

Executive Director Caboolture, Kilcoy and Woodford Clinical Directorate

Jamie Spencer



Summary:

- Executive update
- Welcome to our Diabetes Clinical Nurse Consultant
- AusAlert mobile phone test
- Community referral improvements
- CKW Pet of the Week

Message feedback



Audience: All staff



Read time: 4 min



For: Information

Dear CKW team,

As we wrap up my second week at CKW, I want to sincerely thank all staff for your continued dedication and professionalism. Caboolture Hospital remained in Tier 3 throughout the week, and I know the sustained demand has placed additional pressure on our teams. Your commitment to delivering safe, compassionate care during these challenging periods is greatly appreciated.

I'd also like to extend my congratulations to Adjunct Associate Professor Dr Thuy Frakking on her permanent appointment as Director of Research. This well-deserved appointment recognises Dr Frakking's outstanding leadership and commitment to advancing research and innovation across our service. We look forward to the continued positive impact of her work in this important role.

Welcome to our new Diabetes Clinical Nurse Consultant

Please join me in welcoming Kirby as Caboolture Hospital's new Diabetes Clinical Nurse Consultant (CNC) supporting inpatient services.

Kirby brings more than 18 years of nursing experience and a decade specialising in diabetes education. Many staff may already know her from her previous work with the Caboolture Community Health Diabetes Team, and we are delighted to welcome her back in this new role.



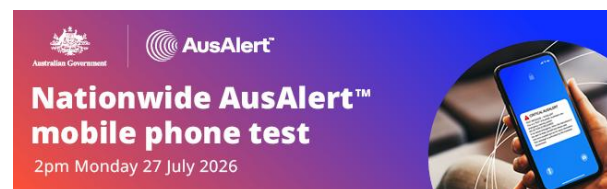
Throughout her career, Kirby has led and expanded diabetes services across regional New South Wales, supporting people living with diabetes through education, clinical care and innovative service delivery. She is passionate about improving patient outcomes, supporting multidisciplinary teams and sharing her knowledge with colleagues.

Kirby is available to support clinicians across the hospital with inpatient diabetes management and welcomes any diabetes-related questions.

Please don't hesitate to introduce yourself and make her feel welcome when you see her around the hospital.

Nationwide AusAlert mobile phone test - Monday 27 July, 2pm

AusAlert is a new national emergency warning system that sends alerts to mobile phones in at-risk areas. The technology is considered international best practice and is used by more than 30 countries for emergency warning communications.



AusAlert will send a nationwide test alert to compatible mobile devices (including phones, tablets and smart watches) at 2pm AEST on Monday 27 July 2026.

You don't need to do anything for the test.

Compatible devices (such as mobile phones, tablets and smart watches) will vibrate, play a loud siren-like sound for about 10 seconds, and display a test message. It will make this noise even if you've set your device to 'silent' or 'do not disturb' mode.

Please note: You cannot opt out of testing.

There is an option for staff, patients and visitors to turn off their mobile device or switch to aeroplane mode before 2pm AEST on Monday 27 July 2026 and leave off for at least one hour if you don't wish to hear the test.

We know it is not possible for some staff to turn off their device in certain clinical settings, so please take the necessary steps to minimise disruption, where appropriate. Staff are encouraged to speak to their line manager with any concerns.

For more information visit the [AusAlert National Test website](#).

Community referral improvements

This month, there has been a simple shift in how Metro North manages and improves the flow of CKW patient referrals to Community and Oral Health services.



One Front Door is a streamlined process that will ensure that referrals are managed and never sent back to the referrer.

There will be no change to the way you refer patients via the primary referral pathway [Refer](#), but behind the scenes a newly established Navigation team will now support complex or redirected referrals to the appropriate service.

This is about improving patient flow, reducing duplication and working more cohesively as One Metro North.

For further information visit the [Central Referral Unit](#) QHEPs page.

If you need to speak to the Navigator team about your referral, please call **0461 448 753**.



Recognising outstanding customer service

A heartfelt thank you to Kelly Maizan and Anneliese Whitehouse from our Pharmacy Department, who were recently recognised by a grateful regular outpatient for their exceptional customer service.

The patient, who owns a small business built on strong customer service values, took the time to personally deliver flowers to Kelly and Anneliese in recognition of the care, kindness and professionalism they consistently demonstrate.

It is always wonderful to hear when our staff make such a positive difference to the experiences of our patients. Congratulations Kelly and Anneliese, and the entire

Pharmacy Department for the outstanding care you provide.

Communication Saves Lives - Week 3: Good Documentation

This week, our Communication Saves Lives campaign focuses on one of the most important ways we communicate with each other - clinical documentation.

Every entry in the medical record tells part of the patient's story. It communicates what has happened, why decisions were made, the care that has been provided, and what needs to happen next.

Clear, accurate and timely documentation supports safe, coordinated care. It helps every member of the healthcare team understand the patient's condition, reduces the risk of miscommunication, and ensures continuity of care across shifts, departments and services.

Poor or incomplete documentation, however, can contribute to missed care, delayed

treatment, duplicated interventions and preventable patient harm.

Before completing your documentation, ask yourself:

- Would another clinician clearly understand what happened?
- Have I documented the assessment, actions taken and patient response?
- If my patient deteriorated overnight, would my notes tell the full story?
- Have I recorded the plan and any follow-up actions?

Also, a reminder to shine a light on safety and join our Safety Spotlight Board Competition and update with Communication/Standard 6 information.

3 DOCUMENTATION
If It's Not Documented, It Didn't Happen

GOOD DOCUMENTATION IS:

- ✓ Clear
- ✓ Objective
- ✓ Timely
- ✓ Legible
- ✓ Complete

REMEMBER - DOCUMENT:

- Assessment findings
- Care provided
- Clinical decisions
- Escalations
- Patient discussions

WHY IT MATTERS

Good documentation:

- ✓ Supports continuity of care
- ✓ Reduces risk
- ✓ Supports clinical decision making
- ✓ Provides a legal record

Document clearly, Document promptly, Document professionally.

SAFETY SPOTLIGHT

COMMUNICATION SAVES LIVES NSQHS Standard 6 - Communicating for Safety Queensland Government

Call for presenters: Welcome to My World at the Nursing and Midwifery Forum

We are seeking staff members who would be interested in presenting a "Welcome to My World" session at the upcoming Nursing and Midwifery Forum.

These presentations provide a valuable opportunity to share your role, experiences, expertise, or a unique aspect of your work with colleagues across the organisation. Whether you would like to showcase an innovative project, highlight a service improvement initiative, discuss your specialty area, or simply provide insight into what your role involves, we would love to hear from you.

Presenting at the forum is a great way to:

- Share knowledge and best practice
- Celebrate achievements and innovations
- Increase understanding of different roles and services
- Connect and engage with colleagues across Nursing and Midwifery

If you are interested in putting your hand up to present, please email the [DON office](#).

We are inviting presenters to participate in our October, November and December sessions.

July What's On

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 Brittany Waters Clinical Nurse Gastroenterology.

Name: Reggie

Age: 6 years old

Breed: Greyhound

About me: Reggie is an ex-racing greyhound we adopted 3 years ago from Friends of the Hound Rescue. We immediately fell in love with his gentle nature and adoration of people.

Greyhounds sleep around 18 hours per day. Reggie makes the most of his waking hours by

going for walks around the lakes and getting cuddles.

He just loves to meet new people ❤️

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

Quote of the day

"Believe you can and you're half way there."

Theodore Roosevelt

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**

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[Email us](#)