



the women's
the royal women's hospital

Media Release

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Neonatal care at the Women's Highly Commended

The Royal Women's Hospital has been Highly Commended in the 2010 Victorian Public Healthcare Awards for its innovative neonatal care that actively engages families in the care of newborns.

The Women's, *Partners in care – Neonatal Services Model of Care (MOC)*, was Highly Commended in the category: Improving the patient experience.

The awards were presented by the Premier, John Brumby, and the Health Minister, Daniel Andrews, at a gala ceremony last night.

The Minister said competition for the awards this year was very keen, with a record 310 entries.

"The high calibre range of entrants ensured 2010 was the toughest year yet for judges to select the finalists and is testament to the wonderful and inspiring work happening every day in our public healthcare system," he said.

The Chief Executive of the Women's, Dale Fisher, said the Women's new Model of Care has set new benchmarks for neonatal care in Australia.

"This Model of Care reflects our drive and commitment to clinical excellence, consistency of care, consumer participation, partnership engagement, industry leadership and innovative thinking," she said.

The MOC was developed in 2007 and implemented in the first half of 2008. "We overcame the challenges of embedding a significant practical and cultural change while caring for more than 50 high need newborns during a total physical relocation to our new premises in 2008," Ms Fisher said.

"In the two years since its introduction, the new Model of Care has received consistently positive feedback from families and staff because it ensures that babies and families really benefit from a family centred, multidisciplinary team approach in Australia's largest neonatal care unit in Australia."

Each year, over 300 staff at the Women's care for approximately 1300 premature and sick babies. As part of the new approach, nurseries are designed in 'pods' that offer privacy and extra space around cots; and they use a 'baby's first bedroom' concept, with the ability to individualise the immediate environment for each infant. Parents are consulted and fully involved in the care plan for their baby.

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