to increase understanding, reduce stigma and support people to live well. By raising awareness, we can help create a more inclusive, compassionate community for those affected.

Thank you to Diannah Davenport Nurse Navigator for Dementia and Delirium, who set up a display in our hospital corridors for patients, visitors and staff to stop by and grab some information on the topic.



## Ngarrama Birthing Service

This week our Ngarrama Senior Health Workers and Allied Health staff set up a display to celebrate and educate regarding our Ngarrama Birthing Service.

The Ngarrama Birthing Service is a culturally safe maternity service designed to support Aboriginal and Torres Strait Islander women and families throughout pregnancy, birth, and early parenting.

"Ngarrama" means *guardian birth spirit*, came about through consultation between the staff and members involved in the service and the Aunties in the community. It comes from the



Yuwaalayaay language. One of the Aunties has permission from the Traditional Owners to use the name. It is a precious name and a precious and important service for our community.



### National Week of Deaf People (22-28 September)

As part of National Week of Deaf People, join us on Thursday 25 September from 10–11am in the Caboolture Hospital Auditorium.

CKW consumer Cody Skinner will be running a session on basic Auslan signs that can be especially useful for staff on the wards or in the Emergency Department. Learn how to sign everyday words such as *hello, pain, sick, lost* and more, and gain practical skills to support better communication with our patients and community.



### What's On - September

# SEPTEMBER ————— '25

## WHAT'S ON

- ★ CHILD PROTECTION WEEK 7 - 13 SEPT
  - ★ PROSTATE CANCER AWARENESS MONTH
  - ★ WORLD ALZHEIMER'S MONTH
  - ★ DEMENTIA ACTION WEEK 15 - 21 SEPT
  - ★ NATIONAL WEEK OF DEAF PEOPLE 22-28 SEPT
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- ★ INDIGENOUS LITERACY DAY - WED 3 SEPT
  - ★ BRAVEHEARTS DAY - FRIDAY 6 SEPT
  - ★ WORLD SUICIDE PREVENTION DAY - WED 10 SEPT
  - ★ R U OK? DAY - THURS 11 SEPT
  - ★ WORLD PATIENT SAFETY DAY - WED 17 SEPT
  - ★ WORLD HEART DAY - MON 29 SEPT

## CKW EVENTS

- CKW SET STAFF FORUM - THUR 4 SEPT
- YARNING CIRCLE CSHC - FRI 5 SEPT
- CHILD PROTECTION WEEK PRESENTATIONS  
AUDITORIUM/TEAMS
- CKW STAFF FORUM - MON 29 SEPT

## Reflection

As the weather warms up, I hope you are all finding small moments to enjoy the sunshine while keeping cool and looking after yourselves. No matter the season, I'm always reminded of the kindness and compassion you show every day – both to each other and to the community we serve.

As always, I ask three things of you all each day as you attend our work home:

1. Always lead with kindness (have kind eyes)
2. Always say hello to everyone you pass (with open eyes, and a readiness to help)
3. Treat everyone like they are a guest in your own home (we invite all the people who come here to be here, it's important to remember how we treat people will influence how they treat us.

Thank you for your continued hard work and dedication to providing safe care to our community who need us most.

## Quote of the day

*"The goal is not to be perfect by the end. The goal is to be better today."*

- Simon Sinek



**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**

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