Consultation Underway for New Acute Care Tower Requirements

Clinical, diagnostic and logistical support teams are envisioning an ideal future state for Richmond Hospital as dozens of staff and physicians participate in engagement sessions with Project Leadership, LM Facilities Management and external consultants for the new Acute Care Tower (ACT). Discussions are focused on three planning priorities:

- **Clinical Service Planning** – defining future clinical service models and innovations for the ACT
- **Functional Planning** – determining space requirements for future clinical service models
- **Decant Planning** – confirming space requirements for services relocating to accommodate the ACT

Staff and Physician Input Defining Requirements

More than 20 sessions have taken place so far, and more are planned in August. This input will support the development of the ACT Business Plan, which requires input from staff and physicians across Richmond Hospital. Feedback will be summarized and considered within the following guiding principles:

- Patient-centred care
- Best practice
- Evidence based
- Efficient (improve patient flow, optimize space, reduce waste)
- Innovative

“We’re increasing clinical space and moving to single patient rooms,” said Rich Dillon, Project Director. “This is an opportunity to consider what we should do differently and how we should work differently. We’ve had tremendous input from physicians and staff to help guide this work. Discussions and suggestions coming forward so far have been insightful and will inform the design principles for the new facility.”

A full report, summarizing feedback, and providing recommendations, will be prepared in September. While input has varied across departments and clinical specialities, some common planning considerations are starting to emerge:

- The future population will be older and more acute. Planning will need to ensure a patient centred service that considers the needs of families and community care givers.
- Workflow within departments will change with CST implementation and with the ACT’s introduction of single occupancy rooms.
- Workflow across departments will change as RH strives to reduce duplication and maximize efficient patient and supply flows.
- We will learn from other major hospital redevelopment projects underway/recently completed.

The development of the ACT Business Plan will continue over the next year, requiring ongoing input from staff and physicians. The final report will be submitted to the Ministry of Health for approval in June 2019. Updates will be provided as planning progresses.