Recently we caught up with the Blacktown Mt Druitt Hospitals (BMDH) project manager David Parker to learn more about the ICT solutions implemented in the B2 Hub.

How did you begin the implementation process?

As an overview we used the design brief based on in-depth feedback provided by the teams that will eventually work in the area. We interviewed our project user groups to hear first-hand the issues that the users faced in their day to day use of ICT solutions. We then looked at the users workflow and the ICT solutions that would meet their requirements. The most important factor was how we could integrate ICT into their workflow and what solutions would support the users appropriately. The team considered what was currently functional within our existing ICT services at Blacktown and spoke externally with ICT equipment and device providers to identify what future technology would be most fit-for-purpose to equip the new spaces.

What sorts of ICT solutions have been implemented in meeting rooms and collaborative spaces?

We have the capability to display presentations over WiFi, HDMI connection ports and connection via a mini-PC for the presentation of video or PowerPoint presentations. Rooms are also supported by quality audio solutions. We also staggered the deployment of technology to mitigate the rate of change to users.

Most technology is switched and controlled via a central control panel which manages every device. Other ICT solutions implemented have included:

- Dual monitors for all workstations
- Docking stations
- Skype for Business
- User Training
- Work from anywhere options

If you’d like to see some of the ICT solutions implemented at the B2 Hub, an open house preview will be held on Thursday, 25 May from 12-2pm for all WSLHD staff. Further details are available in the BMDH project update.

ICT Overview: Blacktown B2 Hub

The philosophy of Activity Based Working (ABW) has been adopted by Western Sydney Local Health District (WSLHD). The Westmead precinct’s new central acute services building, Westmead Hospital’s Oral Health level 3 refurbishment and Blacktown Stage 2 are the first areas to adopt NWOW.

Planned Information and Communications Technology (ICT) solutions are being implemented across the WSLHD to support New Ways of Working (NWOW) spaces. Blacktown Stage 2 is the first project to implement ICT-enabled NWOW spaces. Each NWOW area will have specified ICT solutions designed and implemented with consultation from staff. At Westmead, we’ll be working with individual project user groups (PUGs) to design ICT solutions based on each departments’ business requirements.

The service was set up to integrate with the current eHealth Mail and calendar services. There has been a cloud solution implemented to support the integration between Microsoft Exchange and our installed room booking panels.

How does your meeting room booking system function and how is it linked to meeting invitations to book rooms?

The panels have a simple user interface—there is a screen for each bookable space to manage each room. Rooms are released if it has been booked and not used after 15 minutes.

The booking appointments are displayed on electronic panels outside the meeting room. Some rooms also have electronic panels inside the meeting room.
Last week representatives from Westmead visited Blacktown’s B2 Hub to learn about the newly completed New Ways of Working area.

Members of the Western Sydney Local Health District (WSLHD) and Westmead Redevelopment project team were given a tour through the new spaces, including active, social and high-focus zones as well as formal and informal collaborative areas.

The team were taken through the new etiquette protocols which were developed by Blacktown Mount Druitt Hospital staff to ensure that everyone is able to operate efficiently in new zones.

“The decision was made that anyone leaving a workstation for longer than 90 minutes would be required to pack up to allow use of the space,” said BMDH Expansion Team project officer Nathan Ferguson.

“The etiquette we’ve established ensures that everyone understands how to and to not operate in the new spaces—throughout the whole department.”

The etiquette rules cover everything from where to eat and how to book meeting rooms, to the intended function of each zone and what work is suitable in these locations.

There has also been a large focus on the acoustics of the new spaces to ensure that sound is adequately contained and absorbed in large meeting spaces as well as in private discussion spaces.

“Staff feel they have had a real opportunity to engage in the process and have been listened to throughout. This has been a chance to review the workspace and improve the quality of life aspects around the working environment,” said BMDH Expansion Team Stage 2 manager Robyn Campbell.

“This has included changing the way our staff amenities are designed as well as exploring new opportunities for personalisation and ownership of the new space e.g. office artwork as well as an office social events and activities board.”

The Westmead Redevelopment project team are reviewing lessons learnt from Blacktown’s B2 Hub. This includes looking at what’s been successful, and what may need to be changed or altered to fit Westmead. We’re engaging with our project user groups (PUGs) each step of the way to ensure a collaborative, functional and attractive outcome is realised.
Westmead Hospital Refurbishment Program

Westmead Hospital is currently undergoing a refurbishment program as part of the Westmead Redevelopment project. Over 30 per cent of clinical areas in Westmead Hospital will be refurbished between 2017 and 2022. Read more on our website: westmeadproject.health.nsw.gov.au/projects/refurbishments

What’s happening this week?

The Westmead Hospital refurbishment program continues and includes:

- A3a - refurbished clinical area on level 3 of block A
- The first non-clinical new ways of working space located on level 3 of the Oral Health building
- Westmead Education and Conference Centre (WECC)

Disruptions this week: Expect general noise and deliveries around all of the work sites.

Please take care and follow instructions of the contractors to ensure your safety.

The Westmead Redevelopment will transform how our nurses and midwives deliver first-class patient care by integrating new technology and improving work flows.

Western Sydney Local Health District (WSLHD) paid homage to its dedicated nursing staff at a special award ceremony recently, recognising the contributions of its hard-working hospital and community health nurses and midwives.

WSLHD Executive Director of Nursing and Midwifery Joanne Edwards congratulated the award winners and the district’s nursing staff, noting many had demonstrated a true passion for their job.

“Our district is lucky to have so many nurses and midwives who are highly dedicated to their patients,” she said.

Nurse Educator Matthew Han (pictured bottom right) was one award recipient. Matthew’s training has been used at a district level to promote advanced clinical skill sets for nursing.

The Westmead Redevelopment recently interviewed two WSHLD nursing staff to see what they find most exciting about the project!

“The Westmead Redevelopment is exciting for all of us as we will be getting new facilities. It’s great to be able to look into the future and see how we can develop our services by integrating new technology.”

“We’re collaborating with a lot of people in the precinct, including the architects and clinical staff to make sure our environment works best for our patients.”
The Western Sydney Local Health District (WSLHD) will launch its employee wellbeing program with a week-long festival from May 29-June 2. Diabetes prevention and resilience will be two key areas of focus.

Look out for the great WSLHD Wellbeing Festival events at Westmead Hospital: you can join a Zumba class, take a free health screening check or giggle with your workmate at a laughing class — there is something for everyone. Everything at the Wellbeing Festival is free, and all our employees are invited to join in.

To register for the great events on offer, or to see the full Wellbeing Festival program, go to our intranet.
From Monday, May 22, 2017, there will be changes to the allocation of parking on the oval staff car park.

This car park is a shared car park between staff from Westmead Hospital and The Children’s Hospital at Westmead.

From May 22, additional spaces will be allocated to staff from The Children’s Hospital at Westmead for construction staging as part of the Westmead Redevelopment project.

Additional assisted-valet parking services will be available to Westmead Hospital staff in the on-grade parking off New Road.

Assisted-valet parking services will operate from Monday to Friday and is subject to demand.

We want to thank all staff for their patience as we implement changes to car parking across Westmead Hospital.
UPDATE: Changes to Car Park P3

From Monday, 22 May—Tuesday, 6 June there will be changes to entry and exit for car park P3 as we complete works for the Westmead Redevelopment.

What is happening?

- From **Monday, 22 May—Tuesday, 6 June**, the entry and exit for car park P3 near the Emergency Department will be **closed** (see above map).
- Access to car park P3 will be from University Clinics (see above map).
- From **Monday, 22 May—Tuesday, 6 June**, the **only** exit from car park P3 is via the rooftop exit (see above map).
- Access to car park P1 will be unaffected. Patients and visitors can use the Darcy Road entry to car park P1 (see above map).
- Traffic control and signage will be in place to assist.

Who can be contacted if there are any issues?

- Westmead Redevelopment Project Team on 1800 990 296 or email: WSLHD-WestmeadProject@health.nsw.gov.au
- Thank you for your patience.
Work continues on the Westmead Education and Conference Centre (WECC).

Construction continues of the first non-clinical New Ways of Working space on level 3 of the Oral Health building.

The A3a refurbishment works continue. Ongoing disruption in and around the area including level 2, 3 and access to and from the loading dock.
Precinct Works

There will be delays to entry and exit for car park P6 on Wednesday between 12—2pm. Traffic control will be in place.

Temporary fencing has been erected in this location.

Increased pedestrian and construction vehicle traffic in this location. Please exercise caution.

Access to cancer care services and car park P2 is available through car park P3.

From today until June 6, access to car park P3 will be from University Clinics only. See page 6 for further information.

Access to cancer care services and car park P2 is available through car park P3.

From today until June 6, this is the only exit from car park P3. See page 6 for further information.

There are upcoming construction works at the entrance to University Clinics.

The current undercover walkway now forms part of the central acute services building construction zone. An alternative pathway has been built. There will be increased truck movements in this area. Please be cautious and mindful of pedestrian safety.

The new pedestrian route is open (as shown).

Link bridge to WIMR is now open.

There will be delays to entry and exit for Westmead Hospital staff.

Areas under construction

Major changes to parking will continue throughout 2017. We will provide information about future changes in the weekly Westmead Redevelopment project update.