



Western Health

Jakeman Business Solutions Pty Ltd (JBS) has provided ongoing consultancy support to the Western health group of hospitals. This support has included initial reviews and assessments of the infrastructure, procurement of a replacement enterprise security solution, definition of policies and procedures, and ongoing advisory services to operational staff.

Security Review and Risk Assessment

As part of the Evaluation and Quality Improvement Programme (EQulP) review cycle established by Australian Council of Healthcare Standards, JBS Consultants reviewed the existing Security Infrastructure for the Hospital's main sites and conduct a risk assessment to establish an improvement strategy by:

- Reviewing existing technical and operational infrastructure across the main sites;
- Identifying any risks the Hospital faced and potential impact on the ability to deliver an effective service;
- Identifying any future projects or changes which may affect a future strategy; and,
- Defining a strategy for improvement and making recommendations to address any immediate issues.

Methodology

The project followed four key stages:

- Key players in the delivery of clinical and non-clinical services were identified and interviewed to assess their views and capture their experiences;
- The facilities were assessed to determine the operational objectives and capability of the infrastructure to meet these objectives;
- A number of key strategic objectives and immediate issues were identified and an outline plan agreed with Hospital staff;
- A detailed plan was developed for presentation to the Board.

Outcomes

The JBS strategy was accepted and the subsequent EQulP review proved very favourable and supported our overall strategic approach.

Other Activities

JBS consultants have continued to be closely involved with ensuring the security infrastructure for the Western Health group of hospitals meets the objectives and is sustainable.

Security System Procurement

JBS consultants developed a specification for a replacement security system including access control, surveillance and alarm management that would be able to replace the existing aging system and be able to be extended across the geographically dispersed group of hospitals. This specification was open to general tender and the successful provider required to demonstrate technical compliance and a comprehensive maintenance and support capability over the lifetime of the contract.



A number of new facilities have benefited from the introduction of the new technology:

Western Centre for Health Research and Education

The new research and education facility provides a unique learning and collaboration experience for scientists and students alike. For example, they are able to take advantage of advanced training and research facilities for clinical and non-clinical staff of both universities involved in patient care and the study of the health sciences.



JBS consultants were closely involved in the fundamental security design of this unique facility enabling students to come and go whilst maintaining separation from the hospital itself. The facility presented some unique challenges recognising the value of the research equipment whilst ensuring the need to maintain open collaboration was achieved.

Radiation Therapy Centre

The new Radiation Therapy Centre provides a specialist facility for the care of day patients requiring ongoing care. The purpose built facility was integrated into Western Health's security infrastructure providing staff with the capability to manage their own access control requirements independently of the rest of the Hospital.

Sunbury Hospital

The new Hospital located at Sunbury, some 50 km West of Melbourne, includes state of art day medical facilities, consulting rooms and operating and recovery theatres and also includes the historic Ardcloney building.



This facility has been integrated into the Western Health enterprise security system enabling local staff to have day to day operational capability whilst providing security staff at the main centre in Sunshine with the ability to remotely monitor alarms and CCTV feeds.

Existing Hospitals

The existing hospitals at Sunshine, Footscray and Williamstown along with the associated aged care facilities are now undergoing a staged integration to provide a single enterprise security system across all facilities. This will provide all staff with a single identity for all hospitals which will eventually be integrated into the IT access control systems