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Open Healthcare Teams. A Simple Expression of Working Together that can be Reconfigured over Time with Improved Access to Leaders. Fostering Better Mental Health through Social Hubs & Communal Eating with an Overlay with Biophilic Design Interventions

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Through extensive consultation with both clinical and non clinical healthcare staff members, strategic shifts provide the key focus to guide the workplace design. The five identified strategic shifts provide a platform to inform the transformation to a new way of working for teams at Macksville Hospital Development, a team based strategy that is about empowering people to perform at their best, while not impeding on the need for teams to be together.

- (1) Foremost Setting For Teams
- (2) Supporting Retreat and Focused Working Environments
- (3) New Ways of Meeting
- (4) Visual Knowledge Exchange
- (5) A Health and Wellbeing Overlay

Staff define success in this space as:

- Technology that meets our needs & reduces paper dependence
- Harnessing teams & removing the barriers
- Breakout spaces to support teams & individuals
- Support the need for focus, uninterrupted work
- Acoustics & privacy for sensitive conversations
- Develop a team code to highlight good behaviours
- Access to outdoor space with fresh air & natural light
- Happy, harmonious workspace
- Flexibility for the future
- The right equipment & appropriate storage

The area needed to allow for the provision of 50+ staff, with a minority spend their time in front of a computer, with low mobility. But the majority will be delivering clinical care are highly mobile, they will use the workspace mainly to touch base at the beginning of their day for emails and check-in with team members and then towards the end of their day to close out matters either via email or phone.

While there are less ergonomic workpoints than people, the basis of a team based working strategy specifies alternative settings, allowing for a diversity of choice from settings such as breakaway informal meeting seats, meeting rooms and the staff area, all of which add further seats to work, connect or socialise.

Ensuring these settings have access to power allows staff who only require somewhere to touchdown for a short period of time the ability to get tasks done. This means there will be more seats than people, ensuring that in busy times when the headcount in the workspace peaks during the morning and afternoon, there is somewhere to get work done.

Biography:

Mark Tyler has completed his Masters in Emergency Management from Charles Sturt University and a Bachelor of Nursing Sciences from Queensland University of Technology. He is the Senior Project Officer for the Coffs Clinical Network Redevelopment Projects team. He has spoken at conferences across Australia and in the Middle East.