

## Frequently Asked Questions

### **What is Operational Commissioning (OC)?**

Operational Commissioning (OC) is an important part of the delivery phase of building a new health facility.

Planning for OC starts during construction of the facility but the actual commissioning commences after handover of the building. It takes place after the main construction works is complete and before the new facility is open to patients, clients and consumers.

OC is the process of ensuring that all components and systems of the new facility are installed, tested, operated and maintained to requirements. This is to make sure the new health facility is safe and ready for staff, patients, consumers, and visitors.

This process includes, but is not limited to, stocking all store rooms, beverage bays etc, making beds, hanging curtains, filling dispensers, and testing equipment.

Importantly, it is also an opportunity to ensure that staff are familiar with the facility and have undertaken appropriate induction and training.

### **Who is leading the OC of the new ambulatory care building (Stage 3 building) on the Wagga Wagga Health Service (WWHS) campus?**

The Stage 3 Project Team, which includes representatives of Health Infrastructure and Murrumbidgee Local Health District (MLHD), is working with TSA on the OC of the new ambulatory care building.

### **How long is Operational Commissioning?**

OC of the new building may take 2-3 months.

### **When will Operational Commissioning occur?**

OC will take place early 2021 and will be planned around staff leave.

### **When will staff, who will work in the new building, have access to the building?**

Staff will be able to have planned visits during construction.

Once the building has been handed over to the MLHD, access to the building for all OC activities including induction and training, will be available.

### **When will the new building open?**

It will open early 2021. An exact date will be known after further planning.

### **Will the whole building open on day one or will occupation take place over time?**

There will be a staged moving of services to the new building, due to the large number of services.

Services that are moving into the new building will continue in their current arrangements. Patients, clients and consumers will be notified as services move into the new building in a staged process.

### **Will there be an open day for all Wagga Wagga Health Service staff?**

The OC team is reviewing opportunities for an open day and will determine the best way to do this over the next 3-4 months.

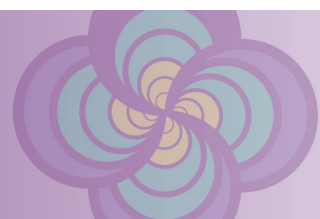
### **Will there be a community open day?**

The OC team is reviewing opportunities for an open day and will determine the best way to do this over the next 3-4 months.

### **When will we know what our current buildings will be used for?**

Staff who will move into the new Ambulatory Care Building are currently located in a variety of buildings and accommodation across several sites including the health campus, in Peter Street, Murray Street and O'Reilly Street.

The decanting of the buildings on the health campus and the removal of demountable buildings on the health campus will take place in 2021.



#### **Will there be enough car parks close to the entrance of the new building for people attending outpatient consultations?**

Yes, there is a drop off zone provided at the entrance.

In addition, accessible car parks are available for those who require them within a short distance of the entrance to minimise travel distances.

#### **Will there be chairs inside the front entry if patients and consumers need to wait for their carer/family member?**

Yes, there will be several areas of seating inside the new ambulatory care building.

#### **What will be the process for scenario testing?**

The testing of a variety of scenarios by staff is part of OC. The scenarios need to reflect the usual business of a department/unit so all appropriate events can be tested. This could be from testing a piece of equipment, to an emergency in the inpatient unit or how consumers move around a department/unit.

Ideally departments/units will commence with tabletop scenarios using the plans and testing patient/consumer/staff and equipment flows. This testing also includes Models of Care and Models of Service Delivery.

The second stage of the testing is to walk through the building testing the flows. The third stage is to functionally test some agreed scenarios. This will be developed as OC progresses.

#### **Who decides what will be tested?**

The departments/units will provide scenarios for testing in consultation with the OC consultant.

#### **Will there be wayfinding kiosks?**

There will be electronic wayfinding kiosks and a volunteers desk on the ground floor. There is a reception area on the ground floor of the acute services building and the ground and first floors of the new ambulatory care building.

#### **Will the kiosks be staffed with volunteers to assist?**

There will be a mixture of Administration staff and Volunteers to assist anyone.

#### **Will there be enough resources to support OC activities including induction and training, and all required scenarios?**

There will be resources available during OC to assist. The requirements for each department/unit will be addressed individually and resources allocated appropriately.

#### **When will the additional staff be recruited to support the increase in some services in the new building?**

A Workforce Plan for the final stage of the Redevelopment is being reviewed. The Plan aims to highlight what additional skills are needed by WWHS to support services in the new building now and into the future.

#### **Where can I find more information about Operational Commissioning of the new building?**

You can find information and resources on the Staff tab on the WWHS Redevelopment website [here](#) or send an email to [WWHSR3@health.nsw.gov.au](mailto:WWHSR3@health.nsw.gov.au)

