

Executive Director Caboolture, Kilcoy and Woodford Clinical Directorate

Jamie Spencer



Summary:

- Executive message
- Open Disclosure training
- Paediatric Specialist Outpatient Department update
- Celebrating excellence at CKW
- Metro North SET Forum soon
- Staff Car Park wait times and parking courtesy reminder

Message feedback



Audience: All staff



Read time: 4 min



For: Information

Dear CKW team,

I would like to begin by sincerely thanking each of you for your dedication, professionalism and commitment to safe and quality patient care over the past week. The commitment you all demonstrate in caring for our community during periods of increased demand does not go unnoticed.

August has been a particularly busy month across the CKW Directorate, with ongoing Tier 3 escalations placing significant pressure on our Satellite Health Centres, Emergency Departments and inpatient wards. Did you know that the Caboolture Emergency Department beat their own record for highest number of presentations for the whole year this week?

On Monday 17 August, the department recorded **238 presentations**, well above our usual daily average of approximately **200 presentations**. I would like to remind you all that behind every one of those presentations is a patient and family seeking care, reassurance and support and I am incredibly proud of the way our teams continue to respond.

This week I visited 'the ramp', speaking with our Emergency Department teams and Queensland Ambulance Service paramedics to discuss the importance of improving patient flow through the ED and across the hospital, recognising that safe and timely care relies on strong collaboration and a whole hospital approach.

Having a hands-on view of patient flow helps me understand how our individual actions support other teams across the hospital, ultimately contributing to better outcomes and experiences for our patients.

During these busy periods, I also encourage you all to reflect on our Caring Together values.

Frontline healthcare can be challenging, making it equally important that we look after one another and support those who care for our patients and their families every day.

Thank you all for your continued partnership and commitment during this busy period.

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Over the past five weeks, I have had the opportunity to meet many of you and gain a greater understanding of the services we provide. I look forward to continuing to get out across our sites, meeting with teams and learning firsthand about the needs of our community and the opportunities that lie ahead for CKW.

With today concluding my fifth week as part of the CKW team, I thought it was a good opportunity to let you get to know me a little better through a bit of friendly competition. Keep an eye out below for this week's question of the week. If you're the first to submit the correct answer, I'll personally pay you a visit with a prize! 😊



Executive update

Over the past few weeks, Acting Deputy Executive Director Geoff Grima has been leading a review of our senior leadership arrangements to ensure our governance, accountabilities and responsibilities remain fit for purpose as the CKW Directorate continues to grow.

The body of work confirms that we have a strong foundation in place, while also identifying opportunities to strengthen governance, clarify accountability and support effective decision-making across the directorate.

The next phase of the work will focus on validating these findings and testing improvement opportunities before any recommendations are considered.

My goal is to continue improving visibility and access to the executive and senior leadership team while ensuring we have the right foundations in place to support our staff, services and community into the future.

Open Disclosure Consultant training

This week, some of our CKW team completed their Open Disclosure training.

Open Disclosure is an honest, compassionate and transparent discussion between healthcare providers and patients when care does not go as planned or has resulted in harm. Guided by the Australian Commission on Safety and Quality in Health Care framework, the process supports timely communication, a sincere apology where appropriate, and actions to



help prevent a recurrence.

I am also proud to see the training facilitated by CKW Director of Medical Services Dr Theodore Chamberlain, showcasing the expertise, leadership and capability that exists within our own organisation.

A big thank you to all involved in continuing to strengthen our culture of openness, learning and patient-centred care.

Structural works on the Children's Outpatient Department underway

I'm pleased to share that significant progress continues on the new dedicated Children's Outpatients Department, located adjacent to our existing Outpatients Department, on the site of the former P3 public car park.

Since works commenced in June, construction has been progressing well, with piling works for the new facility now nearing completion. The next phase will see civil, concrete and structural works commence and we will soon begin to see the building take shape as Stage 1a progresses.

Behind the scenes, staff representatives and user groups are already working closely with the project team to help shape the future facility, including decisions around furniture, fixtures and equipment. This important collaboration will continue through to March next year to ensure the new department meets the needs of our patients, families and workforce.

Stage 1a is anticipated to reach practical completion in November 2026, with Stage 1b and operational commissioning expected to be completed by April 2027, ahead of the planned opening of the new department in May 2027.

Thank you to everyone involved in this exciting project. I look forward to sharing further

updates as we continue building a contemporary, family-friendly space for the paediatric patients and families we care for.



Celebrating excellence at CKW

Thank you to everyone who took the time to submit a nomination for the 2026 CKW Staff Excellence Awards. I am delighted to share that we received 258 nominations, which is exactly the same as last year!

Judging is now underway, with winners to be announced at the awards ceremony on Wednesday 16 September. I would also like to extend my sincere thanks to QSuper for its ongoing support of this important event.

If you have not already done so, make sure this event is in your diary. I encourage all staff to come along to the Caboolture Hospital Auditorium or via Teams to join us in celebrating the outstanding achievements of our colleagues.

This is always a fantastic occasion to recognise the incredible work taking place across CKW, and it is not an event you will want to miss! 🎉

Nominations remain open for the Metro North Staff Excellence Awards. Use the link below:



Metro North Senior Executive Team Forum at Caboolture

The next SET Forum will be held on Thursday 3 September from 11.30am to 12.30pm in the Caboolture Hospital Auditorium and on Teams.



Acting Chief Executive Naomi Hebson and the Metro North Senior Executive Team will provide updates, ask questions and provide feedback.

You can [join on Teams](#) and [ask a question](#) beforehand.

Staff Car Park wait times and parking courtesy reminder

I know some staff are currently experiencing longer than usual wait times to obtain a parking pass. I appreciate your patience while applications are processed as quickly as possible.

We also recognise that ongoing infrastructure projects and construction activity across the campus are placing additional pressure on parking availability. While these improvements will deliver significant benefits for our patients, community and workforce in the future, we acknowledge the short-term inconvenience they can create.

In the meantime, I ask everyone to be considerate when parking in surrounding streets and near neighbouring medical facilities. Please ensure your vehicle is parked legally, does not obstruct driveways or access points and remain mindful that these areas are also relied upon by patients, visitors, local businesses and residents.

Thank you for your understanding and cooperation during this period. Your consideration helps us maintain positive relationships with our community while we continue to grow and improve our facilities.

Roadworks update around Caboolture Hospital

I would like to make staff aware of upcoming asphalt patching works being undertaken by the City of Moreton Bay on roads surrounding the Caboolture Hospital campus.

Works are currently scheduled to occur overnight between 7pm and 5am, weather permitting. They will commence on Pettigrew Street and Mewett Street from Thursday 27 August, before moving to McKean Street (between St Columban's and the roundabout) from Sunday 30 August.

Traffic controllers will be onsite during the works and some minor delays may be experienced. Emergency vehicles will continue to be prioritised at all times to ensure uninterrupted access through the work areas.

If you are travelling to or from the hospital during these times, please allow a little extra travel time and follow all traffic management directions.

August What's On

AUGUST

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WHAT'S ON

- ★ WORLD BREASTFEEDING WEEK 1-7 AUGUST
- ★ JEANS FOR GENES DAY - 7 AUGUST
- ★ DAFFODIL DAY - 20 AUGUST
- ★ SIDS RED NOSE DAY - 27 AUGUST
- ★ WEAR IT PURPLE DAY - 28 AUGUST

CKW EVENTS

- EKKA PUBLIC HOLIDAY - MON 10 AUG
- ATSI CHILDREN'S DAY - TUESDAY 4 AUG
10AM-12PM
- AUGUST STAFF FORUM - TUES 25 AUG
- WEDNESDAY FOOD TRUCKS FROM 5PM



Do you know what POST stands for and why it is so important?

Be the first to send me the correct answer to executive_director_cab-kilcoy@health.qld.gov.au to win a prize!

CKW Pet of the Week

This week's Pet of the Week belongs to Acting Deputy Executive Director Geoff Grima.

Name: Ollie

Age: 7 years old

Breed: Golden Labrador

Hobbies: Eating treats, going for walks, lazing around, loves being cuddled

Dislikes: Getting his toes wet, rain, waiting one minute longer than he needs to for breakfast or dinner.



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

Quote of the day

Far and away the best prize that life offers is the chance to work hard at work worth doing.

— *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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