

Message from the
**Acting ED Caboolture,
Kilcoy and Woodford**

Dr Ted Chamberlain



Summary:

- Acknowledging Mabo Day
- I am here campaign spotlight - Jemima
- Quality of Care Report launched
- Positive feedback for MeDSS
- CKW Pet of the Week

[Message feedback](#)



Audience: All staff



Read time: 4 min



For: Information

Dear CKW team,

As we end another week, I would like to acknowledge the significance of Mabo Day, observed on 3 June. Mabo Day commemorates the landmark High Court decision that recognised the traditional rights of Aboriginal and Torres Strait Islander peoples to their land and waters, forever changing Australia's legal and cultural landscape. It is an important opportunity for us to reflect on our commitment to reconciliation, cultural respect, and delivering culturally safe care for our communities.

Thank you all for your continued dedication to our patients, families and each other. This week's message highlights some of the outstanding work taking place across Caboolture, Kilcoy and Woodford, and I am proud to recognise the contributions of our teams who continue to make a difference every day.

I am here campaign spotlight - Jemima

We recently launched the CKW 'I am here' campaign posters, which celebrate the people across our organisation and the many ways you support our community every day.

Over the coming weeks, I thought I would recognise the faces in the posters and give some extra insight into their 'why'.

Our Caboolture Hospital ED sees more than 56,000 patients each year, including over 11,000 paediatric cases.

Clinical Nurse Facilitators like Jemima help to upskill our ED nurses so they can be ready for critical moments.

"As you can imagine, ED can be a wonderfully chaotic, refined mess, but it runs like a well-oiled machine," she said.

"We aim for education to be delivered daily at the start of shifts, and I also coordinate with the ED management team and organise which staff members can be booked in for their upskilling days.

"Working in the ED has provided me with various opportunities for growth professionally, helping peers build confidence in theory and practice is something I'm passionate about.

We are keen for every team across CKW to have a 'I am here' poster displayed, so please reach out to ckw-engage@health.qld.gov.au if you or a colleague would like to feature on the posters.



Caboolture, Kilcoy and
Woodford Directorate

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Peer Review

This week we welcomed Peer Review assessors from across Metro North to evaluate our compliance with the National Safety and Quality Health Service (NSQHS) Standards. The team visited Caboolture Hospital, Kilcoy Hospital, and the Caboolture and Bribie Island Satellite Health Centres, speaking with staff, patients and visitors. A follow-up visit to Woodford Corrections Health Centre is planned in the coming weeks as part of our preparation for accreditation.

The Peer Review team provided overwhelmingly positive feedback about the engagement of our staff and the quality improvement initiatives being undertaken across our services. Thank you to everyone who contributed to the process and showcased the excellent care we provide.

While we expect to receive the final report within the next month, I encourage all staff to ensure mandatory training and PDPs are up to date and to continue demonstrating best practice in infection prevention and control. With short-notice accreditation anticipated in the coming months, the Clinical Governance Unit will continue supporting teams to ensure we are accreditation ready.

Quality of Care Report

I am pleased to share that the Metro North Quality of Care Report 2025 is now available on [QHEPS](#).

This report showcases initiatives and services from across our health service that contribute to high quality care outcomes and experiences for our patients and community.

New service supports medication for people living with dementia
A new trial at TCRC involving specialised healthcare advice for those living with dementia and their family provides specialised and tailored care for people living with dementia and their family and support for their loved ones and carers.

QUALITY OF CARE SNAPSHOT 2025

IMPROVED ACCESS TO CARE
Improving access to care for families
A CancerCare and Family Research project at TCRC provides specialist advice to improve access to care for people living with dementia and their family. The project involves specialist advice and tailored care for people living with dementia and their family and support for their loved ones and carers.

FREE SHUTTLE BUS SERVICE FOR CANCER PATIENTS
A CancerCare Queensland Transport to Treatment (TTC) service is available for people living with cancer. The service provides free shuttle bus service to and from the hospital for people living with cancer. The service is available for people living with cancer and their support person. The service is available for people living with cancer and their support person. The service is available for people living with cancer and their support person.

INTERACTIVE TECHNOLOGY FOR PATIENTS WITH COGNITIVE IMPAIRMENTS
The Cognitive Assessment and Engagement Tool at the Prince Charles Hospital for Women is part of the Interactive Program, which provides interactive technology for people living with cognitive impairments. The technology is used to help people living with cognitive impairments to engage with their care and support person. The technology is used to help people living with cognitive impairments to engage with their care and support person.

Scan the QR code to read all the articles or visit metroresearch.health.qld.gov.au

Metro North Health | Queensland Government

EOI - CKW Clinical Council Deputy Chair

Expressions of interest are invited from enthusiastic staff across Caboolture, Kilcoy, and Woodford (CKW) Directorate to join the CKW Clinical Council. This is a valuable opportunity to have your voice heard, advocate for colleagues, and drive engagement on key issues affecting clinicians and patients.

The Deputy Chair will be a practicing clinician or corporate services employee who demonstrates strong leadership capability, professionalism, and the ability to influence and engage across multidisciplinary teams. Working in partnership with the Chair, Executive, and clinical staff, the Deputy Chair will support the Council in fostering collaboration, clinician engagement, and strategic leadership across Metro North.

Applications are to be submitted to ckwclinicalcouncil@health.qld.gov.au by COB 10 June 2026.

Positive feedback for the new Medical Discharge Support Service

I wanted to share a recent success story that highlights the impact of the newly established Medical Discharge Support Service (MeDSS) model, offering a combined service for both medical and surgical patients at Caboolture Hospital.

A patient with a history of complex comorbidities, was discharged on Sunday afternoon before a pharmacy review, with an incorrect Clexane prescription and no medication supply. During an outreach call on Monday, the MeDSS team identified the issue and quickly escalated it.

Thanks to the referral and the support of the evening medical registrar and ED pharmacist, a corrected script was organised, and the medication was dispensed at no cost to the patient. Additional on-the-spot counselling was provided when the patient arrived to collect her script.

The patient is now comfortable administering the correct dose, and her warfarin has been adjusted appropriately by QML. She expressed her gratitude for the follow-up and support, which ensured she received the right treatment and gave her confidence in managing her care.

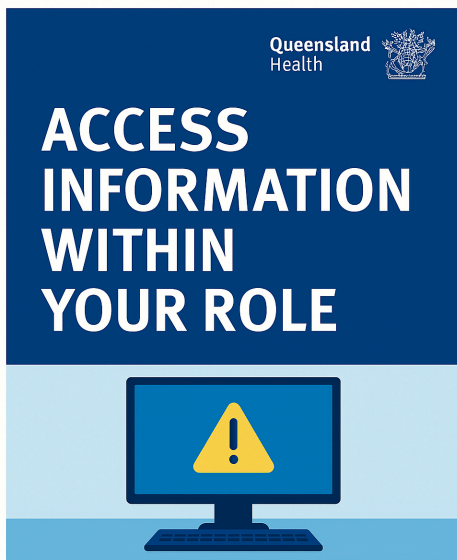
Staff awareness - fire/smoke incident

A small fire occurred in one of the ward family rooms this week after a patient's family member heated a personally owned heat pack in the microwave. The fire was quickly contained and extinguished by staff, with no injuries to patients, visitors, or staff.

The incident highlights the importance of monitoring the use of shared appliances and ensuring visitors are aware of prohibited items for microwave heating. It also identified a missed opportunity for escalation, as the internal emergency number 666 was not activated.

Staff are reminded that any fire or smoke event must be reported immediately by dialling 666, regardless of whether the fire has already been extinguished. This ensures the appropriate emergency response and notification processes are activated.

Please continue to reinforce safety messaging with patients and visitors and remain vigilant when shared appliances are being used within clinical areas.



Only access information that is within the scope of your role and current duties.

Privacy Week: Access information within your role

Recently it was Privacy Awareness Week, and I thought it would be a good time over the next few weeks to refresh everyone's memories with some patient privacy reminders.

Only access information that is **within the scope of your role and current duties**. Having system access does not mean permission to use it for any purpose.

This applies to patient records, staff records, financial information, emails, and reports. Accessing information "just in case," for training, or out of interest must be authorised first.

Respect role-based access: use information lawfully, minimally, and appropriately. If you're unsure whether access is allowed, stop and check before proceeding.

June What's On

JUNE

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WHAT'S ON

- ★ PRIDE MONTH
- ★ BOWEL CANCER AWARENESS MONTH
- ★ NATIONAL BURNS AWARENESS MONTH
- ★ MABO DAY - 3 JUNE
- ★ QUEENSLAND DAY - 6 JUNE
- ★ MENS HEALTH WEEK - 15-21 JUNE
- ★ LIFELOOD NATIONAL BLOOD DONOR WEEK 8-14 JUNE
- ★ MND DAY - 21 JUNE
- ★ NATIONAL STOMAL THERAPY WEEK - 22-28 JUNE

CKW EVENTS

- CRAZY SOCKS 4 DOCS - FRI 5 JUNE 2PM
- YARNING TABLE - WED 24 JUNE
- JUNE STAFF FORUM - TUES 30 JUNE
- WEDNESDAY FOOD TRUCKS FROM 5PM



CKW Pet of the Week

This week's CKW Pet of the Week belongs to Kate Callender Administration Palliative Care Unit.

Name: Pippen

Age: Seven years old

Breed: Tenterfield Terrier

About me:

This is Pippen!

We got Pippen from a breeder who no longer had use of him.

He will go blind as he gets older due to a genetic abnormality he has, which is why the breeder couldn't use him.

He is the gentlest dog I've ever met, great with my children from the moment they were born and loves a good cuddle.

To have your pet featured, please send a photo and the above details [here](#).

Quote of the day

"A warm smile is the universal language of kindness."

— William Arthur Ward

Kind Regards

Dr Ted Chamberlain

Acting 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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