

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 started last year during construction of the facility but the actual commissioning commenced in March 2021. It takes place 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, checking fire systems, development security systems and testing equipment.

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

Who is leading the OC of the new Health Services Hub adjacent to the Wagga Wagga Base Hospital?

The Stage 3 Project Team is working with TSA on the operational commissioning of the new Health Services Hub. The Team which includes representatives of Health Infrastructure and Murrumbidgee Local Health District (MLHD).

When will Operational Commissioning occur?

The operational commissioning of the Health Services Hub commenced in March 2021. It will continue until early May 2021.

When will the new Health Services Hub open?

The transfer of staff and services into five floors of the purpose-built Health Service Hub is being undertaken as a staged process due to the number of services. It will also ensure the ongoing delivery of high-quality health care.

The first service to transfer into the Health Services Hub will be the Wagga Wagga Renal Unit. The Unit's clients will commence their treatments on level 1 of the Hub from Monday 29 March 2021.

Other services will transfer into the new building from Friday 30 April 2021, with most services transferred by Tuesday 4 May 2021.

When will staff, who will work in the Health Services Hub have access to the new building?

Some staff had planned visits during construction of the Health Services Hub.

As part of the operational commissioning of the building, staff will access the building for all OC activities including induction and training.

How will I know when my appointment or treatment has been moved into the Health Services Hub?

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

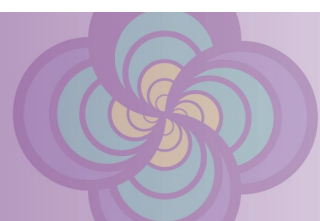
Individual patients, clients and consumers will be kept up-to-date by their clinicians about the impact of the move on their appointments and treatments.

Will there be a community open day?

MLHD normally provides an opportunity for the community to walk through new health facilities prior to their opening. Due to COVID-19 restrictions a video will be developed and distributed to enable the community to take a look inside the new health Services Hub.

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

There will be opportunities for staff to tour the new Health Services Hub in smaller groups.



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

Staff who will move into the new Health Services Hub are currently located in a variety of buildings and accommodation across several sites including the health campus, in other locations in the city.

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 Health Services Hub for patients, clients and consumers?

Yes, there is a drop off zone outside the Main Entry of the Health Services Hub as well as another drop-off zone in front of Wagga Wagga Base Hospital..

In addition, accessible car parks are available for those who require them within a short distance of the entrance to minimise travel distances. A campus map is available [here](#).

Will there be chairs inside the Health Services Hub Main Entry if patients, clients and consumers need to wait for their carer/family member?

Yes, there is seating inside and a café on the ground floor of the new Health Services Hub.

What will be the process for scenario testing for staff during operational commissioning?

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.

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 available in late 2021.

A volunteers desk is located on the ground floor of the Health Services Hub.

There are reception areas on the ground and first floors of the new building. There is also a reception area on the ground floor of the adjoining Wagga Wagga Base Hospital.

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 has been updated. The Plan outlines the staff required to meet service requirements. There is also a future workforce plan underway, which will consider the new models of care that services have developed, to clarify the staffing and additional skills needed to support services in the new building now and into the future.

A Facility Operational Manager is being recruited to manage the new Health Services Hub.

Will there be an official opening of the new Health Services Hub?

Yes an official ceremony will be held to mark the opening of the Health Services Hub - the third and final stage of the \$431 million Redevelopment of the health campus. A date for the event has yet to be determined.

