

A newsletter about the building of our new Royal Children's Hospital

The **Royal Children's**  
**Hospital** Melbourne



## Open Day attracts huge turnout

Almost 1,000 people set foot inside the new Royal Children's Hospital (RCH), many of them for the very first time, on Sunday 20 February, the day of the new RCH Staff Open Day.

The New RCH Staff Open Day was a unique opportunity for staff of the RCH and our campus partners, Murdoch Childrens Research Institute and University of Melbourne Department of Paediatrics, to walk through the new hospital building before it is finished.

For some staff this meant walking through areas they will be working in when the new hospital opens at the end of 2011, while for others it was a rare insight into areas of the hospital that they don't usually get to see, like theatres.

The day got off to an early start with the first tour departing at 8.00am, and tours of up to 20 people leaving every five minutes, until the last tour set off at 4.00pm.

Each staff member received an On the Move-branded bottle of water and map and had their photo taken. Then, for up to 90 minutes, they were guided through the building by members

of project teams and volunteers from RCH, MCRI, UOM, Department of Health and Children's Health Partnership and staff of Lend Lease.

The tours began in Main Street and made their way through many areas of the hospital including Specialist Clinics-Outpatients, the Health Education and Learning Precinct, Medical Staff Offices, Perioperative areas, the Inpatient Unit, and finishing up in Emergency.

Highlights of the tour route included the huge Main Street foyer, the auditorium, an operating theatre, a patient room, laboratories, and the two-storey aquarium in Emergency which is where the tour ended.

The overwhelming majority of staff said the tours were very well organised and informative, and thought the new hospital was well designed with great use of natural light. Some said the new RCH had a warm feel to it which would "really benefit patient recovery".

There were a handful of concerns too, most notably the size of the building and how staff will learn to find their way around it. Detailed wayfinding signage still needs to be installed in the building. Staff will also participate in training and induction and, where necessary, specialist training of new equipment and processes.

The New RCH Staff Open Day was a wonderful success and just one of the many activities to help us get ready to move into the new building.

Families, patients and other stakeholders will be informed of how the Move will affect them too, via newsletters and websites.



### New RCH Open Day feedback

"Really enjoyed the tour and opportunity to ask questions... Felt like I had been in another city or even light years away."

"I am so glad that I came for a tour. The new hospital is magnificent with lots of thought having gone into the planning. I am excited to be part of the RCH On The Move. Congratulations to all involved in this world class project."

"This is a marvellous experience, the new hospital would be a pleasant place for the kids... all Melburnians would be proud of their new Royal Children's Hospital."

## Virtual tour of the new RCH

For staff who weren't able to attend the New RCH Staff Open Day, a virtual tour was produced.

The virtual tour is hosted by Channel Seven's Kylie Gillies and Lend Lease staff, and follows the same route as the open day tour.

Around 100 staff attended special viewings of the virtual tour in the Ella Latham theatre. It is now available on the RCH intranet.



*Kylie Gillies starts the virtual tour at the Main Entrance of the hospital*



*Diagrams of the buildings help viewers orientate themselves in the new hospital*

## Move planning goes into wards

The move to the new RCH will be the biggest ever undertaken in Australia by a hospital. In all, approximately 150 inpatients, 4,000 staff, and plenty of equipment will make the move next door.

Considerable planning is going into the physical move of patients, staff and equipment to the new RCH, and this month the RCH has taken move planning to the wards.

The New RCH Project Office, supported by nurse unit managers, have started Executive Nursing Rounds. Executive Nursing Rounds aim to help staff prepare for clinical scenarios on Move Day and inform move planning.

On Executive Nursing Rounds, staff look at the number of inpatients currently in the hospital, assess their needs and plan how they would move them as if it was the Move Day. Data is then recorded and entered into a simulation tool to map our timings for the Move.

Initially, Executive Nursing Rounds will occur monthly, increasing to fortnightly, weekly then daily right up until the Move Day. It is just one of the activities planned this year to help prepare for the Move, and forms part of the overall Move Plan.

The Move Plan was developed in consultation with the Department of Health, the New RCH Project consortium, staff and families. It will ensure that safety of patients and staff and continuity of service are key priorities in the lead up to, during and after the Move.

*Inpatient bedroom in the new hospital*



### How will patients be moved?

Inpatients will be moved to the new RCH via a corridor linking the current and new hospitals. The corridor will be built especially for the Move and look like any other corridor you would find in the hospital.

### When will my department move?

The move of all staff, including corporate and administrative services will occur either side of the Patient Move Day during a period of approximately three weeks (23 November–12 December 2011). Dates and details of when your area is moving to the new RCH are likely to be announced end of June 2011.

## Move at a glance

	Patient Move	Staff Move
<b>Numbers</b>	Approx. 150	Approx. 4,000
<b>Timing</b>	30 November 2011	Three-week period between 23 November and 12 December
<b>Duration</b>	One day	Three-week period with sequencing still being worked through
<b>Movers</b>	Clinical teams will be formed to move patients	There will be one main removalist and a number of contractors to move equipment  Staff will get instructions about packing boxes
<b>Training</b>	Clinical team will be trained and briefed	Staff will get an orientation and induction of the building and other specialised training before the Move

# Information Technology in the new RCH

A brand new hospital has presented RCH with many exciting opportunities. One of these is to look at the way we use technology now and in the future.

We use technology every day to record information, to communicate to each other and to look after the children in our care.

Staff rely on IT systems and processes to help ensure they can do their jobs seamlessly and efficiently. Patients use IT to stay connected to their learning, school and friends. Families tap into IT to help them keep up their daily routines.

The new RCH has been designed keeping all of this in mind. It will have over 3,000 computers, 17,000 computer outlets, 800 wireless access points and an integrated communications system to ensure everyone has efficient reliable access to IT.

The new RCH will have a new local area network and new wireless area network, providing 100% coverage and greater flexibility and access to IT.

The new RCH will have a new phone system too. Phones will use Voice Over Internet Protocol (VoIP), which means that internally the VoIP telephone system will use the same network as the computer systems and, over time, we can build tighter and smarter integration between our voice and telephone systems.

It's an exciting prospect just thinking about what these IT advancements will mean to everyday life in the new RCH.

It's also an unenviable task for the IT team to ensure that every point is tested, tagged and activated before we move.

To help ensure a smooth transition to the new IT environment, and as part of the overall Move Plan, RCH has developed an IT Plan. The IT Plan will support departments in identifying their IT needs in the new RCH, the sequence for moving IT equipment and ensuring business continuity.



*Collaborative teaching spaces like this feature digital technology that will allow learning to be shared beyond the hospital's walls*



*The Library will include technology for staff to access online journals and information*

## When will IT equipment move?

The move sequence of IT equipment will be aligned to the organisational Move Plan, i.e. when a department moves to the new hospital the IT equipment will move at the same time.

## Will all PCs be new?

There will be almost 3,000 PCs in the new RCH, which is many more than we have now. New PCs will be put in all clinical areas of the new hospital. In administrative areas, current PCs will be moved if the PC is used by one person only, that is specific to an individual and is not more than two or three years old.

## What printers will there be?

A new model of printer has been selected. Some of those new printers are currently in use and will be moved to the new hospital. More printers of the same model will be bought for use in the new hospital.

## Will phone and fax numbers change?

Most phone and fax numbers will stay the same. Some numbers that are outside the RCH number range may change, and IT will notify and work with affected departments. A Communications Plan will support any change and non-change of phone and fax numbers.

# Communications countdown

We are literally counting down the seconds until the day of the Patient Move on 30 November 2011. A countdown clock has been set on the RCH intranet to countdown the days, minutes and seconds to the day of the Patient Move.

With time ticking, we are aware that patients, families, staff and other stakeholders need information to help them prepare for the move to the new RCH.

Often questions come before answers, but we will endeavour to bring information to you as quickly as we can via online, face-to-face briefings, the RCH intranet, newsletters and notice boards.

To help us do this, RCH has developed in consultation with our campus partners, the Department of Health and the New RCH Project consortium an extensive communications program for both staff and patients and families, as well as many other audiences such as GPs, paediatricians and other specialist groups.

The Communications Plan will be managed by the Division of Communications and Marketing. Already, an audit process has started to help identify through departments the existing ways staff communicate with patients, families and other groups. This information will be integrated into communication planning.

The external communications program includes everything from how we will manage important milestones, such as the Move Day and opening ceremony, to developing maps and signage to help with wayfinding.

The internal communications program has been developed to support staff through the transition process, with announcements coinciding with when key decisions are expected.

## When should my department let stakeholders know we are moving?

Closer to the Move, departments will be advised on the communications roll-out to external audiences (including patients and families).

To ensure information supplied to external audiences is consistent and correct, departments will be supplied with standard information to be incorporated in their materials where appropriate.

## Will there be an opening ceremony of the new RCH?

Many Victorians have a connection to the RCH, so it is expected that the opening of the new hospital will attract widespread interest. An opening ceremony is being considered, as well as other ways people can share in this important event in our history.

## How will car parking be allocated in the new RCH?

Initially, there will be no changes to staff car parking allocation when the new RCH opens at the end of 2011.

When stage one is completed and the new RCH opens at the end of 2011, there will be approximately 1,300 car spaces on site – 20 per cent more than we currently have. It has been decided that at least in the short-to-medium term it is important that we ensure patients and their families are able to access the new hospital, so these additional spaces will be open to families.

It is intended that a review of car park utilisation will be undertaken approximately six months after opening and this may result in additional spaces being opened up to staff.

When stage two opens at the end of 2014, there will be approximately 2,100 car spaces on site – double the number of spaces we currently have. At this point it is expected that we will have reviewed allocation of staff parking and there will be additional car parking spaces available to staff. Allocations will be taken from the car park list.

## Communications calendar

<b>April</b>	Nursing staff allocation process
<b>May</b>	Ward names and wayfinding
<b>June</b>	Meeting room booking process
<b>July</b>	Final Move Plan announced
<b>August</b>	Working in the new RCH
<b>September</b>	Technical completion
<b>October</b>	Training and induction
<b>November</b>	Move

## More information

Patients and families can visit the New RCH Display Room in the front foyer of the hospital or visit [www.newrch.vic.gov.au](http://www.newrch.vic.gov.au).

Staff can check out the new RCH Project intranet site or attend CEO Staff Forums.

Questions can be emailed to [newrch.project@rch.org.au](mailto:newrch.project@rch.org.au) or submitted to the feedback box at the front of the hospital.