

# Quality Development on the Coast: TUGGERAH LAKES PRIVATE HOSPITAL



The opening of **Tuggerah Lakes Private Hospital** earlier this year set a new standard for healthcare on the Central Coast. Boasting innovative design features, broad community support and a customer focused culture, this landmark facility offers vital medical services to the Coast's northern growth corridor.

We caught up with new Chief Executive Officer, Glen Auld, to find out how Tuggerah Lakes Private Hospital is changing our perception of hospital care and reinventing the possibilities for medical development.



## **What sets Tuggerah Lakes Private Hospital apart from other medical facilities?**

**Health Care Australia** is committed to providing the best experience possible for all our patients and Tuggerah Lakes Private Hospital was designed to deliver this and more. The architect's brief was to create a building more like a hotel than a hospital, while still promoting best clinical practice.

The use of high-quality furnishings and bespoke joinery complement the overall hospital design. This joinery cleverly conceals clinical service panels in patient's rooms, such as gas outlets and tubing, whilst also meeting strict infection control requirements.

The entrance lobby is an open plan design, with a Concierge Desk to welcome visitors and all ward beds are located in spacious, light, private rooms -- each with its own ensuite.

Emphasis was placed on allowing natural light into the building, including in the operating theatres, where large windows allow light to stream in -- improving the surgical team's vision and comfort.

The hospital layout also allows for intuitive wayfinding, easy access and reduced travel distances.

## **What is the value of this development and what does each stage entail?**

Health Care Australia and Australian Unity invested \$31 million to develop Stage 1 of Tuggerah Lakes Private Hospital and is now working with local stakeholders to develop the plans for Stage 2.

The first stage includes three full-sized operating theatres, 20 recovery beds, a full sterilising department, 20 private patient rooms, a medical imaging department, pathology, on-site specialist consulting suites, a café, and all the support services to run a very busy surgical hospital.

Stage 2 will include at least another three theatres, ten more overnight beds, additional recovery beds, a day infusion centre and a larger patient admission centre.

## **How many people have utilised your services since opening in May this year?**

We have performed more than 1,300 operations since opening earlier this year. This includes Bariatric, General Surgery, ENT, Dental, Orthopaedic, Gastroenterology, Gynaecology and a wide range of other specialities.

We will be performing our first hip and knee replacements this month and expect the complexity of the surgery to increase over the next few months. Local specialists have also

used the hospital to provide blood transfusions and have admitted people who require intravenous antibiotics.

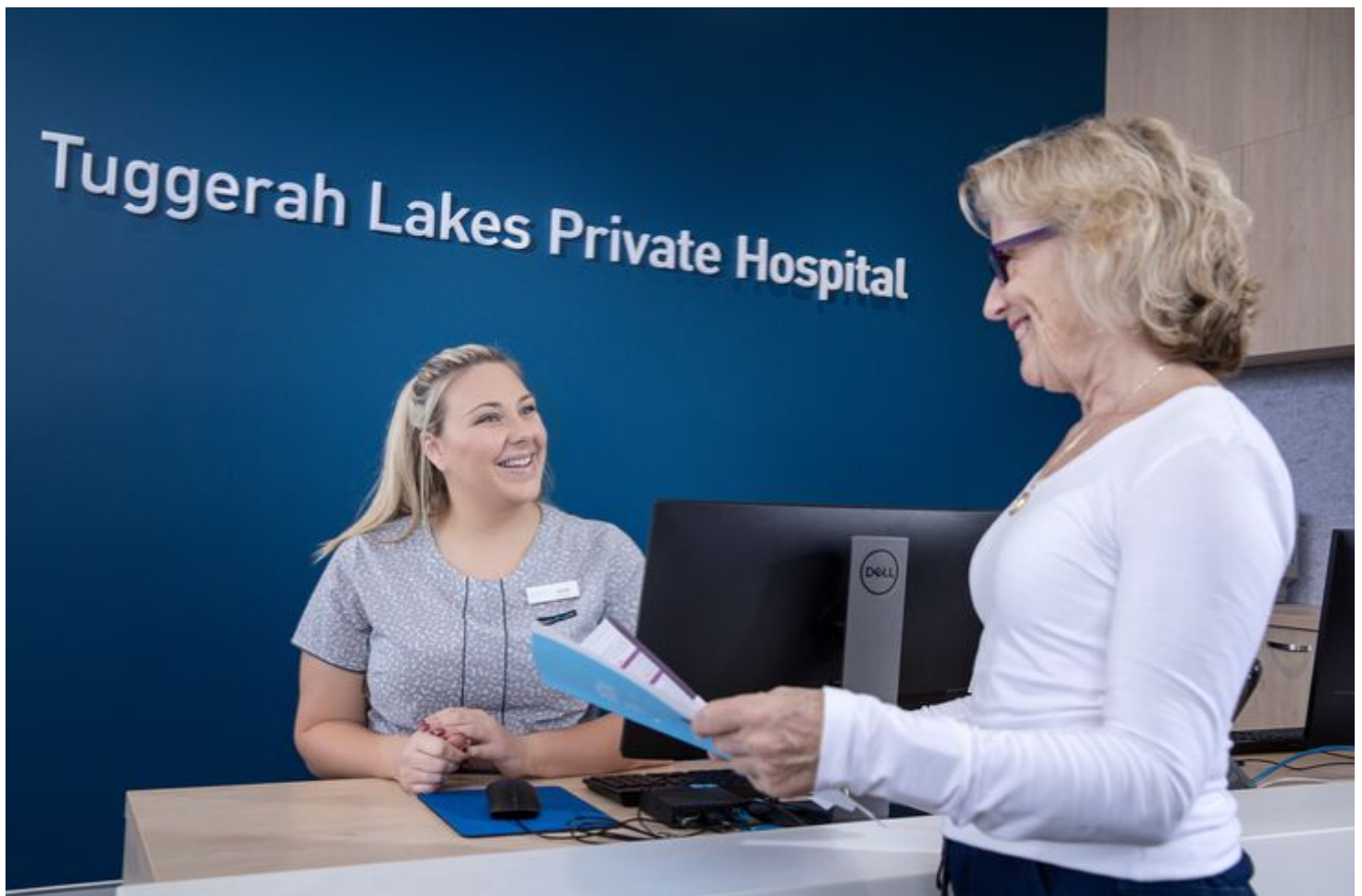
The on-site consulting suites have a number of specialists using the facility, helping to attract new doctors to the northern sector of the Central Coast.

The facility is also providing outpatient medical imaging with **I-Med Radiology Network**, who offer state-of-the-art CT scanning, x-ray and ultrasound. **LaveryPathology** collection centre is also located in the specialist consulting suites to support the hospital and provide pathology services to the community.

**As a healthcare provider, you've shifted from a patient culture to a customer culture. What does this change for people using your services?**

People using Tuggerah Lakes Private Hospital can expect high quality clinical care that meets their needs at every stage of their stay.

Health Care Australia is committed to improving patient experience by partnering with patients, their families and carers and working together to achieve the best outcomes possible. Community members, as part of the Hospital's Consumer Committee, are actively involved in the governance of the hospital.



## **As a landmark development, you've integrated seamlessly with the local community. How have you encouraged broader community involvement?**

Tuggerah Lakes Private Hospital was built based on identified needs within the local community and involved local community members in all aspects of its design. This included the addition of underground and off-street parking in excess of Council requirements, a bold street frontage, smooth patient flows, the availability of on-site support services, and the inclusion of café facilities.

Local artist Margarete Erling was commissioned to create the landmark sculpture that sits at the hospital's entrance. Entitled Lake Lives and incorporating the Darkinjung word Yadhaba meaning 'Get Well', along with prints of local bush medicines, the sculpture recognises the local Indigenous community, and the unique fauna, flora and geography of our area.

Margarete engaged with local elder Bronwyn Chambers and Indigenous pupils from neighbouring **Kanwal Public School**, and along with members of the **Tuggerah Lakes Potters Society**, created the handmade ceramic tiles that border the garden at the base of the sculpture.

The local specialists who now operate in the hospital were intimately involved in all aspects of the design to create a building that is fit-for-purpose in every aspect.

## **Tuggerah Lakes Private Hospital is known as a SMART development and has been designed to leave minimal environment footprint. Can you tell us more about this?**

There are a few key elements that make this development environmentally conscious. These include:

**A direct western orientation:** In the case of Tuggerah Lakes Private Hospital, this was achieved due to the siting of the hospital -- positioning the ward rooms to maximise the vantage opportunities of patients, while reducing heating costs.

**Energy efficiencies:** The cladding to the facade and the roof sheeting were specified as a light colour to maximise heat reflection, thereby reducing the load on the air conditioning system. Glazing was also specified to reduce the energy required to maintain the air conditioning system. Interior lighting is primarily LEDs to reduce the electricity needed to maintain the lighting system.

**Maximising landscaping elements on-site:** Including adding a planter box on top of the basement and a vertical garden along the side of the eastern retaining wall. The former introduces permeable ground scape to cover the non-permeable hard surfaces, reducing water runoff and mitigating urban water pollution. The latter, whilst outside, helps improve the ambient atmosphere in the carpark where transpiration of the vegetation cools and purifies the surrounding air.

**Building wastage reduction:** Although the hospital is sited on a triangular site, it was designed with a regular grid and open corridor system that allows for the facility to expand into the neighbouring lot with ease. This not only reduces unnecessary demolition down the track, but also ensures the current construction is not rendered obsolete in the near future.

### **How many local jobs has this facility created?**

Tuggerah Lakes Private has provided more than 50 jobs and this number will continue to grow as activity increases within the facility. During construction, the project saw up to 60 construction workers on-site each day, under the watchful eye of **Red Eye Constructions**.

### **What's next for Tuggerah Lakes Private Hospital?**

The demand for our services has exceeded our initial expectations, so we are already planning to double the number of operating theatres and increase the number of beds. We are also working with local specialists and community members to identify areas of clinical need, so we can fulfil these needs and offer a more diverse range of services for our patients.

I am a firm believer that hospitals are people. Good clinicians will thrive and provide high quality care in good environments, and Tuggerah Lakes Private Hospital is the best environment I have ever worked in. The staff are proud of our facility and we are passionate about delivering high quality health care to our community.



## What do you hope to see as the future of healthcare on the Central Coast?

Tuggerah Lakes, together with Gosford Private and Brisbane Waters Private, is part of a comprehensive Health Care network serving the Central Coast.

We expect to continue delivering health care services for local people by local people, at a level of quality that is equal to or higher than the bigger metropolitan hospitals.

Tuggerah Lakes Private Hospital's new facilities and equipment will allow innovation and adoption of new techniques -- improving outcomes and reducing the need for long periods of hospitalisation.

Through the establishment of Stage 2, we will attract new specialities and technologies to the northern end of the Central Coast, ensuring the delivery of better health for patients at a local level.



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