A New Build

How to manage during difficult times

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NSW GOVERNMENT | **Health**

Why are we here?

Local Health Districts are responsible for managing public hospitals and health institutions and for providing health services to defined areas of NSW and their primary purposes under section 9 of the *Health Services Act 1997*, are to:

➢ provide relief to sick and injured people through the provision of care and treatment; and

➢ promote, protect and maintain the health of the community.

And now you have a redevelopment team on site!!!!

What Happens Next

- There are three main areas you will be impacted

- Each of them bring new challenges and opportunities

Planning phase

Living with construction

Commissioning

Planning Phase

- CSP

- Site Master Plan

- User group meetings

- New models of care design

- Staffing

Living with Construction

There are a lot of changes to manage through. All while trying to make sure we don't impact patient care.

- New models of care

- Dust

- Noise

- Delays

- Changes to access routes / flow of patients

- Temporary signage

- Car parking

- Complaints

Commissioning

- You're already busy!!!

- There are things you will need to do above your already full day

- Setting up

- Orientation

So why go through this?

- Great for the patients and the community

- Big increase in staff satisfaction

- Enhanced patient experience

- Keep up with growth

- Expanded services

What tools / support are available?

- Your team is your greatest asset – whatever your role is

- Get the message out

    – Talk to your patients

    – Disruption notices

    – Message boards

    – Volunteers

- HI team have significant expertise

- MoH teams are available to support the development of new and contemporary models of care

Key Lessons to Remember

- Patient Safety always comes first

- Communication and consultation is critical

- Know what's happening in your area

- Manage your time and prioritise

- Your team is your support base

- Have new models embedded before you move

- Escalate issues early

Questions?