



MAY 2012

## A message to primary care providers from Waikato DHB

MEADE CLINICAL CENTRE is Waikato District Health Board's largest and most complex infrastructure project underway involving lots of staff time, dollars and commitment. I want to thank our staff and community stakeholders for their contribution to the enormous body of work underway. The end is in sight!

This update will help you understand where your patients will come to for their outpatient clinics from September 2012 and an indication of what they can experience in the new environment.



The public had their say at a feedback event several weeks ago. We took this on board and included it by improving our processes and using patient feedback in our staff training.

We still need your involvement as we together provide streamlined and co-ordinated services for our communities.

We will hold open evenings for primary care providers and GPs in advance of the opening so you can view the facility and meet the team. I look forward to meeting you at those.

Regards  
**Jan Adams,**  
 Chief Operating Officer  
 Waikato District Health Board



## About the new Meade Clinical Centre facility

THE MEADE CLINICAL CENTRE will be a modern 'patient centred' outpatient and interventional facility that will meet the healthcare needs of the Waikato people now and into the future.



The \$130 million Meade Clinical Centre is the most significant part of Waikato DHB's \$430 million redevelopment programme, approved in 2004. Construction started in February 2010 on the five-level 39,000m<sup>2</sup> building which is parallel to the south side of the hospital's red corridor and links directly onto the car park at three levels.

The Meade Clinical Centre will open in three stages from August 2012 with full completion by mid 2014.



Meade Clinical Centre will be home for most outpatient clinics, interventional suites (including cardiac catheter lab, endoscopy and interventional radiology), additional operating theatres, new post anaesthetic care areas, Day of Surgery Admission Unit, a Medical Day Care Unit and a new radiology department. Waikato Hospital's Critical Care Unit comprising the Intensive Care and High Dependency units will move into Level 4 of the building along with some office space. The basement will house the distribution centre and other storage facilities.

Currently, there are clinics all over the hospital campus, which adds to the stress of an outpatient appointment. With this centralised facility, patients can look forward to an appointment experience focused around their requirements. This starts from when they receive their appointment letter asking them to make contact to confirm that they can attend.



Clear way finding has been a feature considered. Each level in the new building has a strong colour theme as you enter. In the atrium patients and visitors can look over the light well of the mezzanine floors to see the different levels and different colours. Red is the colour for Level 1, which carries throughout the main level of Waikato Hospital (e.g. red corridor). Along with signage there will also be information kiosks stationed throughout the hospital at key points to assist with way finding and enquiries.

### The Meade Clinical Centre provides the following benefits:

- a purpose built facility providing an improved experience for your patients
- centralised outpatient services with co-located facilities
- improved meet and greet for patients by dedicated receptionists
- improved way finding around the hospital campus
- a facility managed model which will improve utilisation of the facility and its equipment
- more patient centred booking processes
- improved access to electronic patient information.

### What does it mean for you as GPs?

- Better co-ordination between primary and secondary providers.
- An opportunity for shared discussion, a review of pathways and ultimately improved patient care.
- The new leadership team in outpatients will ensure high customer satisfaction and the opportunity for us all to work more closely together.

## Waikato DHB outpatients have their say

MEMBERS OF THE public had their say at a recent outpatient feedback event on how outpatient clinics should run at Waikato Hospital's new Meade Clinical Centre. We used this information to improve some of the processes and develop a training programme for staff.



### Key issues affecting our patients' clinic journeys were:

- lack of information to prepare them for their appointment so they know what to expect – such as any cost that may be associated with their appointment e.g. car parking
- the need to be up-to-date with waiting time delays
- patients wanted us to utilise technology such as text reminders for appointments and email contact with the clinic
- difficulty in getting from car park to current clinics
- difficulty in finding their way to the clinic.

### What are we doing about it?

- Revising and standardising outpatient appointment letters ensuring information is clear and appropriate to prepare patients for their appointment.
- Utilising technology solutions to deliver 'active waiting' solutions. Receptionists will also have greater visibility of waiting times so they can communicate with patients upon their arrival.
- Implementing text message reminders.
- The main car park building has direct access to Meade Clinical Centre clinics making it much easier for patients attending appointments. Revised signage and way finding solutions will also ensure clear directions for visitors.

In the process of moving clinics to the Meade Clinical Centre there will be changes around the hospital campus and we are working to minimise the disruption to patients. If you or your patients have any queries regarding their outpatient appointment during this transition period please contact:

[mccprogramme@waikatodhb.health.nz](mailto:mccprogramme@waikatodhb.health.nz)

## Introducing your link to Waikato Hospital



**Jo-Anne Deane**  
Assistant Group Manager: Ambulatory Care and External Liaison

JO-ANNE is Waikato Hospital's link to assist with communication and cooperation between Waikato primary care providers and other DHBs. Another of her roles is project executive for Meade Clinical Centre Stage 1: Outpatients.

She sees the planning beforehand as an opportunity to reshape ambulatory services, put some formal structures in place and design a centre with patients as a focus.

"The facility has been designed to support services that have close working relationships and therefore when the facility is complete the patients will be able to stay in the building to have their blood tests or x-rays," says Jo-Anne.

"Also, with a more streamlined approach and supportive administration staff we will aim to improve relationships where patients can phone in when they get their appointment letter and confirm that they are able to attend," she says.

"This is an opportunity for us to update your patients' information if out of date, also get their mobile phone number if they have one so we can text to remind them of their appointment. Then we all will be prepared for when they attend."

She looks forward to the day when outpatients will come into a modern environment, with clear way finding and supporting technology, where they come across from the car park to the reception, they report in, and if there is time have a coffee at the café while they wait.