

Newsfeed No. 39

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Mobile navigation solution set to transform patient experience

An interactive digital wayfinding solution set to launch in line with the opening of the new Prince of Wales Hospital Acute Services Building (ASB), will make it easier for patients and visitors to find their way around the Randwick campus.

Intuitive digital kiosks will be located at all main entry points within the new hospital, and will be fully integrated with the rest of the Prince of Wales Hospital campus.

The new kiosks will not only allow people to search a specific location or service within the hospital and be shown the best path to get there, but will also enable users to scan a QR code and navigate their way to the location via a map on their own mobile device.

Similar to an online map application like Google maps, the mobile wayfinding feature will have “turn by turn” navigation, making it simple for users to get from A to B.

In acknowledging the hospital’s diverse community, the system will feature multiple languages, voice to text instructions and adaptations for visually impaired users.

Pictured: Artist impression of the ASB main foyer, featuring digital wayfinding kiosks



A user group consisting of Prince of Wales Hospital staff and consumers will be established to work closely with the software provider, in order to ensure patient and user needs are considered when developing the application.

“This mobile wayfinding solution will transform the experience of the public arriving at the hospital for the first time. We acknowledge that the campus is large and complex, and believe that this will improve the overall patient and visitor wayfinding experience,” said David Signorio, ICT Manager for the Randwick Campus Redevelopment.

“Users will even be able to save favourite locations in their phones for repeat visits.”

The digital kiosks and mobile app will be complimented by traditional directory boards, physical signage and staff available to provide directions at Information Desks.

A snapshot of this edition:

- ✓ Gum leaf inspired artwork to welcome all visitors to Country
- ✓ Consumers trial furniture for the new adult hospital
- ✓ Nurse shares why she can’t wait to move in to the new ED
- ✓ A first look at the new Royal Hospital for Women reception desk
- ✓ Future Aboriginal gathering spaces for the Children’s Hospital
- ✓ A chat with Dr Steve Palmer, Industry & Innovation Lead for the Precinct

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THE COUNTDOWN IS ON

PRINCE OF WALES HOSPITAL ACUTE SERVICES BUILDING

Large-scale gum leaf inspired artwork to welcome all visitors to Country at Randwick

The eucalyptus leaf, a symbol of welcome, healing and cleansing, will lead you into the ASB in a major public artwork by artist, Jonathan Jones and artist and long-term patient of Prince of Wales Hospital, Uncle Peter Yanada McKenzie.

The artwork, etched into the pavement, will mimic the bush floor with an array of gum leaves scattered across the forecourt as if they have fallen from above or are left over from an ancestral ceremony.

Together, with the other two components of the Aboriginal garden (the [Buriburi whale sandstone sculpture](#) and the heritage [hearth stone display](#)), the main point of entry to the ASB will create a distinguished welcome to all Aboriginal and non-Aboriginal people, a true reflection of continued culture on Country.

In the words of the artists:

“There is no more significant plant used by Aboriginal people than the gum leaf or Eucalyptus.

Often seen as a way of protecting people when they come into new or unknown spaces or engage with strangers, green gum leaves are used in smoking and water ceremonies.

Charged with eucalyptus oil, these ceremonies are designed to cleanse and strengthen people for the new environment they find themselves in.”

“After years of planning, it is incredibly exciting to be at this stage in the project – observing the prototyping and testing. I can’t wait to see it all come together and for the broader community to be able to enjoy the works and celebrate local culture for years to come,” said Simon Brender, Project Director for the ASB.



Pictured: Single prototype of the gum leaf pavement, which will fill the ASB outside forecourt

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PRINCE OF WALES HOSPITAL ACUTE SERVICES BUILDING

Consumers trial new patient and visitor furniture for the ASB

The process for selecting new furniture and equipment to fill an entire hospital is not a simple task!

The project's Furniture, Fixtures & Equipment (also known as FF&E) team are responsible for testing, selecting, documenting and ordering everything from office desks for staff, to lounge furniture for visitors and patients.

Clinical and non-clinical staff have been sampling and selecting new furniture for the hospital as part of a comprehensive procurement process. An integral step in the decision-making process is engaging consumers to provide that essential patient and visitor perspective.

Local resident, Joy Wilson, is a member of the redevelopment Consumer & Community Advisory Committee and a participant on one of the FF&E selection committees. Joy, along with fellow consumer and husband Bob Wilson, visited a furniture showroom in Regents Park with members of the project team to test out furniture for the new Acute Aged Care Extension outdoor terrace.

Chairs and tables were tested for appropriate seat height and sturdiness and used in a range of scenarios including alongside a picnic table.

Joy explained that the key things to look out for when selecting furniture for aged care patients included taking into account wheelchair access to tables as well as the height of the chairs, to ensure patients are able to get in and out of them with ease.

Pictured: Consumers, Joy and Bob test out chairs and tables with Andreas Kolding from the project team

"The visit enabled us to identify that the table and chair heights didn't match up, which will now be addressed with the manufacturer. It was great to be able to test and workshop the furniture selection from the perspective of a potential patient or visitor," said Joy.

In the meantime, consumer representatives, Jenny Horder and Gail Parsonage participated in the selection of some of the general furniture that will be purchased for the hospital, including tables, office chairs, café chairs and the all-purpose, visitor chair.

"It was a really interesting and productive meeting. I feel confident knowing the project have not underestimated the importance of having comfortable chairs in hospitals! The all-purpose chair that was selected on the day was chosen based on comfort and practicality," said Gail.

Did you know? There are more than **2,000** chairs being purchased for the new hospital alone!



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PRINCE OF WALES HOSPITAL ACUTE SERVICES BUILDING

Emergency nurse shares why she can't wait to move in to the ASB

With the ASB on track to open its doors to the public early next year, the exciting prospect of moving into the new hospital is becoming more and more real for Prince of Wales Hospital (POWH) staff like ED nurse, Colou Caro.

An emergency nurse of 25 years, Colou has joined the Randwick Campus Redevelopment project team to help with the enormous undertaking that involves procuring furniture and equipment for the new hospital.

Since 2016, Colou has worked as an Equipment Nurse Coordinator in the POWH Emergency Department, where she directs and coordinates all aspects of medical equipment including procurement, teaching and preventative maintenance. She knows more than anyone how critical the safe provision of equipment is in order to meet patient needs in a high-risk environment.



When asked about the new hospital, she says: "I am most excited about the new, shiny and state of the art equipment and features for nurses and doctors."

She uses the example of "pendants", which are being installed in the resuscitation room in the new Emergency Department, set to replace the current wall mounted service panels.

Colou believes that the design of the hospital will have a positive impact on staff performance. Things like clearly marked signage, ventilation, natural lighting, efficient room layouts that support contemporary models of care, and even the artwork.

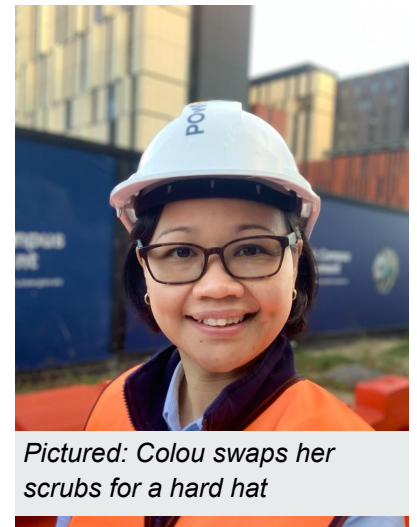
The biggest positive difference between the new and current hospital that Colou has noticed is the space.

"The ceiling to floor glass windows are marvellous – the north side of the hospital has a great view of the city. I can see how the abundance of natural light will improve patient and staff wellbeing."

Another aspect that Colou points out is that the new building has digital panels at the entrance to isolation rooms, compared with laminated signs in the current hospital. Colou sees this as a game changer.

"It's efficient, timely and safer for both healthcare workers and patients. Just press a button and you activate the negative pressure in the room. I think that is really cool."

Colou is excited about the positive impact that the redevelopment will have on the Randwick community and describes her opportunity to be involved in this project as "mind-blowing, an honour and a humbling experience."



Pictured: Colou swaps her scrubs for a hard hat

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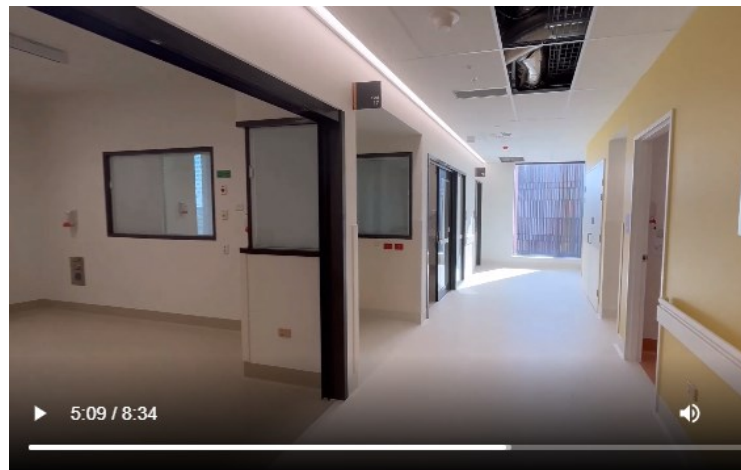
PRINCE OF WALES HOSPITAL ACUTE SERVICES BUILDING

Full suite of Virtual Tours now available to watch online

Staff are invited to take a virtual walk through the following areas of the ASB, as part of the now complete [Virtual Tour series](#):

- ✓ Theatres & Recovery (in 3 parts)
- ✓ ICU
- ✓ ED (in 3 parts, covering Resus & Acute, Fast Track, and ED Short Stay & Assessment Unit)
- ✓ Orthopaedics (noting that all other inpatient units have a similar layout)

Moving teams and Commissioning Champions are still being prioritised for site walks, which are taking place twice a week. Until tours become accessible for all teams from October, staff are encouraged to watch the virtual tours online.



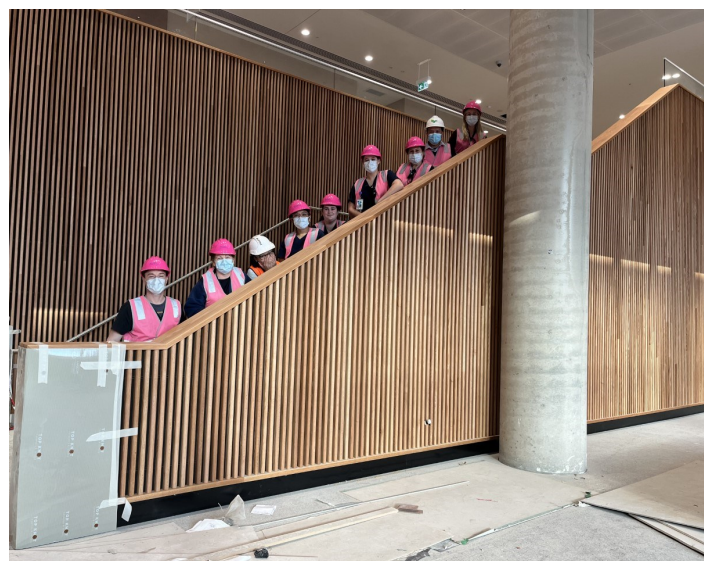
[Head to SESLHD's Intranet to watch the Virtual Tours!](#)

Commissioning Champions tour the ASB

Prince of Wales Hospital staff were invited to tour the new hospital, as part of the Commissioning Champions program.

In addition to walking through some of the inpatient units, Champions also caught a glimpse of the expansive new foyer, which will include a café, public seating and an information desk.

Pictured: Commissioning Champions standing in the new Front of House area on level B1



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PRINCE OF WALES HOSPITAL ACUTE SERVICES BUILDING

Tell us what you think and WIN!

The Randwick Campus Redevelopment want to hear from Prince of Wales Hospital staff.

All staff are encouraged to complete a short six question [‘Pulse Check’ survey](#) to help the team better support you through the transition into the ASB.

You may recognise this survey from earlier this year. We encourage you to complete it either again or for the first time, to help us identify areas for improvement in the way we communicate with you ahead of the opening of the ASB.

All survey respondents will enter the draw to win 10 coffees! The survey closes 5pm Friday 12th August.

Your answers will remain anonymous unless you choose to provide your contact details. Once you complete the survey, you will be directed to another form to enter the draw prize.

Here is a snapshot of some of the things the redevelopment team have actioned in response to feedback from the previous survey:

- ✓ Increased site visits
- ✓ Increased practical information in staff newsfeeds
- ✓ Published more relevant information on the Intranet
- ✓ Published a series of virtual tours
- ✓ Hosted pop-up Information Stands
- ✓ Kicked off an ‘Information Roadshow’ (targeted updates provided in team meetings)
- ✓ Continued engagement through the Commissioning Champions program



[Click here to complete the Pulse Check Survey](#)

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PRINCE OF WALES HOSPITAL ACUTE SERVICES BUILDING

Construction milestone celebrated with public link bridge installation



The public link bridge connecting the ASB to the current campus has been installed, in a major construction milestone for the project.

This link bridge will become the main thoroughfare for patients, visitors and the general public moving between the two buildings.

The link bridge is on level 0 and will provide easy access from Barker Street through to the ASB once it opens. People will exit the link on level 0 of the ASB, where there will be cafés, a large public seating area, an Admissions desk and lifts to access the rest of the hospital.

One level below on level B1 will be the main public entrance to the ASB from Botany Street.

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A first look at the new Royal Hospital for Women reception desk

Refurbishments to the main entrance of the Royal Hospital for Women are nearly complete.

Once finished, staff, patients and visitors will experience a new and improved reception desk, a modern Admissions area, and a new secure entry portal.

The image across shows the new reception desk, which features modern timber finishings.

Construction has been taking place on level 0 of the hospital, to improve areas for staff and patients, as well as make way for a new corridor that will link the campus to the ASB via a public link bridge (as shown on the previous page).



The Randwick Campus Redevelopment project team thanks all Royal Hospital for Women staff for their patience and understanding while these works continue, particularly those that have relocated to accommodate the changes.

Find out about the construction activity on the Randwick Campus Redevelopment in the monthly construction notice



The Randwick Campus Redevelopment team publishes a monthly construction notice summarising activities underway across the broader redevelopment.

Scan the QR code

or access the notices from the project website at
www.randwickcampusredevelopment.health.nsw.gov.au/news-and-publications/construction-notice-1



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Nature and healing nurtured at Aboriginal gathering spaces



The Sydney Children's Hospitals Network (SCHN) redevelopment team has been working with Aboriginal patients, families and staff to boost access to culturally safe spaces in and around the new hospital buildings - to improve health outcomes in the Aboriginal community.

The local Aboriginal community has contributed to early planning and design work on Aboriginal gathering spaces at the front of the new buildings at The Children's Hospital at Westmead (CHW) and the Sydney Children's Hospital, Randwick (SCH).

The front-of-house spaces will feature a family meeting area, kitchenette and office for an Aboriginal health worker.

The consultation also raised the importance of linking these spaces with external areas. As a result, both redevelopments will include an external landscaped area with native plants and communal seating as part of the gathering space.

Dubbo mother, Brinae, recalled her son Durakai's time in hospital in 2020 and how their family would have benefited from the Aboriginal spaces during their hospital stay.

At just six years old, Durakai was airlifted to Sydney and placed into an induced coma after a dirt bike accident. He spent almost three months at CHW, recovering from a brain injury, ligament damage and multiple broken bones – including his arms and legs. He had to learn to walk and talk again.

"(Having community gathering spaces) would be extremely beneficial, even just to know that there are other Aboriginal families there that you can reach out to...you don't want to be alone," Brinae said.

The day of the accident, Brinae said "I cried to my grandmother, who is in the Dreamtime; I said 'I need a sign...is he ok? Is he with you?' I just broke down, wanting her guidance. It wasn't until a few months later that I realised where I collapsed was the Aboriginal garden."

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Nature and healing nurtured at Aboriginal gathering spaces (continued)

Aboriginal Health Outcomes and Equity Manager, Natasha Larter, said when the new hospital buildings are complete in 2025, she hopes patients and families can use the gathering areas to practice culture within a familiar and safe environment.

"These spaces allow patients and families to connect to country, whether it's spending time in the gardens, conducting smoking ceremonies, spiritual healing or sharing their stories," she said.

"Being surrounded by a culturally safe space allows the process of healing from often very difficult situations, traumatic news or even loss of life."

Aboriginal children and young people continue to face significant health inequalities compared to the mainstream community. Over the past five years, patient data shows that Aboriginal people are at greater risk of poor medical outcomes, including low birth weight, infant mortality, child hospitalisation, chronic disease and lower life expectancy. Families also experience greater levels of disadvantage and often travel further for medical care.

Pictured below and on previous page: Patient, Durakai and his family

The SCHN is committed to an [Aboriginal Health Strategic Plan](#) that works towards improving these outcomes by addressing obstacles faced in accessing and receiving health care in NSW. Aboriginal Population Health Trainee Officer Seaneen Wallace said it's hoped the meeting rooms will help break down some of those barriers and make families feel welcome at the hospitals.

"What we want to stop is Aboriginal people leaving before they have been seen or discharged against medical advice," said Ms Wallace.

"We know Aboriginal families leave at higher rates than non-Indigenous families, and they often re-present within 24 hours with the same condition."

"If we offer families an accessible service from within, they can be triaged and treated instead of returning later with a more severe condition," she said.

The redevelopment team is committed to working collaboratively with the community to incorporate Aboriginal culture and perspectives to ensure the redevelopments are inclusive, welcoming, culturally safe and responsive for all Aboriginal peoples and communities.



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Faces of the Precinct: Five minutes with Dr Steve Palmer

Q: What is your role in the Randwick Health & Innovation Precinct (RHIP) team?

I am the RHIP Industry & Innovation Lead. My main objective is to support the creation and development of new health technologies and treatments that will improve outcomes for patients and make healthcare more efficient, affordable, and accessible. At RHIP, those aims begin with supporting collaborative innovation and must ultimately involve strong partnership with industry, so the two elements of my role are intimately entwined.

Q: What attracted you to this type of work?

I originally trained in molecular genetics in the UK and spent much of my career in the fundamental research of biological mechanisms but, after a spell in the commercial biotechnology sector, I started to like the idea of being closer to the cutting edge of new treatment development and found new motivation in trying to navigate the complexities of converting good ideas into new life-improving health technologies.

Pictured: Dr Steve Palmer, Industry & Innovation Lead for the Randwick Health & Innovation Precinct



Q: What excites you most about the Precinct?

Examples from other health precincts worldwide teach us that integration, collaboration, and purposeful strategic direction can create an engine of innovation and enterprise

that energises the internal culture and attracts external partnership to snowball into something that is much greater than the sum of its parts. I would like to think that I could play a part in making that happen at RHIP.

Q: What do the next six months look like?

We will see some of the strategies and programs we have shaped over the last 12 months, begin implementation. It may be some time before we can truly test their effectiveness, but I am excited to move into this next stage of development for RHIP's industry and innovation agenda.

Q: Favourite quote?

'Life can only be understood backwards; but it must be lived forwards' (Soren Kierkegaard).

Introducing 'Mind the Gap' seminar series

As RHIP's Industry & Innovation Lead, Dr Palmer is committed to help support the Precinct boost its health innovation agenda.

Dr Palmer and the RHIP team will be opening up these discussions to you, the RHIP community, through its new quarterly seminar series, *Mind The Gap*.

This thought-provoking series aims to unpack what's involved in health technology innovation and provides guidance on how to get great ideas out of someone's head, through research & development, and into production for the benefit of patients and staff.

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Introducing 'Mind the Gap' seminar series (continued)

Dr Palmer sheds light on the upcoming series.

"After working in medical research, commercial biotechnology and technology transfer for over 30 years, it seems to me that the main barrier to Australia developing a stronger culture of health technology innovation is the scarcity of funding."

"It's agonising to see the commitment and dedication of medical researchers constantly thwarted by the intense competition for modest resources.

"All new medical devices and treatments must be tested to see if they work, they are safe and that they are realistically usable and cost effective. All too often, projects fail to win funding support because these fundamental principles are not rigorously thought through and communicated effectively.

"Here at RHIP, we aim to change that narrative and this new seminar series will play an integral role in educating the clinical and research community," said Dr Palmer.

More information on this series will be released over the coming weeks, so stay tuned for further updates.

In the meantime, if you require further information on RHIP's innovation efforts, or wish to discuss ideas for collaboration, please contact Steve directly - s.palmer@unsw.edu.au.

Don't forget to follow RHIP on [LinkedIn](#) and [Twitter](#) for further updates.



This monthly newsfeed provides updates on the Randwick Campus Redevelopment, featuring stories and highlights from the Randwick Hospitals Campus partners, as they bring together world-class education, research and healthcare through the creation of the Randwick Health & Innovation Precinct.

Have a question about the Randwick Campus Redevelopment?

Please send any questions you have to randwickcampusredevelopment@health.nsw.gov.au

Or call **1800 571 866**

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