



Site blessing.....

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All staff are invited to celebrate the ceremony to mark the beginning of our new hospital on Wednesday 3 November at 9am. There will be a powhiri, and a blessing of the site. The Minister of Health, Annette King, will then turn the first spade of earth marking the spot where the helipad will be built. Morning tea to follow.

The ceremony will take place on the field to the left of the main gates, near the parking area in front of the Children's Ward. Assemble at car park by the helipad site at 8.55am.

What else is happening?

Change management: Service redesign

The change management process has been structured around three streams of work.

- facilities design
- service/systems redesign
- workforce review

Throughout the facilities design there has been a clear focus on the functionality of the design to accommodate new ways of working. We're now at the stage of redesigning systems and processes to achieve a hospital that enables patient focused care and supports contemporary professional practice.

Why are we redesigning services that work just fine as they are?

Well, no....the services don't work all that well and we need to fix this. Our fragmented services are provided at a financial cost that we simply can't afford. And of course, the financial cost is only one measure - there is also patient and staff frustration and dissatisfaction.

We are small enough to be innovative and creative and ultimately the future of healthcare services in the Wairarapa depends on our providing simple, streamlined services.

In writing on healthcare services, the NHS Modernisation Agency has this to say: "Patient processes in healthcare have often evolved over the years as changes have been grafted onto established work practices." This experience is also true in NZ.

How will we redesign the services?

Service redesign looks at the components of a service and brings these together into a logical flow based on integrated patient processes. For example, the perioperative process begins with the referral from the GP, includes the outpatients process, the pre-assessment process, the admissions process, the surgical or theatre process and care and discharge following this. Within each step, there are many other related processes all of which must be brought together to provide a seamless service.

What do we want to achieve?

- Improved service delivery to our patients.
- Simple, streamlined services
- A best practice environment
- A culture of achievement and ongoing development of individuals and teams
- Workflows based on integrated patient processes
- A clinically and financially viable system of healthcare delivery

The Change Team	
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