

# Executive Director Caboolture, Kilcoy and Woodford Clinical Directorate

Jamie Spencer



## Summary:

- Thank you CKW
- Executive team updates
- CKW Staff Excellence Awards - nominations open
- Recognition from the Minister for Health and Ambulance Services
- Communication Saves Lives - Week 2: Patient Identification
- CKW Pet of the Week

[Message feedback](#)



**Audience:** All staff



**Read time:** 4 min



**For:** Information

Dear CKW team,

It has been a pleasure to join the Caboolture, Kilcoy and Woodford Directorate this week, and I'd like to sincerely thank everyone for the warm welcome I've received.

As I get to know our services, I've already had the opportunity to attend a traditional Smoking Ceremony at Mental Health and my first Clinical Council meeting, where I was impressed by the passion, innovation and commitment our staff show every day to improving care for our patients and community.

Returning to Queensland is a special homecoming for me. Brisbane has always been home, and it's wonderful to be back closer to my children and first grandchild as I settle into the role. I bring experience from health services across Australia, most recently leading Wagga Wagga Base Hospital, and previously working within Queensland Health. With a clinical background in nursing and a strong focus on improving patient care, patient flow and health service performance, I look forward to working with you to continue delivering outstanding care for our growing community.

I'd also like to thank Dr Ted Chamberlain for his thorough handover and warm welcome to the role. Ted's leadership has shaped the directorate in meaningful ways and I'm very conscious that I am stepping into this position standing on the shoulders of giants. His deep commitment to our services and community is evident and I look forward to continuing to work alongside him as he returns to his role as Director of Medical Services.

## Executive team updates

Geoffrey Grima, to return to his substantive role of Acting Deputy Executive Director on Monday 3 August 2026.

Robert Mcgrath, Acting Director of Medical Services returned to the Deputy Director of Medical Services role on Monday 13 July 2026.

Vanessa Smith, Director of Nursing and Midwifery is on planned leave until Sunday 26 July 2026. Sam Scheffe is backfilling the role during this time.

Constance Gray, Assistant Nursing Director, Ambulatory Care and Education, will be on planned leave from Monday 13 July 2026 to Sunday 27 September 2026. During this period, Christine Holm will backfill the role.

## CKW Staff Excellence Awards 2026

Our Staff Excellence Awards are an opportunity to recognise the people and teams who go above and beyond every day to deliver exceptional care for our patients, support one another, and make CKW a great place to work.

I'm pleased to announce that nominations for this year's CKW Staff Excellence Awards are now open.

This year, nominations in the CKW Staff Excellence Awards can be included in the Metro North Staff Excellence Awards simply by ticking a box when completing your award nomination.

The award categories are:

1. Aboriginal and Torres Strait Islander Excellence and Health Improvement
2. Education, Training and Workforce Development
3. Enabling Care
4. Leadership
5. Partnering for Care
6. People Focus
7. Performance
8. Better and Safer Care
9. Transforming Care
10. Values in Action

Nominations will remain open for approximately four weeks, so I encourage you to take some time to consider the colleagues and teams who deserve to be recognised for the difference they make every day. I was told that last year we received an incredible 256 nominations, let's aim to beat that this year!

I look forward to celebrating the outstanding achievements of our CKW staff at this year's



awards on Wednesday 16 September from 10:30-11:30am in the Caboolture Hospital Auditorium.

[Nominate here](#)

### Recognition from the Minister for Health and Ambulance Services

We recently received correspondence from the Office of the Minister for Health and Ambulance Services, The Honourable Tim Nicholls MP, acknowledging a heartfelt letter received from the family of a Caboolture Hospital patient, recognising the exceptional care provided by our staff. Following the loss of his brother, the man praised the professionalism, compassion and kindness shown by teams across the Emergency Department, Ward 3B and Palliative Care, describing the care as "nothing but professional, courteous and empathetic."

The Minister thanked our staff for their dedication and asked that this feedback be shared and celebrated. Thank you to everyone involved for the outstanding care you provide to our patients and their families every day.

### Wanted: Stronger Teams Innovators

Workplace culture continues to be a priority—our culture impacts how decisions are made, how people work together, how leaders respond to issues raised, and whether staff feel safe and supported to speak up and solve problems locally

The three focus areas as part of the [Our Metro North – Stronger Teams, Better Care](#) work are:

- Clearer local decision-making
- Visible leadership
- Reducing friction

We're looking for teams who have a local challenge they need support to solve. No matter how small the problem, express your interest to be one of the teams selected to test practical solutions with support from HELIX Hub and our Organisational Culture team.

You don't need to find more time; the support team will work with you and your existing rhythms to troubleshoot solutions. [Express your interest](#)

### Communication Saves Lives - Week 2: Patient Identification

Three Identifiers. Every Patient. Every Time.

This week, our Communication Saves Lives campaign focuses on one of the simplest, yet most effective ways we can keep patients safe – correct patient identification.

Every patient interaction is an opportunity to pause, check and confirm that we have the

right patient before providing care. Whether administering medication, collecting a specimen, performing a procedure or discussing results, using three approved patient identifiers is one of the most important safety checks we perform.

While it may feel routine, incorrect patient identification remains a contributing factor in preventable patient harm worldwide. Even staff who know their patients well can make mistakes, particularly in busy clinical environments or when interruptions occur.

Remember:

- Use a minimum of three approved patient identifiers **every time**.
- Ask the patient to actively state their identifiers whenever possible – ask them to check details on arm bands, pathology slips, expressed breast milk bottles, etc are correct.
- Never use a patient's room number, bed number or location as an identifier.

Taking a few extra seconds to confirm the right patient helps prevent medication errors, diagnostic errors, incorrect procedures and treatment delays.

Also, a reminder to shine a light on safety and join our Safety Spotlight Board Competition.



## Car park update

As works continue across the Caboolture Hospital campus and parking capacity is impacted by the closure of P3 and parts of P4, I'd like to remind staff to be mindful of where they park.

Several bays in P2 have been designated as patient and visitor parking to improve access to the lifts for those attending the hospital.

If you have access to P5 or the multi-storey car park, please consider using these areas to help keep convenient parking available for our patients, visitors and those who need it most.

Thank you for your ongoing support and consideration.



# JULY

# '26

## WHAT'S ON

- ★ DRY JULY
- ★ COMING OF THE LIGHT - 1 JULY
- ★ NAIDOC WEEK 5-12 JULY
- ★ NATIONAL DIABETES WEEK 13-19 JULY
- ★ NATIONAL PAIN WEEK 21-27 JULY
- ★ WORLD SECURITY DAY 24 JULY
- ★ WORLD HEPATITIS DAY 28 JULY
- ★ DONATE LIFE WEEK 26 JULY - 2 AUGUST

## CKW EVENTS

- NAIDOC EVENT - 7 JULY AT 10AM
- BISHC TURNS 2 - 17 JULY
- DONATELIFE STAND/CUPCAKES - 30 JULY
- JULY STAFF FORUM - THURS 30 JULY
- WEDNESDAY FOOD TRUCKS FROM 5PM



### CKW Pet of the Week

This week's CKW Pet of the Week belongs to Allie Dewar from Redcliffe Caboolture Mental Health.

**Name:** Captain Cheese

**Age:** Four years

**Breed:** Border Collie x Kelpie

**About Cheese:** Cheesy gives the best cuddles. He's lazy when we're lazy but also energetic when it's time to play or walk. He is a very clever, happy and playful pup who loves playing follow the leader all day, every day.

We are chasing more pets! To have your pet featured, please send a photo and the above details [here](#).

### Quote of the day

"Positive anything is better than negative nothing."

Elbert Hubbard

Kind Regards

Jamie Spencer

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](#)