

UPDATE



Issue 4 MARCH 2012

Countdown to 'GO-LIVE' Meade Clinical Centre Outpatients

20 weeks

Waikato DHB outpatients have their say



*Jo-Anne Deane,
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Members of the public had their say at an outpatient feedback event in February on how outpatient clinics should run at Waikato Hospital's new Meade Clinical Centre.

The building will provide us with high quality facilities for our patients, and it is important to us that we provide a service that meets their expectations. The session looked specifically at customer service within an outpatients' setting - so we can understand what is important to our patients when they attend clinic appointments.

twentyfive patients attended the feedback evening - travelling from as far away as Thames and Morrinsville to give us their views.

We will use the feedback to develop a training programme for staff.

The key issues impacting on our patients' clinic journey were:

Patient feedback	What are we doing about it?
Patients would like to receive more information to prepare them for their appointment so they know what to expect – such as any cost which may be associated with their appointment, e.g. car parking.	We will be revising and standardising outpatient appointment letters to ensure patients get clear and appropriate information to prepare them for their appointment.
Patients want to be kept up to date with waiting time delays – they are more than happy to wait if they know why the clinic is running late and how long the delay is expected to be.	We are looking at utilising technological solutions to deliver an 'active waiting' solution in MCC waiting areas. Receptionists will also have greater visibility of waiting times so they can communicate with patients upon their arrival.
There was strong appetite from patients for us to utilise technology such as text reminders for appointments and email contact with the clinic.	We will implement a text message reminder for outpatient appointments.
Patients experience difficulty in getting from the carpark to current clinics – particularly when they have to travel through uncovered areas during bad weather.	The carpark building has direct access to Meade Clinical Centre clinics through the linking corridors which will make it much easier for patients attending appointments.
Patients find it difficult to find their way to clinics across a complex hospital campus.	Co-locating outpatient clinics within MCC will make it much easier for patients to find the clinic, we are also revising signage and wayfinding solutions across the campus to ensure there are clear directions for visitors.

In this issue

This issue gives you a progress report on the build, and what the outpatient clinics are starting to look like, a sneak preview of the colour schemes and an update on IS projects for Meade Clinical Centre.

If you have any questions about the Meade Clinical Centre email mccprogramme@waikatodhb.health.nz.



Building programme update

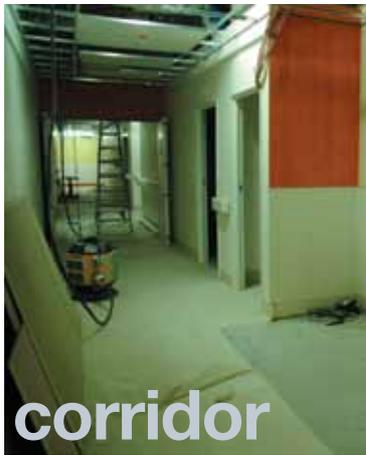
Construction work continues to progress rapidly on the building. In Stage 1 the fit out work is now progressing on all five floors. Vinyl sheet flooring is being laid, suspended ceilings installed and walls painted. Reception desks and other joinery items are being installed. The chapel which was closed to enable adjacent building work to create part of the new, wider red corridor, has re-opened. The contractors are also looking at the feasibility of an early handover of the Level 4, High Dependency Unit. This is currently planned as part of Stage 2. An earlier occupation will enable us to advance the date for the demolition of Smith Building.

Stage 2 structural work is almost complete and the roof is being erected. This is the area next to Waiora Waikato Centre and Kempthorne buildings. It will house radiology, theatres and critical care. On the elevation facing Menzies Building, structural steelwork is being erected. This is the start of the new Red Corridor Atrium that will run down to the corridor that links to the carpark.

In the next period there will be changes at Level 1 of the Link building as we break through to what will become the main entrance through the Level 1 concourse into the building. This will mean that enquiries will go, the hospital shop and Recharge coffee kiosk will go into the Upper Deck Cafe and ATM and parking machines will go to where Recharge was once relocated.



level one outpatients



corridor



reception



work area



Clinicians getting involved

Dr Gillian Corbett, haematologist had her chance to see how the haematology clinic area is progressing on a site tour with Raewyn Wilson, project manager for Meade Clinical Centre Outpatients.

Level 3 outpatient clinics is where they will work from. Although the building is still in the early fit out stages Gillian was able to get an idea of what the clinic rooms would look like, the size and a feel for the layout of the area from reception to clinic rooms, to procedure rooms, to Medical Day Unit to the coffee making facilities. She was able to see where her patients would wait and the pathway they would travel to her consult room. Size of rooms were discussed and they are bigger than what they currently have on Level 2, Waiora Waikato Centre.

"It is good to see the actual space and area that we will be working from rather than just looking at plans. It's all a lot more realistic and one can think about how we will operate in the new clinics," says Gillian.

"I am pleased that the patients won't be too far away from the consult rooms and that the Haematology Clinic is clustered together within the building."

Above from left to right: Builders who will be helping with the installation of equipment, Darren Smith and Ken MacFarlane with haematologist Gillian Corbett and project manager Raewyn Wilson.

Below left: Current clinic room which is cramped and cluttered.

Below right: Raewyn Wilson and Gillian Corbett inspect plans.



Choosing the colours

Health planning and design facilitation is Helena Berard's description for what she does for the Building Programme Office.

Helena knows all the details on what goes into building the Meade Clinical Centre from copper pipes to the fabric for the curtains.

"One of the more 'fun' parts of this role is you get to be involved with choosing the colours for the interior of the building," says Helena.

Working with a colour consultant, consideration is taken into what the building is used for and how the building should feel. They don't want a hospital look as you enter so bright colours are used for the entrances. More subdued colours are used in the clinical rooms.

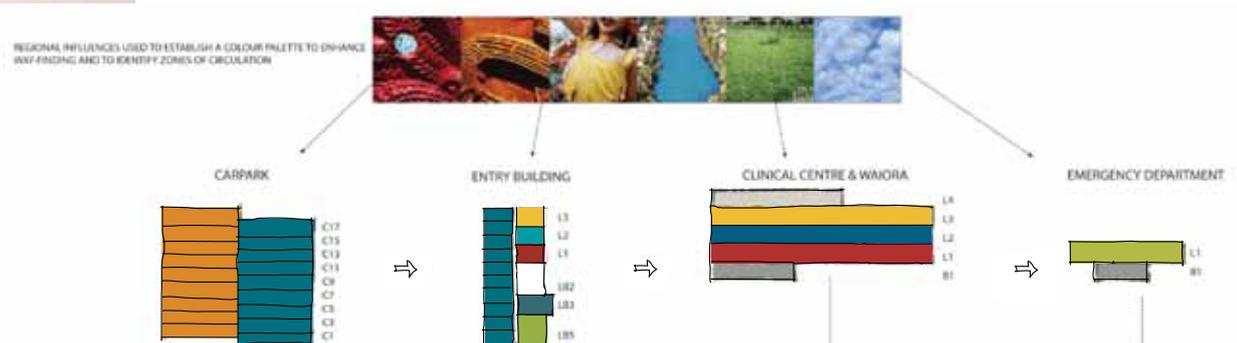
"We tend to choose colours based on culture, region, our environment, and user characteristics. Lighting, size, and shape of the space can also affect the colours we choose."

For the size of a building like Meade Clinical Centre, creating themes for each level was essential to help with way finding. Each level has a strong colour theme as you enter. In the atrium you can look over the light well of the mezzanine floors to see the different levels and the different colours. Within the clinic areas there are different hues of the primary colours used to assist with way finding around the clinic areas.

Red is the colour for Level 1 as that theme runs throughout the hospital with the red corridor which is the hospital's main artery.



Helena Berard, Health Planner



level three

level two

level one

clinical rooms

level four

Meade Clinical Centre 'drop in sessions'



Above: Dermatology and Plastics staff at a drop in session speaking to Meade Clinical Centre outpatients manager Kathie Perkins to understand the flow in Meade Clinical Centre.

Outpatients will be moving in August 2012....come to a session and meet the team, see the plans and ask any questions

Scheduled drop in sessions:

Dermatology - 29 March @ 7.30am

Pre-admission clinic - 29 March @ 11am-1pm

More to follow - coming to your area soon. if in the meantime you have questions please email MCCprogramme@waikatodhb.health.nz or call Claire on 24006

We will keep you posted with how the programme is developing and provide detailed timelines showing when various changes will happen. **Keep an eye out for 'drop-in' sessions where project team members will be available to answer any queries and give staff more details about the Meade Clinical Centre.** Each of the projects is starting to work more closely with staff so they have input into the changes. If you have any questions, feedback or suggestions for the programme team please email mccprogramme@waikatodhb.health.nz.

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www.waikatodhb.health.nz/building

IS UPDATES

Wayfinding project goes ahead

There will be a new way finding solution in place on the campus to assist visitors, patients and staff to easily navigate their way around. The 21 kiosks and two overhead digital signs will provide an interactive solution to and from the Meade Clinical Centre.

One of the key goals is to provide 24x7

solution for more than just wayfinding directions, that is, including easy access to key information regarding the hospital including wheelchairs, shuttles, visiting hours, car parking, security, and retail outlets. It will also provide an effective method for delivering key health messages to further educate patients and visitors.

This solution can be updated rapidly to ensure accuracy of wayfinding information at all times.

PACS Extended Imaging

The Midland chief operating officers approved the use of PACS archive to store the images taken in departments outside of Radiology

Images that are reported will be available in clinical workstation in the future.

The test system is currently being implemented in the managed service environment in Caro Street, Hamilton. The project team can then start configuring the system and start user acceptance testing to ensure everything works.

Minimal use of paper

The new scanning room is near completion and will be operational for scanning in early April.

Starting off are Audiology. We will be scanning all of their local records and uploading softcopy versions into the Clinical Workstation (HealthViews) application. Audiology will be closely followed by dermatology, speech language, hands burns and scars and pacemaker departments. Also within scope is the scanning of external correspondence and triaged referrals prior to the opening of MCC.



IS MCC
Programme

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