

nWCH Service Delivery Models

Frequently Asked Questions

The South Australian Government has committed \$550 million to begin planning for a new Women's and Children's Hospital (nWCH).

Our new world-class facility will give South Australian families access to the most advanced hospital care, technology and medical research for many years to come.

The Women's and Children's Health Network is committed to ensuring clinicians and other staff have a role in shaping our new hospital.

What is a Service Delivery Model?

The Service Delivery Models (SDMs) broadly define the way services will be delivered within each department at the new hospital. The SDMs will outline best practice, service flows, changes in practice, and identify patient pathways, whole of system principles, emerging technologies, workforce considerations and physical facilities to support these services.

Who will provide support to the Project User Groups (PUGs) and others throughout the preparation of the Service Delivery Models (SDMs) and during other project planning processes?

Project Managers will support the Project User Groups (PUGs) and other users contributing to the preparation of the Service Delivery Models (SDMs) and other planning documents for the nWCH Project. They will facilitate discussions, undertake research, assist with SDM preparation and provide support as required.

When will the Service Delivery Model need to be completed?

The SDMs will inform the Functional Design Brief (which is the primary document used to inform the design and size of the new hospital) and Concept Design. (The Concept Design will identify where individual departments will be located and the area that they will occupy within each floor of the building.)

The SDM is a "living" document and can be updated by the SDM owners as required during the Design, Construction and Commissioning phases.

What is the process for populating a SDM template?

The nWCH Project Managers are available to provide support for members of the PUGs, and those with whom they consult in populating the SDM template.



For more information

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Government of South Australia

Women's and Children's
Health Network

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How many meetings will be required to populate the SDM?

It is anticipated that in most cases 3 sessions may be required to populate the SDM template to provide the information that is required for the Functional Design Brief and Concept Design. Two sessions will be scheduled prior to the Functional Design Brief sessions, and a third will be scheduled during the Functional Design Brief phase.

Can more than one potential future state be documented in a SDM?

Documenting multiple potential future states is encouraged where multiple options exist. All options should be captured in the same SDM template.

Who will endorse the SDM?

PUG members will be asked to sign-off on the SDM that will be used to inform the Functional Design Brief.

The WCHN Major Capital Works Committee will ensure that the SDM is not developed in isolation from the nWCH strategic planning. As the SDM is a living document, changes will continue to be made throughout the Planning, Design, and Construction phases in readiness for the commissioning phase of the nWCH.

Provisional endorsement from the appropriate governance Committees will be requested at multiple stages to confirm content at each phase to ensure that they are considered in the development of operational policies and procedures.

How will SDM information be used?

SDMs broadly define the way services will be delivered within each service at the new hospital.

Members of the project team will refer to SDMs to understand the scope of services and the way in which different services may provide care in the new facility, which will inform the Functional Design Brief, Concept and Schematic Design phases.

What role does the Advisory Group provide?

Advisory Groups (AGs) will meet on an as needs basis to provide expert advice in relation to referred planning activities for the nWCH.

When and how will consumers be involved?

In line with the "Engagement in the new Women's and Children's Hospital Planning" document consumers and carers will be invited to provide meaningful input into the planning of nWCH.

The principles of co-design as well as person and family centred planning will facilitate effective engagement with current and future consumers of the WCH.

Consumers will be invited to engage via a number of avenues including membership on relevant PUGs, on relevant AGs as well as once-off consultations regarding key planning decisions.

The nWCH project team is committed to working in partnership with the Consumer and Community Engagement Unit to ensure consistency of approach.



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Will workforce be discussed as part of SDM preparation work?

Information about workforce requirements to support the current service should be provided in the SDM template.

The future Service Delivery Model documented in the SDM may influence, but not determine future workforce solutions. Whilst this information will be in the Workforce Plan for the nWCH, there is no guarantee that additional workforce documented in the SDM will be funded as part of the nWCH. Funding for additional workforce will be managed through the business as usual WCHN operational procedures.

Will PUGs discuss workspaces as part of SDM preparation work?

Information about workspace requirements to support the current service should be provided in the SDM template.

The SDM document may influence, but not determine future workspace solutions. Workspace planning, which will be undertaken as a separate exercise, may have some impact on what is documented in some SDMs.

Will ICT and digital strategy be discussed as part of SDM preparation work?

Information about ICT equipment and technology requirements to support the service should be provided in the SDM template. The SDM document may influence, but not determine future ICT solutions. The nWCH will develop an ICT plan, a digital strategy and information from the SDM will inform this plan.

Will Biomedical Engineering (BME) and specialised Furniture, Fittings and Equipment (FF&E) be discussed as part of SDM preparation work?

Information about BME, and FF&E requirements to support the service should be provided in the SDM template. The SDM document may influence, but not determine the nWCH BME and FF&E plans which will be developed.

