



Health Care Consumers' Association Tour of St John of God Midland Hospital, Western Australia

Authors: Kerry Snell
Nick Wales

Introduction

On the 9th March, 2016, Nicholas Wales and Kerry Snell from Health Care Consumers' Association were hosted on a day tour of various service areas of the recently opened St John of God Midland Hospital in Perth, Western Australia.

St John of God Midland Hospital is a 307 bed public hospital collocated with a 60 bed private hospital. The hospital opened in November 2015, following the closure of Swan District hospital. The hospital provides services to Perth East Metro and the Wheatbelt regions.



St John of God Midland Hospital

Main Entrance/Drop-off

The drop-off provides full cover to both the passenger and the driver and provides good protection from the elements. The path from the drop-off to the main entrance is not completely covered, with about 10 meters open to the weather although there is access through a café that does provide full shelter.



Drop-off area



Main entrance

When walking through the front entrance you are welcomed with a large open space three stories tall, giving a sense of spaciousness and light. The main lobby features wood finishes and warm colours. It does not feel institutionalised and is a welcoming space. The Main Reception was very clearly located just to your right as you walk into the lobby.



Main lobby



Main Reception

Wayfinding

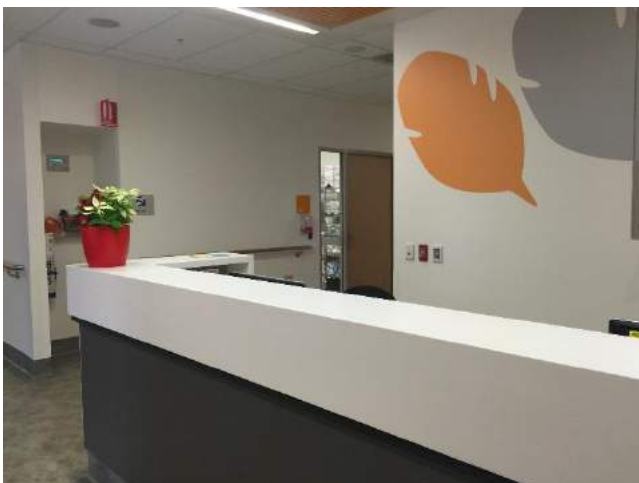
The wayfinding at Midland worked really well from our prospective. Each level is clearly colour coded. As soon as you come out of the lift the whole wall is the same colour as that of the level.



Each level was

Colour coding wayfinding

assigned a colour which was used throughout that space. This included both consumer and staff areas.



Level 1 colour is orange

Emergency Department (ED)

The ED at St John of God Midland Hospital has about 60 000 presentations a year which is about the same as Canberra Hospital. Patients are divided into two streams, (Red and Blue). Red stream is for patients with serious injuries who need urgent treatment and need to be seen promptly after arriving. The Blue stream is for lower acuity patients.



Ambulance entrance into ED

The ED drop-off is located about 10 metres away from the ED entrance. This drop-off bay is fully covered all the way to the ED entrance. There was some concerns about the distance from the drop-off to ED, so they decided to install an intercom so people can call for assistance if needed. The parking for ED is then straight in front of the ED drop-off to help with wayfinding.



ED drop-off

The ED provides 48 treatment bays, 12 short stay beds and three staff stations placed throughout ED.



ED staff station

Intensive Care Unit (ICU)

The IPU rooms were a good size to allow for visitors and staff to move around while still providing plenty of space for equipment. The room also included a bench seat for family and visitors that was placed outside clinical space and next to the window.



ICU room

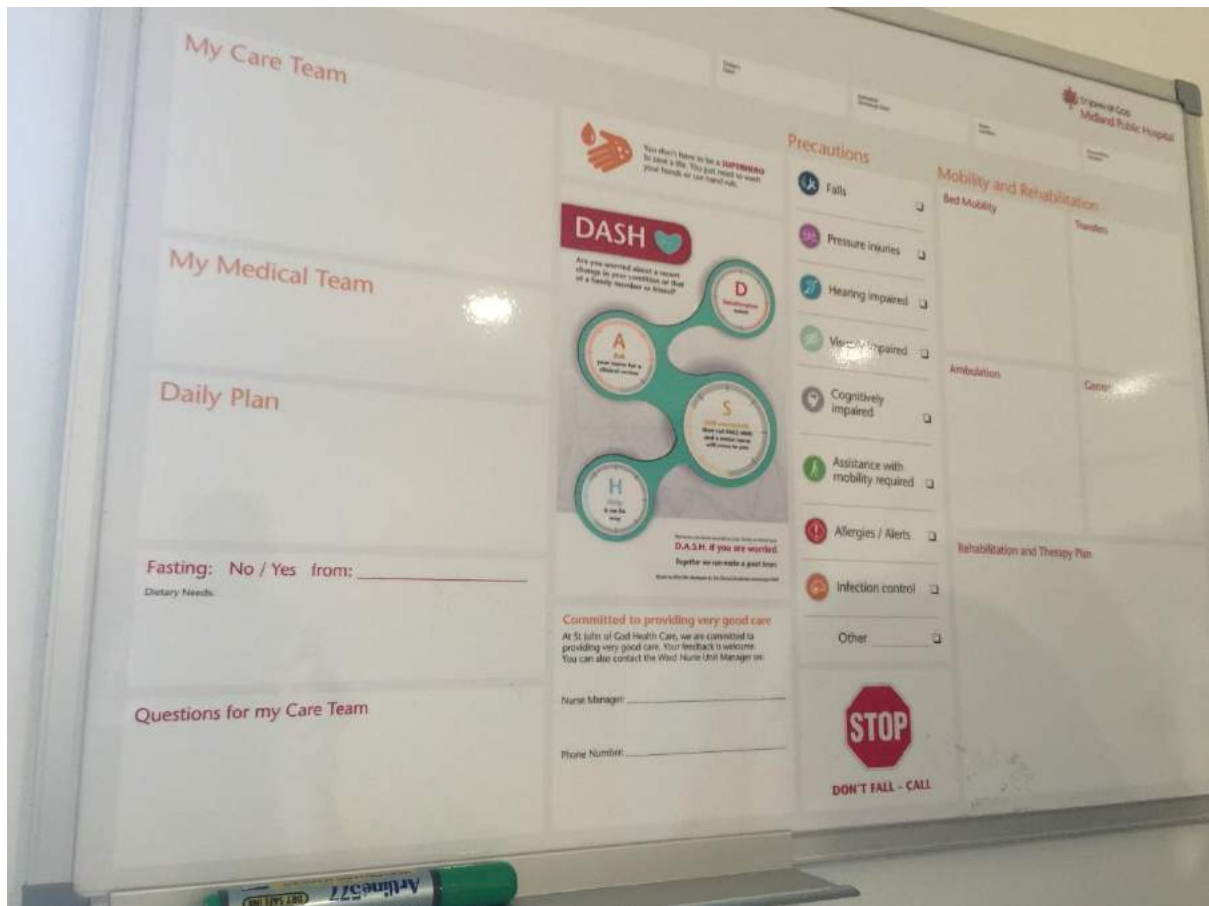
Rehabilitation Unit

The rehabilitation unit comprises 80% rooms with single beds with the rest two and four bedded rooms. The double bed and single bed rooms were of a very interesting design. Each bed in these rooms were placed on opposite sides of the room with a cupboard to break up the room and provide privacy. The staff we spoke with reported that it worked quite well, however we did note that this design created longer distance to walk for some of the patients from their bed to the toilet, this was a partially evident in the 4 bed rooms.



Double bedded room with cupboard divider

Each room has a non-electronic Care Board next to the bed, where patient information is displayed. At bedside hand over, the staff use the Care Board and involve the patient in these discussions. This very simple idea seemed to work really well, both improving handover and further involving the patient. There are plans to make these care boards electronic in the future.

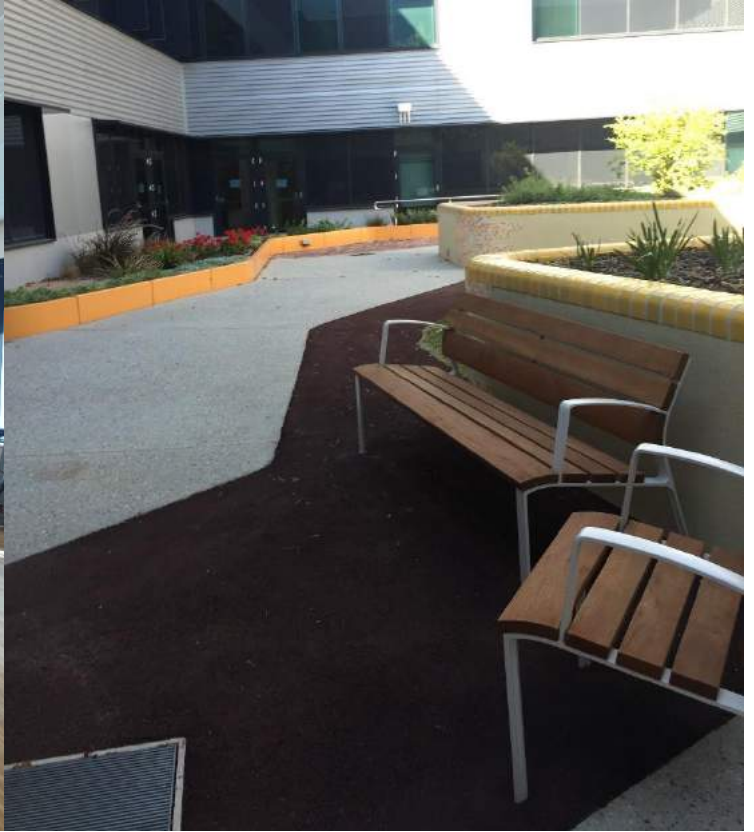


Care Board

The rehabilitation gyms seemed to be designed in a similar fashion to other gyms, particularly the one we saw at Fiona Stanley Hospital. It was very light, with lots of tall windows. It has an embedded staff write up area within the gym to allow point of care write up. There was also a courtyard next to the gym that had lots of different services to help people get used to what it will be like once they leave inpatient rehabilitation.



Rehabilitation gym



Rehabilitation courtyard

Cognitive Stimulation Trolley

The Cognitive Stimulation Trolley had a whole host of activities such as puzzles, colouring books, and fidget toys. These aides are to help people who have cognitive decline as it has shown to decrease agitation and restlessness, as well as improve sleep. The staff said that it seemed to work very well, they also said they really liked the fact that it was portable and could be moved around to where it was needed.

The Companion Program

The Nurse Manager in Aged Care and Rehabilitation spoke of their use of Nurses and Assistants in Nursing (AINs) to enable some patients with cognitive impairment to have greater supervision and companionship. She said this program was used on a ratio of one staff to one – three patients, depending on individual patient need.



Cognitive Stimulation Trolley

The tour of St John of God Midland provided us with some very valuable information on what works and what doesn't work in a new build. It was particularly useful at Midland to see the great work they did on wayfinding and cognitive care.