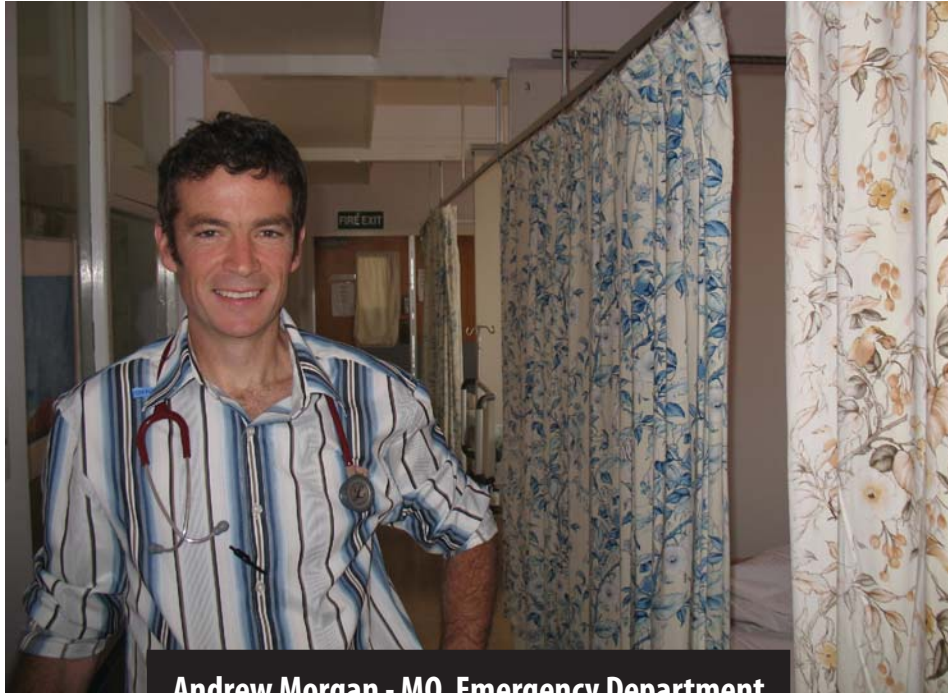


This month's edition of Ex-Site looks at the need for redevelopment in the Emergency Department, discovers the future of the Clinical Intranet, and has reports back from Site Vists from around New Zealand

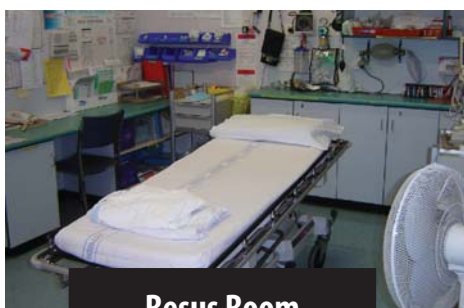
Emergency Department Need for Redevelopment



Andrew Morgan - MO, Emergency Department

As most of you know, the Emergency Department at Wairau is in great need for a revamp. Currently there are space and privacy issues, and an overlapping of different services from the area. Site Redevelopment will improve efficiency and create a dedicated emergency service and a patient and staff friendly area.

Sharon North, CNL, responded that the Emergency Department User Group are planning on having 'closer co-locations' to progress the hot floor concept, and are developing a model of care that 'will take community needs into the future. This involves taking a good look at ourselves and others to see how we can improve patient flow'



Resus Room

Sharon North has described this to be 'an exciting and thought provoking time'.

The Emergency Department User group has a great cross section representation from nursing, doctor, management and clerical staff who have put in an immense amount of time and detail into their Model of Care.

Clinical User Group and the future of the Clinical Intranet

The Clinical Intranet is fast becoming a common point of discussion in all user groups. On Wednesday the 8th of November, the Clinical User Group held an open workshop for all Clerical Staff where a presentation on the Clinical Intranet was delivered by Maran Harford. The main issues highlighted out of this forum included:

- The new system will allow clinical staff the ability to review patients history and other details quickly and efficiently from a PC screen without the need to look through paper notes to find information.
- The system will effectively pull data and information about any particular patient

from various IT sources around the DHB and allow them to be viewed altogether.

- This could include: lab results, clinic letters, referrals.
- The Clinical Intranet is likely to be up and running within 18 Months

There is also a high potential change around the technology impact on Clinical Records itself. There are discussions around the move towards totally electronic records. The Clinical Intranet is a step towards this, and other factors will need to be reviewed as they become clearer.

One of the other major points for discussion that has been occurring in the Clerical User Group is the desire to become either completely centralised or decentralised with their clerical support, bookings, referrals etc. The current de-centralised model allows clerical staff to provide a more personalised service to patients, following their journey through the hospital system from start to finish. There has been a desire to retain this in the future model, but at the same time look very closely at which individual functions could be separated out into distinct roles for a team of people to concentrate solely on. One example could be the establishment of a central point of entry for all referrals.

Overall it can be stressed that the way we will be working in the future will be very different from the way things are being done

Over the past week, Architects, Health Planners, Quantity Surveyors and Project Managers have been shortlisted and interviewed. Formal appointments of these consultants will be announced early December.

SITE VISITS

As part of the user group's Model's of Care, representatives have been asked to visit other hospitals around the county. Representatives from the AT&R, Allied health, Community Nursing have all had site visits to places such as Wairarapa, Southland, Waitakare, and Dunstan and have fed back to their groups with great detail and enthusiasm.

Lynnette Stewart (Physiotherapy) responded that 'It was really useful to see the layout and co-locations in other hospitals' After speaking to Ali Rendall from AT&R and Lynnette, it was obvious that the site visits were a positive experience and valuable in terms of reassessing their models of care.



Information Counter Southland Hospital

Some of the positive things that both Ali and Lynnette noted from their site visit to Southland Hospital in Invercargill included:

- Wonderful pool and Gym
- Large central storage with barcoded system for equipment was extremely effective
- Brightly colour coded rooms through out the hospital, i.e. bright green for reception areas were very helpful
- Adoption of bright open spaces and large outdoor areas was great.

Ali Rendall's visit to Waitakare was just as interesting but seemed to also have many problems that were highlighted throughout her tour of the AT&R Department. Some of these included:

- A definite need for more storage (regardless of the large central storage already in place)
- The need to clearly identify location of cleaning supplies

We know You're Out There!

Just a reminder to those groups/departments who feel that they are being forgotten in the Wairau Site Redevelopment process that you are not forgotten! The current phase of the redevelopment project is focused on clinical areas which will help define the key co-locations of buildings and departments for the concept plan.

The next phase will integrate other services across the hospital such as human resources, learning and development, public health, chapel, library, kitchen and cafeteria, stores and supplies, mail room, body hold, and Hospital wide services such as whanau room, medical records/orderlies, cleaning, security, fire safety, nurse call systems and location of ice machines, etc. If you feel your services are not covered in the above list, please do not hesitate to contact Emily.



Waitakare Gym

However, Ali was able to take away positive experiences with the adoption of:

- 4 bedder rooms
- Separate toilet area from showers
- Colour scheme similar to Southland
- Shared offices/space
- Purpose built department

'The experience of going on the site visits was absolutely useful and helped highlight problems' Ali noted.

As raised by Ali, participating in these site visits not only gives the staff an chance to see newly built facilities but also to have the opportunity to report back about systems or layouts that may not work here in Wairau and mistakes that we can learn from.

As more user groups Model's of Care progress, there will be further site visits organised in the coming weeks.



Entrance to Southland Hospital

If you have any questions or suggestions around the Wairau Site Redevelopment please feel free to contact Emily Radnor, Project Administrator at 'Bunnies' or on ext 6859