



NOVACARE CONNECTION

Welcome to Novacare's newsletter

Novacare is the consortium of companies charged with the redevelopment of the hospital, which includes the co-location of a new 96 bed mental health facility, together with providing management of facilities for the next 28 years in agreement with the government. The Novacare consortium is made up of Westpac, Medirest, Abigroup and Honeywell. Each a specialist organisation with its own area of expertise.

Construction Update

The last two months has seen a surge in the finishing trades on Stage 1 of the Mater Redevelopment.

Phase 1 of the Radiation Oncology department is almost ready to hand over to the Mater physicists to carry out final commissioning to the Linear Accelerators in Bunkers 4 and 5, as well as moving the main reception and some of the consultation rooms.

Decant and recant meetings have been held with the major stakeholder representatives, and the oncology area is receiving its final touches before cleaning commences.

Work on South Block in Platt Street continues to impress all, with the majority of the exterior of the building now complete. Painting is now occurring on all levels, with structural and services fitout of the operating theatres on Level 4, construction of the Physical Therapies Courtyard on Level 3 and the removal of the tower crane all planned for the month ahead.

You may also have noticed, and possibly heard, the demolition of the internal areas in the Convent Building. This building will eventually house Mental Health Administration and some outpatient facilities.

Works have also commenced on the new North Block area, with some car parking being removed to allow construction to progress. Some trees have been removed and excavation and demolition of some of the existing buildings will commence in the next four weeks.



A Linear Accelerator being commissioned in Bunker 5

Frequently Asked Questions - What is Decanting and Recanting?

Decanting and recanting is the process of moving patients, staff, equipment, stock and records from an old part of the hospital into the new facilities, or into temporary locations to suit the construction program. It includes identifying who is responsible for the move, the dates on which the moves will occur, and determining the locations.

Novacare's design and construction contractor, Abigroup, has engaged Joe Tait of Puzzle Partners to coordinate the decant and recant processes in conjunction with the Health Administration Corporation and the Hospital. The same processes will occur when the new mental health facility is moved to the Mater.

Quotes from Steven Wright

- **What happens if you get scared half to death twice?**
- **If at first you don't succeed, then destroy all evidence that you tried.**
- **Eagles may soar, but weasels don't get stuck in jet engines.**

Hospitality Plus

Hospitality Plus is Medirest's patient-centred customer service program. It is designed to meet a variety of needs and is focused on providing food services that will add pleasure to each patient's day.

"The **Hospitality Plus** initiatives will make staff, relatives and most of all, our patients feel more valued and generally satisfied," said Kathy Hoare, Catering Supervisor. "Greater interaction between the catering department and the patients will do wonders for the patient experience".

Patients will be seen twice daily to take orders for meals delivered on that day. Currently, orders are taken two days in advance. In some cases, patients can have procedures scheduled at a time when selections are made, or patients can easily misunderstand when the food will be served. Also, from one day to the next, a patient's appetite can change dramatically.

Hospitality Plus places the emphasis on personal assistance in making a menu selection for each patient. This allows patients to ask questions about choices and understand the menu selection process. The Catering Assistant builds a rapport with the patient, develops an understanding for their likes and dislikes, and ensures that they have completed their menu.

Hospitality Plus also provides tray service standards. "Tray service should and will provide a pleasant beginning to an enjoyable meal; a tone that can be set in as little as ten seconds. This can be as simple as making eye contact, accompanied with a pleasant greeting," enthuses Sandra Carrall, Catering Manager.

"Also, with the new Menu Management System we will be able to link in with the Patient Management System that already operates and this will free up a lot of time for nursing staff."

For more information please feel free to call Kathy or Sandra on ext. 11638



Kathy Hoare and Sandra Carrall check out the new Hospitality Plus "Spoken Menu" system



Honeywell



"I have always enjoyed working in the dynamic Hospital setting and I look forward to the exciting challenge ahead."

Peter Sutherland, Facility Manager

Novacare welcomes Peter Sutherland as its latest team member as he joins Honeywell as the Facility Manager for the Mater Hospital.

Peter moved to Newcastle three years ago, and has extensive experience in Health, Defence, and Industrial Facilities Management. Peter will be based on-site full time. Whilst he "loves keeping fit and enjoys eating", Peter is also looking forward to the challenge of providing the best facility management of any hospital in the region.

Honeywell's role is to provide for the hard facilities management services such as mechanical & electrical engineering, utilities, plumbing, building maintenance etc. Honeywell Building Solutions has been providing maintenance for plant and equipment for a large range of facilities across Australia for over 40 years.

For further information please visit www.honeywell.com.au

Honeywell

A lady with a clipboard stopped me in the street the other day.
She said, "Can you spare a few minutes for cancer research?"
I said, "All right, but we're not going to get much done in that time."