

NZNO 10TH NATIONAL GERONTOLOGY SECTION CONFERENCE

Rydges Latimer, Christchurch 31 Oct & 01 Nov 2016



BACK
TO OUR
FUTURE



Burwood – the new hospital

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Older Persons Health &
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CDHB*

A sustainable health system needs:

- Services that support people to **stay well**
- Services close to, or in **home**
- Highly functional **primary care** (general practice teams)
- **Secondary care** (hospital-level) freed up to support an efficient primary service
- Certainty about facilities

Impact of quakes

The 2010/2011 earthquakes damaged most Canterbury health facilities, increasing the need for new facilities and putting pressure on staff and patients.

- 12,000 hospital rooms damaged
- 105 acute inpatient beds lost
- 630 rest home beds lost.

At present we are creating new and redeveloped health facilities across Canterbury:

- A new Integrated Family Health Centre in **Kaikoura**.
- A new Health Hub in **Rangiora**.
- A \$650m + investment in Christchurch city health facilities – a centre for older person's health at **Burwood Health Campus** and a state-of-the-art acute services building on the **Christchurch Hospital** site.
- New facilities at **Ashburton**.
- Over \$600m **earthquake repairs and seismic strengthening** across all our facilities.
- Health Precinct.

Burwood Health Campus



Artist's impression of the Burwood Health Campus front entrance

Guiding Design Principles

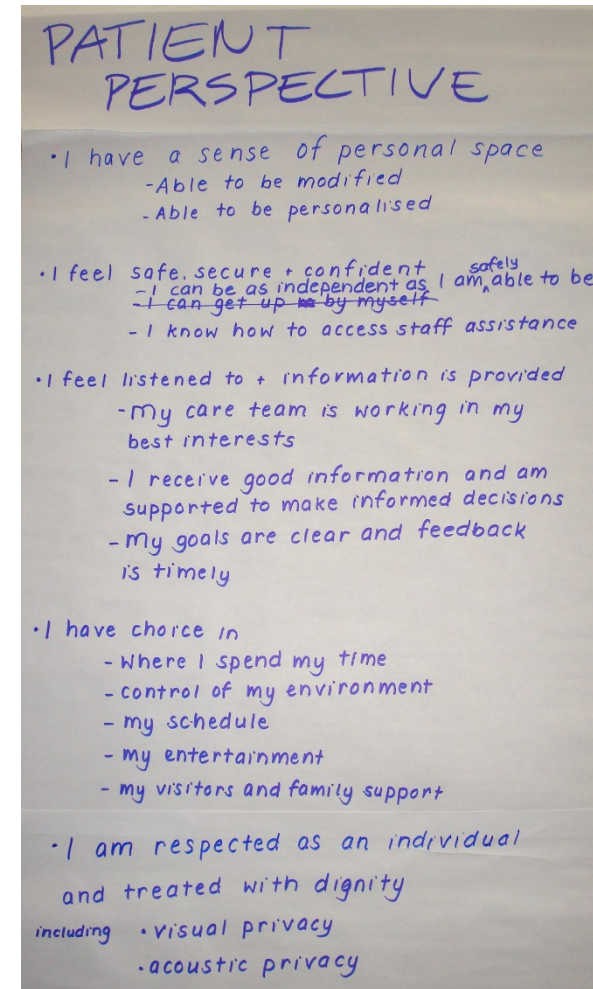
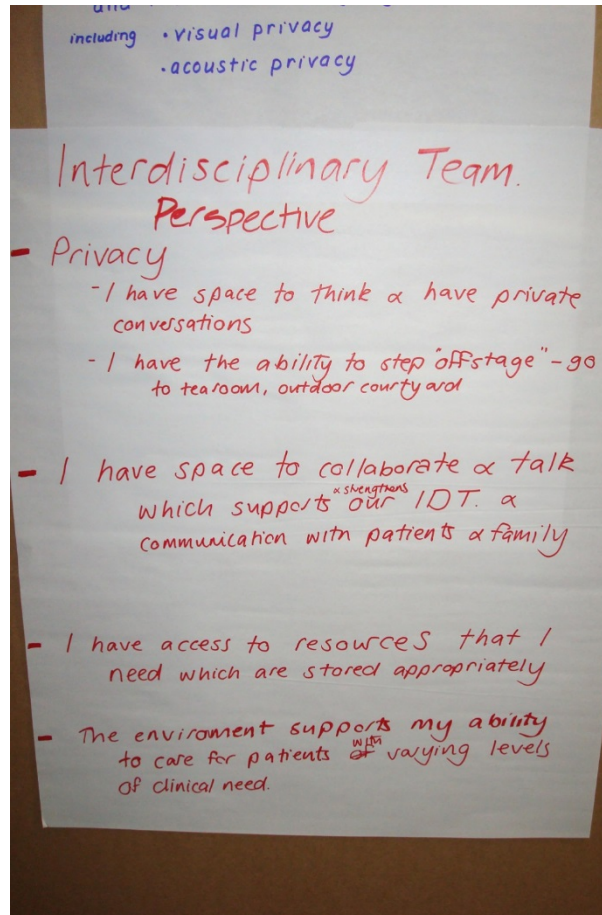
- If you had 12 different people together and asked them to design a 4 bedroom house, you would get 12 different houses
- The same is true when designing a hospital (except that many more people are involved!)
- Therefore, you need agreed principles that inform the design and which allow the design to be tested against them

Clinical Board Design principles

- Patient, family/whanau centred
- Safe
- Health promoting
- Clinically effective
- Lean and efficient
- Self care supported by an integrated system
- Environmentally sound
- Supporting teaching and learning
- Flexible and proactive – long life, loose fit

Statements

- We turned the design principles into statements that had more meaning to the individual – patient or staff
- We needed to include the viewpoint of the two most important people groups – patients and staff



The User Group Process

- Weekly meetings - two week cycle with planners
- Groups
 - IPU's – BWD and CHCH (various groups)
 - Radiology – BWD and CHCH
 - Front of House – BWD and CHCH
 - Back of House – BWD and CHCH
 - Outpatients – BWD and CHCH
 - Workspace Design

User group processes

CDHB Facility Development Project User Groups

	Monday	Tuesday	Wednesday	Thurs	Fri
8 am					CHCH Surg Gov 7.30- 8.30am
9am		CHCH CSSD & Peri-Op Support 8.30-11.30 (PS) WEEK A	CHCH ICU 9-12 (CC) WEEK B	CHCH Standard Rooms 9-12 (CC) WEEKLY	BWD Pharmacy 8.30-10am (SB)
10am			BWD Kitchen 9-11am (SB)	BWD Radiology 10- 11.30am (SB)	BWD Wards 9-1pm (SB)
11am			BWD BOH 11-1pm (SB)	CHCH PPT 10.30- 12noon	CHCH CHOC 9-10.30am (CC)
12noon				CHCH Site Infra 10- 12pm (PS) WEEK A	CHCH Mental Health 10-12noon (AM)
1pm	CHCH Emergency Dept 1-4pm (CC) WEEK B	CHCH BOH 1-3pm (PS)	CHCH Medical / AMAU 1-4pm (CC) WEEK B	CHCH Inpatient Wards 1-4pm (CC) WEEKLY	CHCH Child Health 11-1pm (CC)
2pm		BWD Design Team mtg 1-3pm	BWD FOH 1.30- 3.30pm (SB)	BWD OPD 1.30- 3.30pm (SB)	CHCH Radiology 1.30- 4.30pm (PS) WEEK A
3pm		CHCH Main Entry 3- 5pm (PS)	FF&E 3-4.30pm	CHCH OPD 2-4pm (AM) WEEK B	CHCH Who Goes Where 1- 3pm #
4pm		BWD Fire /M&E# (SB) 4-5pm	BWD ICT /Security# (SB) 4-5pm		FDP team meeting 12.30-1.30pm
5pm					Clinical Leaders 2-5pm fortnightly

Key: Orange = User Groups across both BWD and CHCH; Yellow = BWD User Groups; Blue = CHCH User Groups; Red = Governance / external groups
monthly/alternating meetings

CHCH site – Week A meetings with design team beginning week of 12th August; 26th August; 9th September; 23rd September; 7th October

CHCH site – Week B meetings with design team beginning week of 5th August; 19th August; 2nd September; 16th September; 30th September

Design Phases

- Preliminary Design
 - Sketch plans progressing to outline plans of rooms
- Developed Design
 - Enhancing the preliminary plans to include detail of room, layout and fittings

Preliminary Design Plans



Developed Design Plans – 3D picture



Planning has also involved:

- Developing new models of care
- New ways of working together – integrating services
- So we can provide safe, quality care & save patients' time

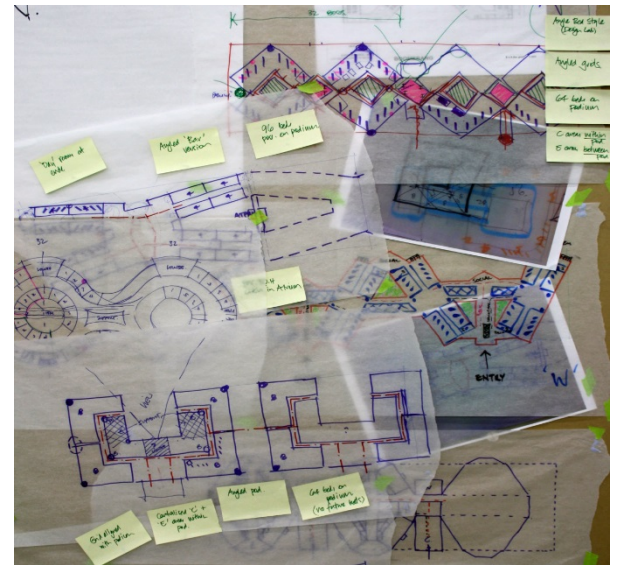
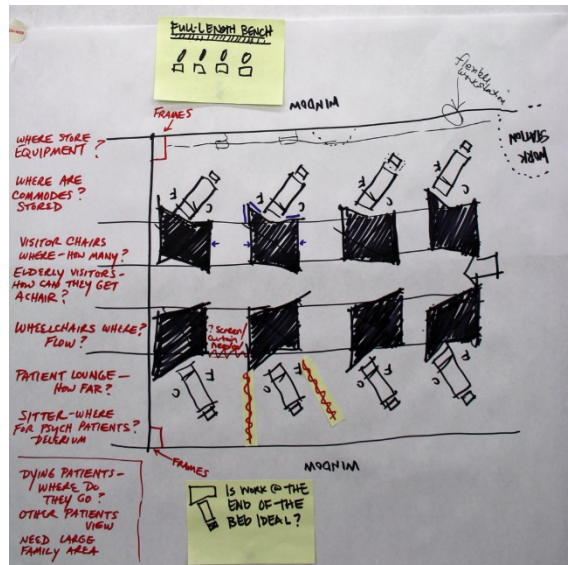
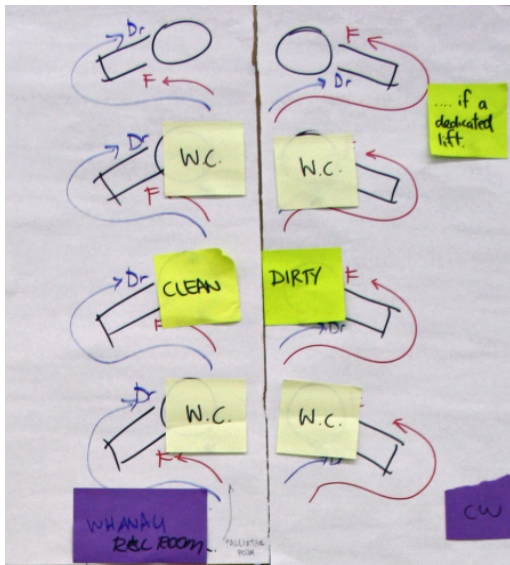
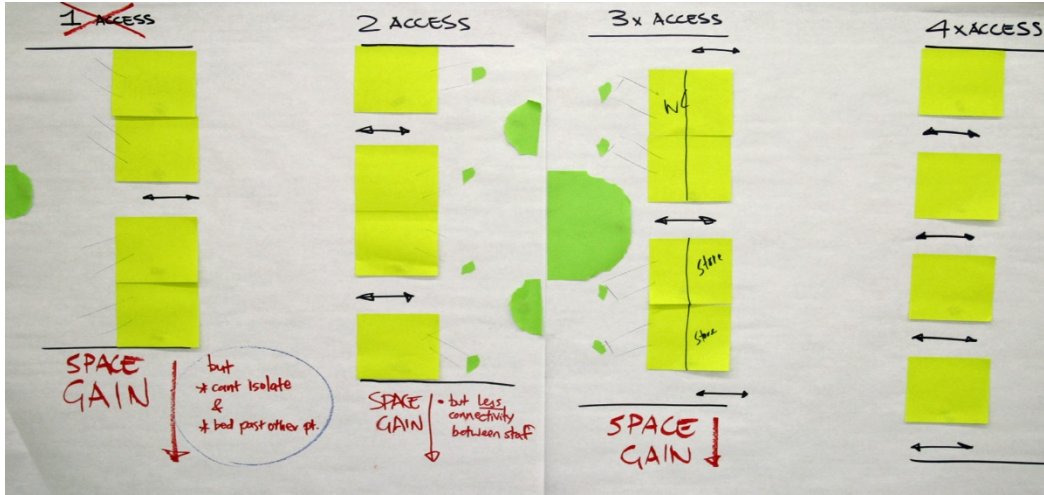
The Design Lab

- Now we saw the real value of the Design Lab.
- We mocked things up, changed them, re-tested.
- Is there enough space? Can we manipulate the space in the way that we need to?





From brainstorm.....



....to cardboard mock-ups.



Then the construction of a high-fidelity ward



Detailed design

- The final planning stage
- Every nut, bolt, plug, socket, switch, light, tile, etc...
- Staff really need to concentrate before signing off

On-site construction

- Short timeframes – just three years (June 2013 to June 2016) from breaking ground to admitting the first patients.

December 2013 - foundations



December 2014 – main framing





Boiler House

Two new boilers for the Burwood campus are now in place. The Austrian-made high-tech biomass boilers produce steam for heating and hot water. They can burn wood waste which is much more environmentally friendly than the old coal boilers.







Artist's impressions started to look very much like...



... the real thing

Staff communications during the project

Project **brand** / visibility, to give the projects a coherent overall identity; Including staff in the branding **photography**; **intranet** area; **webcams**; **website** area; **Facebook** closed group; Staff **presentations** (many of them from the CEO and senior managers): Info in **daily staff global email** or campus-specific emails; Tea break **meetings**, shift handover meetings, team meetings across all tiers of the organisation, **nurses' ward communication book**; Regular facilities **newsletter**; Weekly **CEO update**,_also sent to charge nurses to print out; **one pager** project summaries; Opportunity for staff to ask questions via **webmail**; **table talkers** in staff cafes; **orientation materials** including orientation handbooks; **videoing staff presentations** and publishing them on the intranet; Survey Monkey **staff surveys** around specific issues e.g. travel to work, design of workspaces...

BURWOOD ORIENTATION & TRAINING
LET'S GET READY TO MOVE!

Orientation to the 'new' Burwood Hospital

- Orientation to the new facility comprised of:
- Familiarisation with the Burwood Hospital Staff Orientation Handbook
- Completing the on-line healthLearn module
- Attending the on-site 'face-to-face' orientation

BURWOOD ORIENTATION & TRAINING
LET'S GET READY TO MOVE!

healthLearn



- Utilised DHB healthLearn site
- Staff expected to complete before attending face-to face session
- Content: Orientation Booklet, Fire & Emergency Procedures Refresher, Clinical Emergency and equipment information
- 2 PD hours
- 642 staff completed course (+59 in progress)

BURWOOD ORIENTATION & TRAINING
LET'S GET READY TO MOVE!

Face-to-face Orientation

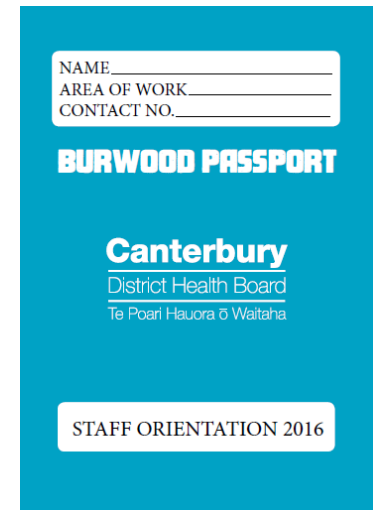
- 'Train the trainer' model
- OPH&R CNS/NE group, Workforce Development Team and RT2C Team delivered the training + equipment Reps
- 2 train the trainer days
- 8 week schedule/4 training days per week
- CNM's/CNC's attended one of the first 2 days

BURWOOD ORIENTATION & TRAINING

LET'S GET READY TO MOVE!

Face-to-face Orientation Content included

- Walkthrough and Scavenger Hunt
- Fire & Emergency Procedures
- Nurse Call system & Clinical Emergency Procedures
- Equipment –Sanitisers, Beds, Ceiling track hoists
- Ways of Working – Nursing Delivery

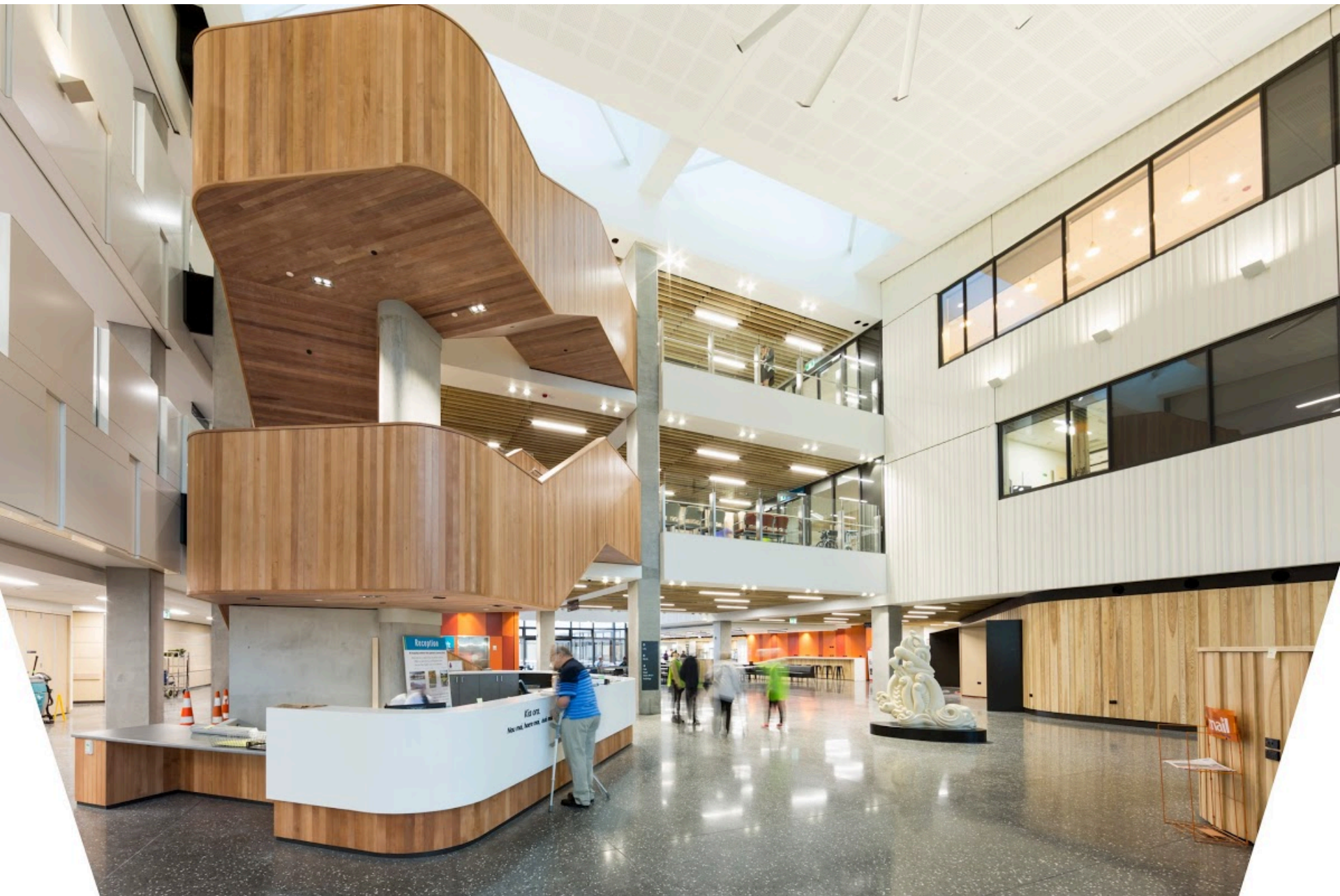
A blue vertical rectangular form titled 'BURWOOD PASSPORT'. At the top, there are three white rectangular boxes for 'NAME', 'AREA OF WORK', and 'CONTACT NO.'. Below these is the title 'BURWOOD PASSPORT' in white bold text. Further down is the 'Canterbury District Health Board' logo, which includes the text 'Canterbury', 'District Health Board', and 'Te Pori Hauora o Waitaha'. At the bottom, there is a white rectangular box containing the text 'STAFF ORIENTATION 2016'.

BURWOOD ORIENTATION & TRAINING
LET'S GET READY TO MOVE!

Very complicated logistics

- Move of around 200 staff across Christchurch
- Move of furniture, equipment etc (not all new)
- Move and set-up of IT systems including SI PICS
- Move of 88 frail elderly patients from TPMH to Burwood







Taking ownership

- Staff event on site to say thank you
- Open day for staff
- Official opening ceremony



