

## Delivering Tasmania's state of the art health facility

**Welcome to the RHH Redevelopment project!**

The RHH Redevelopment is delivering a state-of-the-art health facility for generations of Tasmanians to come.

*RHH Redevelopment News* provides information and updates on the project.

You can also find information about the project by visiting the website:

[www.rhhredevelopment.tas.gov.au](http://www.rhhredevelopment.tas.gov.au)

Or email the project at:

[redvelopment.rhh@dhhs.tas.gov.au](mailto:redvelopment.rhh@dhhs.tas.gov.au)

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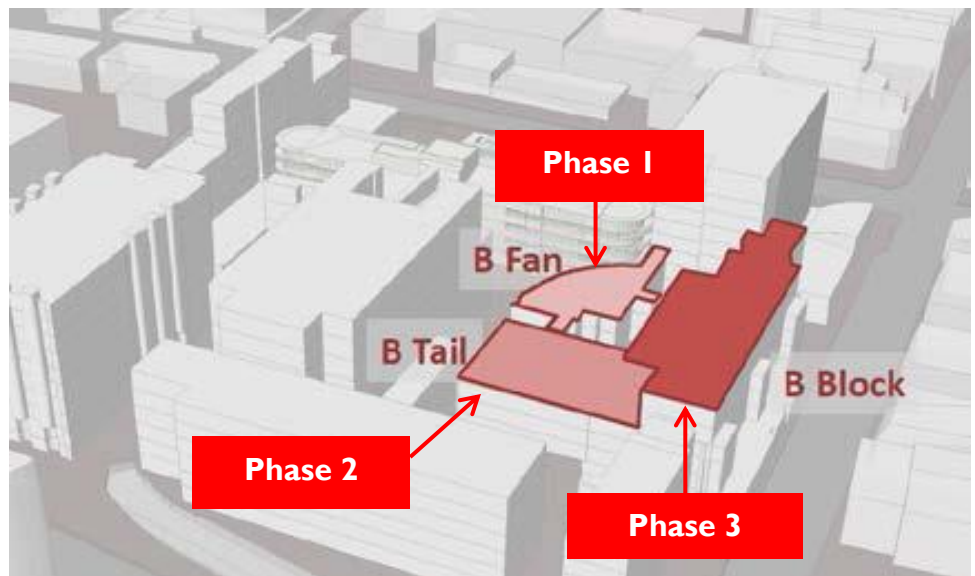
# Demolition of B-Block

K-Block will be built in the least disruptive, safest and most efficient way possible for patients, staff and the community. Some impacts will be unavoidable however.

The safest and least disruptive way to demolition B-Block is by gradually dismantling the building.

Dismantling a building produces less dust, noise and vibration than when compared to collapsing a building which often occurs on demolition projects in open areas.

Structural demolition has commenced at the rear of the building, in the area known as the B-Fan, and will progressively move around the site until the main building facing Campbell Street is demolished.



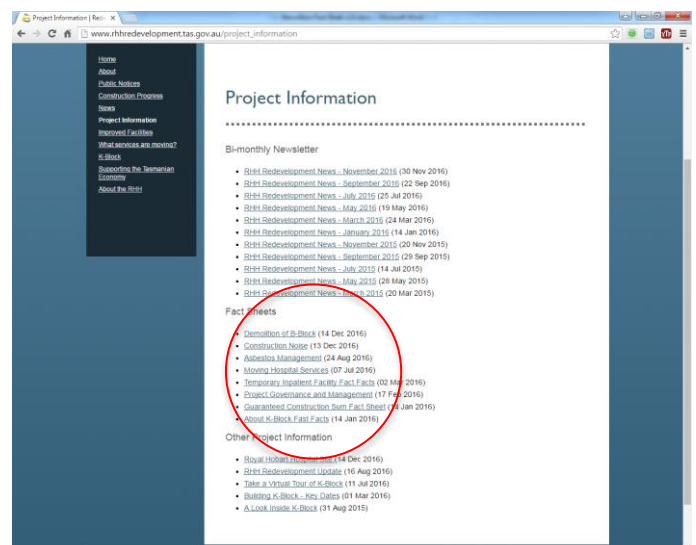
Construction equipment that saws, breaks up and removes large amounts of concrete is being used. It includes excavators with crushing jaw attachments, cranes to lift materials from the buildings and elevated boom lifts that are used to spray water to reduce the dust for example.

The Managing Contractor has estimated demolition will be completed in the first half of 2017.

For more information see the fact sheet – Demolition of B-Block. It's available on the RHH Redevelopment's webpage.



Demolition of B-Block.



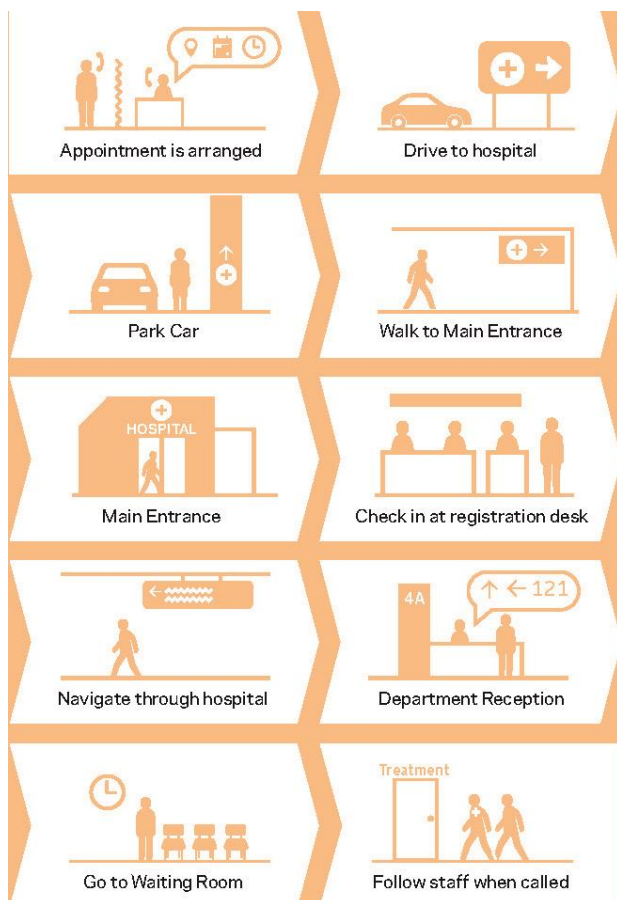
# Finding Your Way

Finding your way is something you do every day. Whether you're looking for an address, finding your favourite clothes store in a shopping centre or your departure gate at the airport, you are following a range of information cues to help get you there.

Usually we get to our destination without noticing. We only notice 'wayfinding' when it doesn't work and we're lost.

RHH Redevelopment News spoke to wayfinding strategist, Giorgio Goi, about how it will be easier to find your way in the new K-Block.

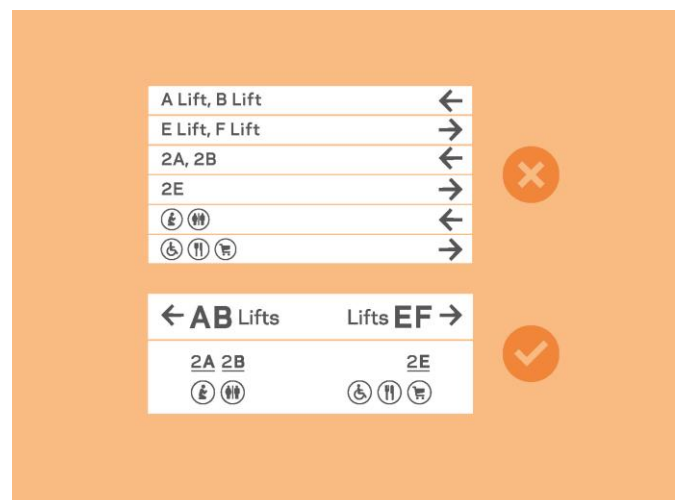
"Hospitals are complex places. They are not somewhere you freely roam like a museum where it doesn't matter if you get lost. You're told you have to go to a hospital, for a certain reason and at a certain time," Giorgio said.



*Finding your way starts before you even walk in the door.*

"If you think about an airport, the layout funnels travellers to a gate. A hospital is completely different because you have lots of cross journeys. You might have to visit a consultant, then go to Medical Imaging, then return to the consultant."

"Getting lost is one of the things people hate the most so think about the discomfort of getting lost with the fact you're in a hospital with a health concern and running late, that's why people get frustrated," he said.



*Keep similar information together.*

Wayfinding is all the information you need to guide you from where you are to where you are going. It needs good signage and more.

It uses architecture to help guide the journey eg colour schemes, building features and floor layouts for example.

"The K-Block interior, designed by Lyons architects, has lots of colour and design features that stand out so you are drawn to them," Giorgio said.

"The layout of K-Block is easy to understand. You will get out of the lift in a central landing area and turn either left or right, and from there see reception."

The adage 'less is more' couldn't be more relevant than to wayfinding. Giorgio said the best wayfinding is simple – it reduces the amount of information on display.



“Because the architectural design of K-Block is logical we don’t need to exaggerate signage.”

One device that will be important is a large, comprehensive directory however.

“It will be digital so it can be updated easily, similar to airport flight information display.”

Giorgio is also working with the hospital to look at how wards are named so they are as patient-friendly as possible.

“We are also considering dividing the key functional areas in wayfinding zones so it helps makes it easier to find where you need to go.”

“In a way, leveraging what is already done in the existing setup by making it more consistent and clear. For example, a certain lift which takes you to a specific area could be named after that area,” Giorgio said.

Keeping signage simple also means the fewer words the better; getting the right size of the writing so it’s clear but not overwhelming.

“Large letters and numbers are important for people with low literacy. The literature says that letters and numbers are the first things you learn when you learn a language.”



*Use of pictograms, words, directional arrows and information about where you are ‘Building A going into Building B’ at Box Hill Hospital.*

Pictograms that are universally understood will be part of the K-Block wayfinding, eg a coffee cup is recognised as a sign for a café.

Others will be accompanied by words like the sign for ‘lifts’ to ensure it is understood.

It’s also important to group similar directions together to make the information as clear as possible.

Giorgio is working with RHH staff representatives to develop the wayfinding strategy for K-Block.



He is a wayfinding designer and has worked with international consultants, ID/Lab for around two years.

His job is to study spaces and develop navigational systems for the built environment. He worked in the Netherlands previously, mostly as a transport wayfinding expert.

ID/Lab are international wayfinding experts. They help ‘...people to make sense of the built environment, by orchestrating and designing processes, objects, information, communication, and technology’.

They have worked on numerous hospital wayfinding projects in Australia including the Victorian Comprehensive Cancer Centre and Box Hill, St Vincent’s and the Royal Adelaide Hospitals.

They wrote the Technical Series 2 – Wayfinding for Health Facilities for NSW Health, a recommendation from the June 2011, Patient Focused Initiative Taskforce in NSW.

You can find out more about their work on their webpage [www.idlab.com.au](http://www.idlab.com.au)

# Reducing Disruption

Construction work in 2017, including the demolition of B-Block, will be challenging for neighbours, staff and particularly for patients who are unwell and under-pressure because of their health circumstances.

We apologise for the noise and vibration that will be caused and thank the community for their support while K-Block is being built.

A number of things are being put in place to help reduce the noise, dust and vibration such as:

- construction work will only occur 7 am and 6 pm, Monday to Saturday and some respite will be provided during the designated patient rest periods
- window and door protections have been installed in areas of the hospital adjacent to the construction zone
- equipment to spray water during demolition to reduce dust
- additional dust filters have been installed
- infection control and noise monitoring and
- earplugs and earphones have been provided to the areas that are likely to be most affected by works.

While some disruption will be normal, there will be some occasions where disruption will be excessive.

A new approach to dealing with excessive disruptions has been put in place with the Managing Contractor.

The Managing Contractor and their subcontractors are required to give notice of disruptive works including the anticipated timing of the works the week before they are planned.

This will allow the RHH Redevelopment to give notice of these works to affected areas.

Staff and patients will be advised when these works are planned.

Depending on the work being undertaken, breaks from excessive noise may be arranged with the Managing Contractor, eg 20 minutes of works and 10 minutes break.

If any unanticipated excessive works occur and/or are considered to have an adverse clinical impact, works may be stopped until it is clinically safe to resume them or an alternative approach to the construction activity is implemented.

If you are concerned that the disruption is excessive, staff should talk to their Manager or Nurse Unit Manager in the first place. Neighbours can contact the RHH Redevelopment directly.

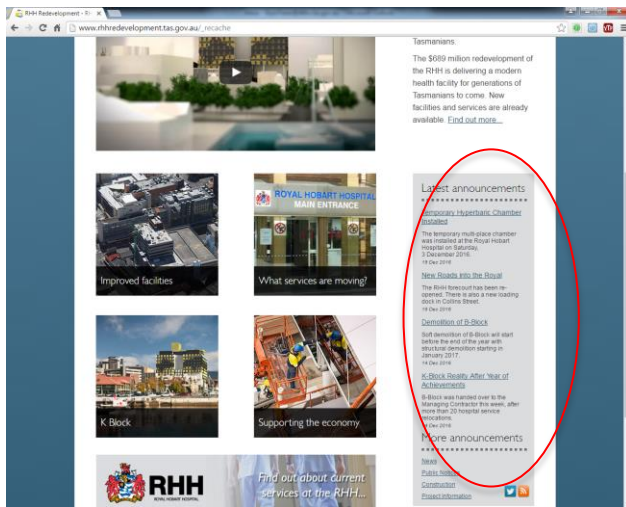


*Large excavator on site for demolition.*

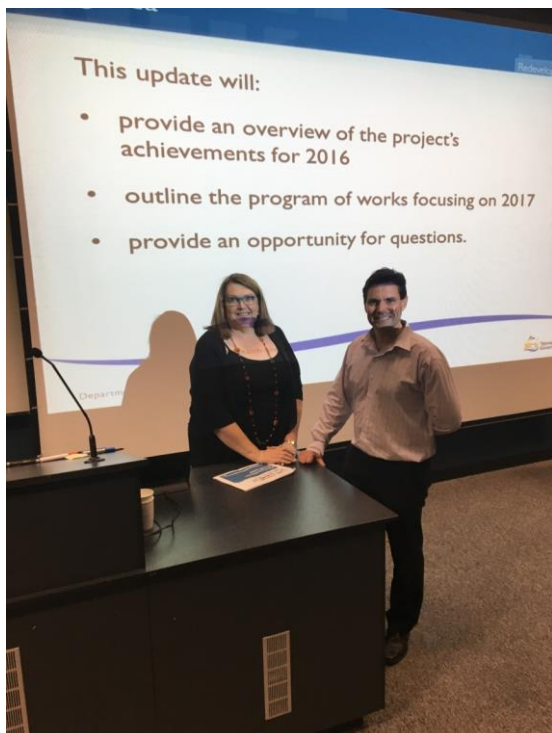
For more information see the fact sheet – Construction Noise. It's available on the RHH Redevelopment's webpage.

# Keeping Up-to-date

To find out what's new, check the project's webpage. There is a 'Latest announcements' box on the homepage which has the latest headlines. 'More announcements' has media releases, information on changes to hospital access and other project information including this newsletter.



Project Director, Ben Moloney and Deputy Project Director, Cheryl Carr gave staff updates in mid-December where they outlined the achievements for 2016 and the 2017 program.



Cheryl Carr and Ben Moloney

# Meet the Team

Skye Fraser is the manager communications for the RHH Redevelopment. Here are five things about Skye:



**Number 1** – Skye has been with the RHH Redevelopment for three and half years and the State Service in a variety of communications, allied health, management and policy roles for more than 20 years.

**Number 2** – Her work with the project includes the bimonthly newsletter, media management and the webpage.

**Number 3** – Skye is a big foodie and loves to eat out and cook at home. She's spent the last six weeks preserving, jamming and cooking with home-grown berries and an abundance of Nashi pears.

**Number 4** - Skye's first job in Tasmania was social worker at the former women's hospital, the Queen Alexandra Hospital.

**Number 5** – Skye lives with her partner on their small holding called #blissfarm where they keep cows, lambs, pigs, goats, chicken and quail; and have a massive veggie garden.