

## Process Mapping Continues for User Groups

Process maps are graphical presentations that document tasks and other aspects of processes; it is usually known as flow charting and is represented in the example provided here for the Imaging referral process.

User groups are busy with a period of process mapping to look at the way their service currently runs and to identify gaps, delays or waste in the process. Reviewing these process's allows the staff to implement and adopt more streamline processes and systems into their departments prior to moving into the new hospitals. Process mapping is a proven technique that can help staff:

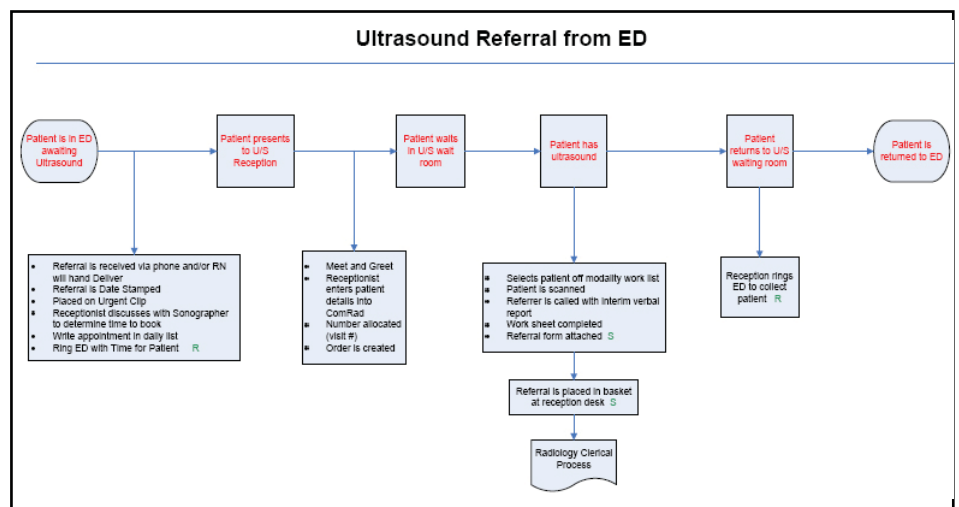
- Develop a complete and shared understanding of a process
- Highlight areas for improvement
- Help focus on the patient's view of the process
- Identify inefficiencies and how to eliminate them

The next step that user groups are working towards is adding time frames around each patient contact point (e.g. consultations) and non patient contact

point (e.g. clerical tasks).

Charles Baillie (HR Advisor) and Ali Rendall (Wairau Liaison Manager) have joined the user groups in process mapping and are using their experiences and knowledge in helping the groups identify their current and processes and potential improvements.

It is expected that the process mapping skills developed will be used well after the completion of the hospital redevelopment in business as usual.



### Meet David Hobern - Project Manager

As a new member to the Wairau Hospital Redevelopment Project, David joins as the Project Manager from RDT Pacific. David's role is to 'give the NMDHB 'certainty of outcome' through working with NMDHB staff and Design Consultants and latterly a Main Contractor'. During the construction phase, David's role will manage the Consultants and the Main Contractor and will be the single point of contact for both parties.

He will advise NMDHB on sub-contractor appointment and sign off, and instruct the Main Contractor with the decision. David will act as a first point



of contact and be available for all queries and questions and maintain all documentation is issued correctly and on time between the NMDHB and contractors.

David has moved to Blenheim from Rotorua with his family of two young boys and his wife. His family are enjoying the warmer weather and currently looking for a property to buy and settle down.

**Countdown to the begining of Construction: 4 Months**

### Room Data Sheets Explained

User groups have now moved into Developed Design Phase and are busy completing Room Data Sheets (RDS) to inform the Architects.

RDS's provide the next level of detail and are a system for defining the requirements, finishes and fittings of each and every room/allocated space within a building. This is a very intense time for the user group members and their input is helping their facilities become more realistic and the design becomes more tangible as chairs and tables being placed in each room.

During this phase of user group meetings, the Services Engineer has met with each group and provided information on medical gasses and air conditioning requirements.

User groups will be submitting their completed RDS's to the Architects at the next set of Developed Design meetings who will in turn make adjustments to the design.

# User Group Co-leaders Appointed



Some of the user group co-leaders: Rachael Lane, Kit Sidey, Simon Langford, Margaret Garrett

The Hospital Redevelopment Project Team would like to welcome the addition of user group co-leaders to the project.

As the project is entering a more intensive phase of design, the role of the co-leader has been developed for each user group to support this activity.

This role is essential in ensuring that the timeframes and required detail are met in terms of the project and the co-leaders are responsible for being the main caretaker for the developed design phases of their user groups.

This phase involves ensuring the room

data sheets are correct and up to date, progressing process maps and working closely with the change manager to assist in implementing the Operational Change Plan.

The Co-leaders that have accepted this role include: AT&R – Gisela Hartwig, Allied Health / Community Nursing – Kit Sidey, Clinical Support (Pharmacy) – Margaret Garrett, Clerical – Rachael Lane, Child and Youth – Sue Smart, ED/ HDU/AAU – Sharon North, Inpatients – Simon Langford (supported by Sue Allan and Chris Gibson), Mental Health – David Greer, Maternity – Graham Cross, Outpatients – Brenda McAlpine, Operating Theatre / DSU – Maureen Leggett.

We look forward to having the co-leaders on the Project Team.

## Organisational Development and Communication Group

As part of the process for preparing change, the Organisational Development and Communication group has been established. This group meets on a fortnightly basis (more often if required) and is made up of Regional Manager Learning and Development - Sue Seymour, Change Manager - Sue Morris the HR advisor - Charles Bailie, Wairau Liaison Manager – Ali Rendall, and Communication Coordinator – Emily Radnor and NMSDT – Marion Elvy. The group are supported by Denise Hutchens (GM Organisation Development), Heather Smith (Regional HR Manager) and Phillipa Molloy (Director of Nursing).

The group has been set up to manage the Change process that the new facility will bring to the staff from a training, workforce and communication aspect. The group will:

1. Provide a conduit between the organisation's organisational development (OD) strategies and the OD strategies specific to Wairau Site redevelopment.
2. Provide recommendations on Wairau Change Management Strategies

A high level Change Plan was created earlier in the year and from this, an Operational Change Plan has been developed to illustrate in more detail the way that the project team will execute the change process, both pre and post new build years to ensure that all staff are aware of the changes that will be made from a facility, process and staffing basis and have the tools and training to transition.

### Mock Up Room

To assist detailed planning in the next design phase, a 'Mock up' room will be developed. A Mock Up room will be an area that will be put together to simulate a typical inpatient bed room or consult room. It will be as the proposed size and shape of the Detailed Design Plan and will allow staff to view the space and make any changes needed and help visualise how the rooms will look.

The detail of these rooms is yet to be finalised and may vary from being a taped area on the ground with a plinth and desk to a room with 'walls', bed, mock medical panel etc.

Don Robertson from RDT Pacific (Project Managers) have discussed the potential of setting up these rooms in the existing Nursing Recreation Room and will be developed after the Detailed Design Phase

## Ministry of Health Response to Preliminary Design Report

In response to the Preliminary Design Report submitted to the Ministry of Health on the 31st of August, the MoH peer reviewer; Aurora Projects, has provided an Interim Report to the Wairau Hospital Redevelopment Project Team.

This overall response from the MoH to the Preliminary Design Report was positive. Some challenges have been made to the facilities design and the Project Team will systematically work through these to ensure that the project has a positive outcome and meets the master planning and Business Case objectives.

It is still expected that the Preliminary Design will be signed off by the Ministry of Health without any major changes, thus enabling release of the funds to progress with the construction phase of the project.