



FINDING YOUR WAY In Elective Surgery Unit



Reception ⓘ
Nau Mai Haere Mai



OPPORTUNITY:

A new large Elective Surgery stand-alone building that needs signage.



Cullen Ward ⓘ ⓘ
Management Suite ⓘ

← **Toilet** ⓘ ⓘ
← **Reception** ⓘ
← **EScafé** ☕
← **Way Out** Huarahi ki waho

→ DID IT WORK?

Here are the comments:

"Congratulations to the group on a job well done!" Dale Bramley, CEO

"Great job!" Lynn Butler, Project Manager (ESC)

"Very consumer focused and easy to follow." Health Link Waitakere

"I am really happy with this signage project." Matthew Knight, Facilities Project Manager

"So much better than some of our other signage" Staff

"Easy to use. Feel safer knowing I can find my way. Really like the symbols as I don't always understand the words on signs in hospitals. This building is very nice and the signs are so good. It would be good to have clear signs like these in the rest of the hospital. It's very smart, isn't it – I don't really like hospitals usually, but this is really nice and comfortable and I know where I am going."

Consumers



→ HOW:

Collaboration between **WDHB staff, Health Link North** and **Consumers** to work together to provide clear, consistent accessible way finding using international symbols, culturally appropriate signage.

What is 'WAYFINDING':

WAYFINDING encompasses all of the ways in which people (and animals) orientate themselves in physical space and navigate from place to place.

Wikipedia



→ WHEN:

Between February and July 2013.



WHY:

Because being **connected** to our consumers, community and staff is one of our core values.

"connected"
We need to be connected with our community. We need to be connected within our organisation – across disciplines and teams. This is to ensure care is seamless and integrated to achieve the best possible health outcomes for our patients/clients and their families. "

WHAT WE DID:

- We used international symbols where possible
- Translated key consumer touch points into Maori
- Worked through the plans, to draft positioning and need for signs at decision points
- Identified the wording and symbol for each sign
- Reviewed the positioning, visibility and wording on proposed signs
- Visited the site to *walk through* proposal on each floor
- Once the signs were in place, we *walked through* with key staff and consumers

← Ramp to Main Entrance ⓘ

← Cullen Ward ⓘ ⓘ
← Toilet ⓘ ⓘ
← Management Suite



THANKS

Thanks to Matthew Knight, Facilities, who lead the project to incorporate the consumer voice, Mark Watson, Gerda du Preez and Lily Virtosu from ESC. Pita Pou, Maori health, members of the project group – Anne Curtis, Health Link North, Imelda King, Community Engagement Coordinator, Samantha Dalwood, Disability Strategy Coordinator, Debbie Clay, Quality Lead. Special thanks to the consumers, who gave their time to this project.



LAST WORD:

Most importantly, good way finding design promotes healing because being able to understand their environment provides visitors with a sense of control and empowerment, key factors in reducing stress, anxiety and fear – feelings that undermine the body's ability to heal. (Passini and Arthur, 1992)

ACKNOWLEDGEMENT:
A collaborative initiative between Waitemata District Health Board staff, Health Link North and consumers.

Thank you to the ESC project team

Lynne Butler Lisa-Jane Dench Carol Harris Sarah McLeod Helen Olsen	Project Director Project Manager Project Manager Project Manager Project Manager
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