

Thinking outside of the square

Planning six new wards in the Adult Medical Centre can be a challenging yet exciting exercise.

Two medical wards (Gastroenterology and Respiratory) will relocate to the 3rd floor early June 2006, while floors 4 and 5 will be fitted out with four wards - two General Surgical wards on the 4th floor and two Orthopaedic wards on the 5th floor (one ward will be a combined Surgical/Orthopaedic ward).

“It’s really exciting to see User Groups challenge the way they currently work and come up with innovative ideas in regard to new design and function,” says Process Improvement Manager, Gillian Cossey.

“It’s also a great opportunity to make changes and improvements based on best practice.”

For example research tells us that the use of day rooms and lounges can lead to faster recovery times for some patients.

There are the physical benefits i.e. encouraging people to get out of bed and get moving and the psychological benefits i.e. a place where people can get away from the clinical environment and relax or enjoy the company of others.

The General Surgical and Orthopaedic wards will have patient day rooms and lounges with superb views of the golf course. Tea and coffee facilities will be provided, along with comfortable seating.

A dining area may be included for the 5th floor, encouraging patients to eat their meals away from the bedroom.

Other improvements to the new Adult Medical Centre wards include:

- Patient notes located outside the rooms – resulting in easy and quick access (4th and 5th floors only).
- Isolation rooms are being upgraded to meet best practice.
- Better air extraction from sluice rooms and toilets.

What’s clear is that everyone (User Groups, Project Excel team, Designers and Builders) are committed to deliver the best facilities they can.



Construction photo of patient bedroom, 3rd floor Medical ward.

PROJECT EXCEL has entered a new and exciting phase ... 'Core Consolidation' (planning for growth to 2009).

This phase consists of:

Stage 1 - The continuing upgrade or renewal of existing facilities (approval for design and construction by the Ministry of Health is imminent).

- Floors 4 and 5 Adult Medical Centre will be fitted out with four wards (2 wards per floor), Middlemore Hospital.
- Construction of a new Intensive Care Unit - 1st floor Acute Hub, Middlemore Hospital.
- New Cardiology Suite (Coronary Care Unit/Cardiac Investigation Unit/Step Down Unit), Middlemore Hospital.
- The Birthing Suite and Mother and Baby Assessment Unit (MABAU) will be an integrated service, located on the 2nd floor of the Galbraith Building, Middlemore Hospital - one floor below the Neonatal Unit and one floor above operating theatres.
- Antenatal and Postnatal care (including transitional care) will be located on the 4th floor, Galbraith Building, Middlemore Hospital.
- Enabling works for new circulation corridors, service tunnels and infrastructure, which will ultimately lead to the elimination of the multi level ramps at Middlemore and the establishment of separate corridors and levels for different services (patients, visitors and support services e.g. food delivery).
- Minor refurbishment for Women's Health Building, Middlemore Hospital.

Stage 2 - The redevelopment and expansion of facilities and services on the Middlemore and Manukau Hospital sites, together with an initial stage to meet predicted future growth in Counties Manukau. Approval for design by the Ministry of Health is imminent.

- New acute mental health beds, Middlemore Hospital.
- Acute Hub - 2nd floor Administration Fit-Out, Middlemore Hospital.
- Improved day of admission facilities.
- For the Manukau site the scope includes an outpatient review and extension, additional assisted renal dialysis, infrastructure upgrades (power, gas etc) to meet future site requirements and relocation of administration functions from temporary to permanent accommodation.

Funding for Stages 1 and 2 is being provided by the Counties Manukau District Health Board through existing cash flows or approved unused debt facilities.

'Core Consolidation' – Stage 3 (yet to be approved by the Ministry of Health) aims to provide Middlemore Hospital with improved health facilities to meet the predicted increase in secondary health services in the form of a new ward block (half being a building shell at this stage).

There are some exciting developments ahead. For this to be successful we need to stay focused on the future, positive about the changes taking place and looking towards our end goal – improved health facilities and services for the people of Counties Manukau.

Changes for Women's Health - Middlemore Hospital

Significant changes planned for Women's Health have been designed to enhance the safety and well-being of mothers and babies.

The Birthing Suite and Mother and Baby Assessment Unit (MABAU) will be an integrated service and will be located on the 2nd floor of the Galbraith Building - one floor below the Neonatal Unit and one floor above operating theatres.



The integrated Unit will have 17 Birthing rooms and 11 Assessment rooms. Non-labouring women will be seen in the Assessment area, while the Birthing unit will deliver babies from 22 weeks gestation.

Process Improvement Manager, Margaret Garthwaite says safety and functionality are key features of the areas. "This has been achieved by the co-location of birthing rooms, the Neonatal Unit and their proximity to theatres," says Margaret.

"For example mothers needing caesarean sections will have immediate access to theatres and sick babies will have prompt admission to the Neonatal Unit."

6,068 women delivered babies at Middlemore Hospital in 2005.

This is expected to increase to a capped number of 7,500 deliveries in 2011.

The Delivery Suite currently has 12 birthing beds. The Mother and Baby Assessment Unit (MABAU) has 8 beds.

Improved facilities for families and staff will also be a primary focus. For example there will be a waiting room for families (not currently available) and a change room for staff.

Antenatal and Postnatal Care (including Transitional Care) will be located on the 4th floor of the Galbraith Building, resulting in improved access between wards/units for medical staff and a more efficient flow of women between operating theatres and the wards.

Transitional care will provide cots for neonates who require further clinical management at a lower level than is required in the Neonatal Unit. In some cases mothers may require assistance with mother crafting skills prior to taking a previously unwell or technologically-dependent neonate home. The ability to transition babies is considered an important part of the continuum of care.

User Groups are currently working on concept design and models of care.

Praise continues for new Neonatal Unit

Three months after moving in, parents and visitors continue to comment on the space, light and feel of the new Neonatal Unit. Some remember the cramped conditions of the old Department and are impressed with the amount of privacy the new Unit has to offer. Others have commented on the personalised aspects of the Unit i.e. the toy mobiles above the cots and the children's drawer handles (see photo below)

Since moving in (February 2006) the Neonatal Unit has cared for up to 28 babies at one time.

Nurse Manager Helen McConachy says staff are settling in well. "The team has been fantastic with a huge amount of 'can do' attitude," says Helen.

"What's really exciting is the ability to make decisions and implement changes that benefit families and staff."



The animal and car drawer handles have drawn favourable comments.

Positive comments from staff:

- Bedside nursing is much easier.
- More space for parents and staff.
- Easier to move things around e.g. flexibility of level 3 pendant.
- Mothers have more privacy.
- New Unit is clean, bright and airy.

National Burn Centre 'finishing post' in sight - by Chris Jaggs

What a difference a year makes. Back in March/April 2005 we had just signed off the concept plans and were 'mocking up' the new National Burn Centre (NBC) rooms in the empty space above Emergency Care. The architects had also developed a 3-D 'fly-through' of the new layout to show people what the new facility would look like.



A year later the 'finishing post' is in site. What was once an empty concrete box is now laid out with rooms and corridors and the final configuration of the new Burn Centre can be seen. The fit-out of the patient rooms, treatment rooms, specialist Allied Health areas are underway and we are starting to take delivery of specialist items such as patient hoists and procedure lights as well as essential items such as soap dispensers and towel holders. The equipment list is huge and needs careful co-ordination and co-operation between the various groups involved (construction team, the procurement team, CMDHB Engineering staff, the Project team, and the Users.)

The next couple of months will be especially busy for the Burn Project team. There is the ongoing development of the model of care for the new Unit, planning for the opening in June 2006 and the migration of staff to the new Centre - all this while maintaining patient care!

Once again the Burn Project team would like to thank their colleagues who have been very understanding and forgiving about the noise, disruption and dust, caused by construction.

Information Technology (IT) - helps keep our organisation running

When making the move to a new facility there are two priorities

The first is the safe transfer of patients and staff and the other is making sure equipment (medical and administrative) is functioning quickly and reliably.

When planning a move IT works closely with the Process Improvement Managers to determine an areas current and future requirements. All data, phone, fax and computer ports are mapped out on a detailed floor plan with considerable thought given to function and location.

“The first thing people ask when they move is ‘when can I log on to my computer, make phone calls, fax, print and access the Internet,’ says IT Programme Co-ordinator, Dianne Gunn. “Our aim is to have everything up and running before users move in. We are also available post occupancy to help with any operational problems.”

Neonatal Unit’s perspective - by Project Operational Manager, Margaret Garthwaite

The IT team worked with us early in the project, trying to understand our needs and ensuring we had the infrastructure to operate as we wanted. Their processes and supporting forms helped us check off our requirements and see gaps we had not recognised. When we had to change the installation day at the last minute, their attitude was very professional and when we needed urgent assistance, they came quickly. My advice to areas moving is follow IT’s processes. They help to provide a successful and smooth transition.



Did you know ..

There are a total of 4,837 devices (computers, phones, fax etc) in use at CMDHB

There are a total of 9000 users.

Sites supported = 67 connected by over 1000 kilometres of network cabling.

Total Helpdesk calls during 2004-2005 was 49,487!

Process Improvement Managers (PIM’s) hard at work

PIM’s are currently working with User Groups as they plan and develop their new facilities. As their name suggests their role is to review current service delivery processes in light of new technology, to consider what models of care will work in the future and create facilities and processes that allow clinical and support staff to do their jobs well.

All agree they are not here to make change just for change’s sake – only where there is an identified need or opportunity. To date comments from User Groups have been positive regarding the level of consultation and communication.



PIM’s Team: From left to right – Gillian Cossey, Marianne Scott, Niccy Brougham, Ron Dunham, Margaret Garthwaite and Pauline Blithe.

Do you know where the PIM’s office is? The team can be found outside ward 6 (the Gynaecology care ward) off the rainbow corridor.



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Coming up in the next issue ..

- Construction updates
- Progress photos.

New look for PROJECT EXCEL Web Site

Intranet:

Access from 'Projects' website on SouthNet or under "P" in the Services Directory.

Internet:

In the internet explorer address bar type: <http://www.cmdhb.org.nz>.
Click onto PROJECT EXCEL.

The PROJECT EXCEL web site has been designed to inform staff about the modernisation and redevelopment projects occurring across the CMDHB sites.

You'll find background information and regular updates on the various projects, along with updated photographs of construction activities, floor plans, copies of PROJECT EXCEL NEWS and much more.

We would love to hear your feedback regarding the newsletter and ideas for future articles.

Please email Janet Haley with your suggestions: haleyj@middlemore.co.nz