



New private hospital build



Opening a new hospital facility is an incredibly large-scale and highly complex operation, during which time many encounter a range of challenges, from minor operational teething problems to potentially catastrophic design and safety issues.

Mater Education was engaged to collaborate with architects and engineers during the design phase of a new green-field private hospital to review and test inpatient room prototypes and proposed layout, joinery, fixtures and fittings, within the context of clinical workflow and functionality to understand how people interact with the environment.

Upon completion of the facility, further testing was conducted to assess the hospital's processes, workflows and systems, culminating in a full-scale 24 hour simulation event prior to the facility's opening, co-ordinating over 100 clinical, administrative and service staff and simulated patients, and five external organisations to deliver 24 real-world scenarios.

“ These process simulations provide opportunities for staff to perform effectively and efficiently in their new work environment and promote patient safety. This is vital to the health and well-being of our patients and the hospital community.

Fritha Mackay

Director, Mater Private Hospital Springfield



Prototype
Testing



Facilities
Testing



Systems
Testing



Experiential
Orientation

Key outcomes

- Identified complications and implemented improvements early in design and development process, negating costly rework
- Mitigated latent safety risks in design as well as systems and administrative processes
- Improved process efficiency and patient flow, without compromising safety and experience of staff and patients
- Increased engagement, confidence and preparedness amongst staff and community, reinforced by a seamless opening

Take your healthcare delivery to new heights with OptiSim's tailored approach.

Contact **Judith Todd** on **0481 904 252**
or **Judith.Todd@mater.org.au**

matereducation.qld.edu.au/OptiSim