

## New tower set to take innovative models of care one step further

**The redevelopment has provided the opportunity for staff to consider exactly what their model of care is to increase efficiency and improve the experience of the patient.**

Developing innovative models of care designed by Nepean Hospital staff to streamline processes, increase efficiency and achieve better patient outcomes will be a defining feature of the new 14-storey clinical services tower, delivered under Stage 1 of the Nepean Redevelopment.

That's according to Nepean Hospital Clinical Lead Nhi Nguyen, who says the Redevelopment has given staff the unique opportunity to enhance the patient's experience and health outcomes.

"Staff previously formed their models of care around Nepean Hospital's existing infrastructure," said Nhi.

"It's exciting for staff to have strong input into guiding how the hospital will be built based on how they want to do business and what they want to do differently to provide the best care and deliver the best outcomes for everyone and improve the patient experience."



Nhi became involved during the early planning phase of the Nepean Redevelopment, taking on the role of Clinical Lead.

"It was important the project team took a multi-disciplinary approach to the planning of the hospital since there are many stakeholders involved," Nhi said.

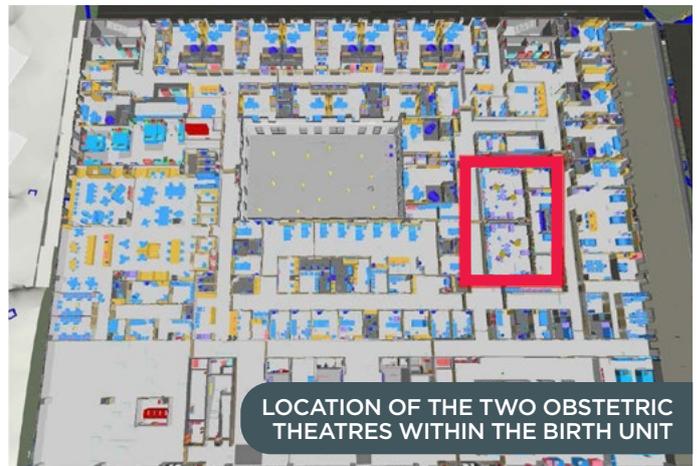
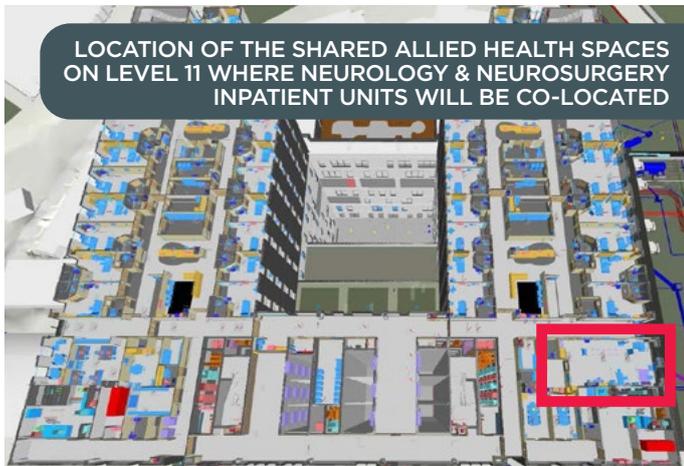
"I sometimes think of my role as being a Google Translator between Nepean Hospital staff and the Redevelopment team. I translate Health Infrastructure and Australian Facility Guidelines requirements to hospital staff, and I translate what our clinicians want and require, to inform the planning framework," explained Nhi.

"Everyone involved in this project comes from a different background, with different perspectives, but we are all working towards the one goal and I have full confidence we will get there."



# Nepean Redevelopment

## PROJECT INSIGHTS WITH NHI NGUYEN



### INNOVATIVE MODELS OF CARE IN PRACTICE

A collaboration between Nepean Hospital's obstetricians, midwives and division of surgery and anesthesia has resulted in a new and innovative model of care that puts pregnant women first in the new Birth Unit.

"We will have two obstetric theatres within the Birth Unit to allow for babies who need to be delivered via a C-section to remain with their mothers for longer and so midwives can continue caring for the patient after surgery," said Nhi.

"This model of care is currently in place at Royal North Shore Hospital. It's pushing the boundaries because most C-sections take place in an operating theatre floor, but here we are bringing the mother and baby closer to the midwives and delivery suite, which is particularly important in the case of emergency caesareans."

Nhi says she is looking forward to the opportunities these new areas in the hospital tower will create for multi-disciplinary interactions.

"We have co-located the Neurology and the Neurosurgery Inpatient Units (IPU) on Level 11 in the new tower, because both departments treat people who have conditions that affect the nervous system," said Nhi.

"At the moment the two departments are in separate buildings of the current Nepean hospital. While neurosurgeons perform surgery and neurologists focus on correcting neurological conditions using medication or therapy, many patients from both departments require similar rehabilitation treatment."

"In the new tower, we've created a floor for neurosciences with shared allied health spaces, including a gym, to achieve a model of care that will benefit both department's patients."

"An important strategic element of the Nepean Redevelopment is creating more opportunities for community-based appointments, so people can avoid going to the hospital campus if they don't have to," Nhi said.

"The tower delivered under Stage 1 of the Nepean Redevelopment is the first step towards achieving the campus master plan of separating inpatient and outpatient appointments, and we are continuing to work on this approach for Stage 2."

**If you have been involved in Stage 1 of the Nepean Hospital Redevelopment and would like to share your story, get in touch at [HI-nepeanredevelopment@health.nsw.gov.au](mailto:HI-nepeanredevelopment@health.nsw.gov.au)**

FOR MORE INFORMATION

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