

Nothing about me without me.

The Blacktown & Mount Druit Hospitals Expansion Project experience

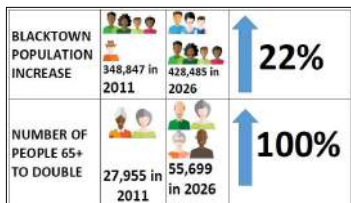
Dr Coralie Wales, Ms Emma Clarke, Dr Kim Hill, Mr Peter Rophail



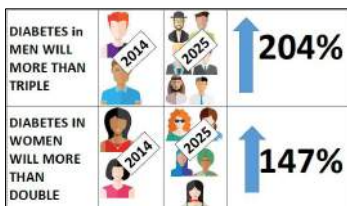
The context

Blacktown & Mount Druit Hospitals Expansion Project drivers

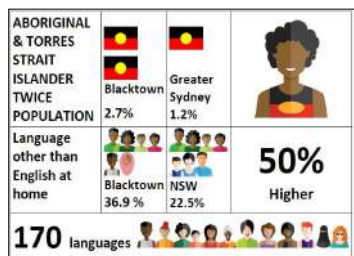
Rapid growth population



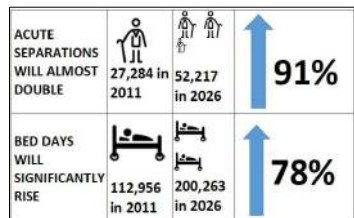
Western Sydney diabetes hotspot



Diverse cultures



Expected demands on system



The opportunity

NSW Health is responsible for providing public health services across NSW, Australia and is broken into 15 local health districts across the state. Within Sydney, Western Sydney Local Health District is one of eight. The Blacktown & Mount Druit Hospitals (BMDH) Expansion project was initiated to address significant challenges posed by one of the fastest growing, culturally diverse communities in NSW. A redesign approach underpins the BMDH project, ensuring that community engagement was at the heart of everything.

The methodology

This research used case study methodology, collecting in-depth interviews and field notes from meetings and conversations relating to the BMDH project. Themes were identified. Rigour was assured by:

- Member checking
- Reflexivity
- Triangulation
- Peer debriefing
- Thick descriptions to enhance transferability (Houghton, Casey, Shaw, Murphy 2013)



Consumers and staff engaged in multicultural health forum

What happened that would not have happened?

Cancer Care Centre - Changing design to accommodate the needs of patients

"We heard that the existing facility experience was incredibly isolating ... we went back to the architects to check out possibilities... the team came up with a café style environment where patients can relax during infusion treatment". Transition manager Peter Rophail

"Architects and designers are not always fully aware of what patients would like to have so this was a great opportunity for us. We were able to provide input on most aspects of the design. There's a great flow through the centre... everything is just more accessible and intuitive." Cancer Care Centre consumer member and coordinator Greg Long

What is a team?

Consumer representatives + staff + architects



The finished stage 1 BMDH expansion

What else happened?

The "Carer Zone"

"During our consultation process, community members requested adult carer overnight accommodation to provide extra comfort for patients and help improve their hospital experience. Our architects responded with a simple redesign to create overnight sleeping quarters without compromising space or patient care"



The new "Carer Zone" (left above) Consumer representatives and staff prototype rooms inspection (Right above)

So what? Themes

- Strong executive sponsorship and the application of Redesign Methodology was directly linked to clinician uptake of consumer engagement
- Deep collaboration with consumers led to healthcare redesign not previously considered
- Consumers reported validation from being heard
- Clinicians reported satisfaction with the improvements made through partnership
- Clinicians now automatically engaging with their consumers
- The "culture" of staff meetings has changed, "we now focus on our customers"

Thank you

Thank you to the WSLHD consumer representatives who continue to give freely of their time in the BMDH Expansion program.

Houghton, C, Casey, D, Shaw, D, & Murphy, K. (2013). Rigour in qualitative case-study research. *Nurse Researcher*, 20(4), 12-17.

The icons used in this poster are used by WSLHD Community and Consumer Engagement Program to represent the cultural diversity of Western Sydney.



Scan the QR Code to see Consumer partnership in action. Mr Ken Freeman (Consumer representative) and Mr Peter Rophail (Transition manager).



Consumer identified initiatives
Provision of an adequate number of free parking spots for patients undergoing cancer treatment
Drop off point at the cancer centre for patients being delivered by community transport or family members
Facility for carers to stay overnight with adult patients
Attractive images on the ceiling for patients in radiation therapy
Provision of easily accessible interpreter services for non-English speaking patients
Repositioning of sharps bin and whiteboard to allow appropriate amenity for patient movements
Toilets to accommodate patients with intravenous drip stands
Seating changed from institutional rows to intimate casual groups making the most of courtyard views and outdoor access
Less clinical experience during chemo – a unique 'chemo lounge' with a courtyard outlook and café style seating