



24 HOURS...EACH DAY



# McKellar Centre Way-Finding Strategy

## Project Team:

Martin McCall-White – Chief Speech Pathologist

Karen Heseltine - Manager, Improving Care for Older People

Natalie Anderson – Senior Speech Pathologist

Fiona McKinnon – Director Sub-acute Services

Nancy Finlay – Coordinator CRC Commissioning

Jo Stevens – Unit Nurse Manager, Inpatient Rehabilitation Centre

May 2004 – May 2008



# Objectives

Barwon Health Rehabilitation Model of Care

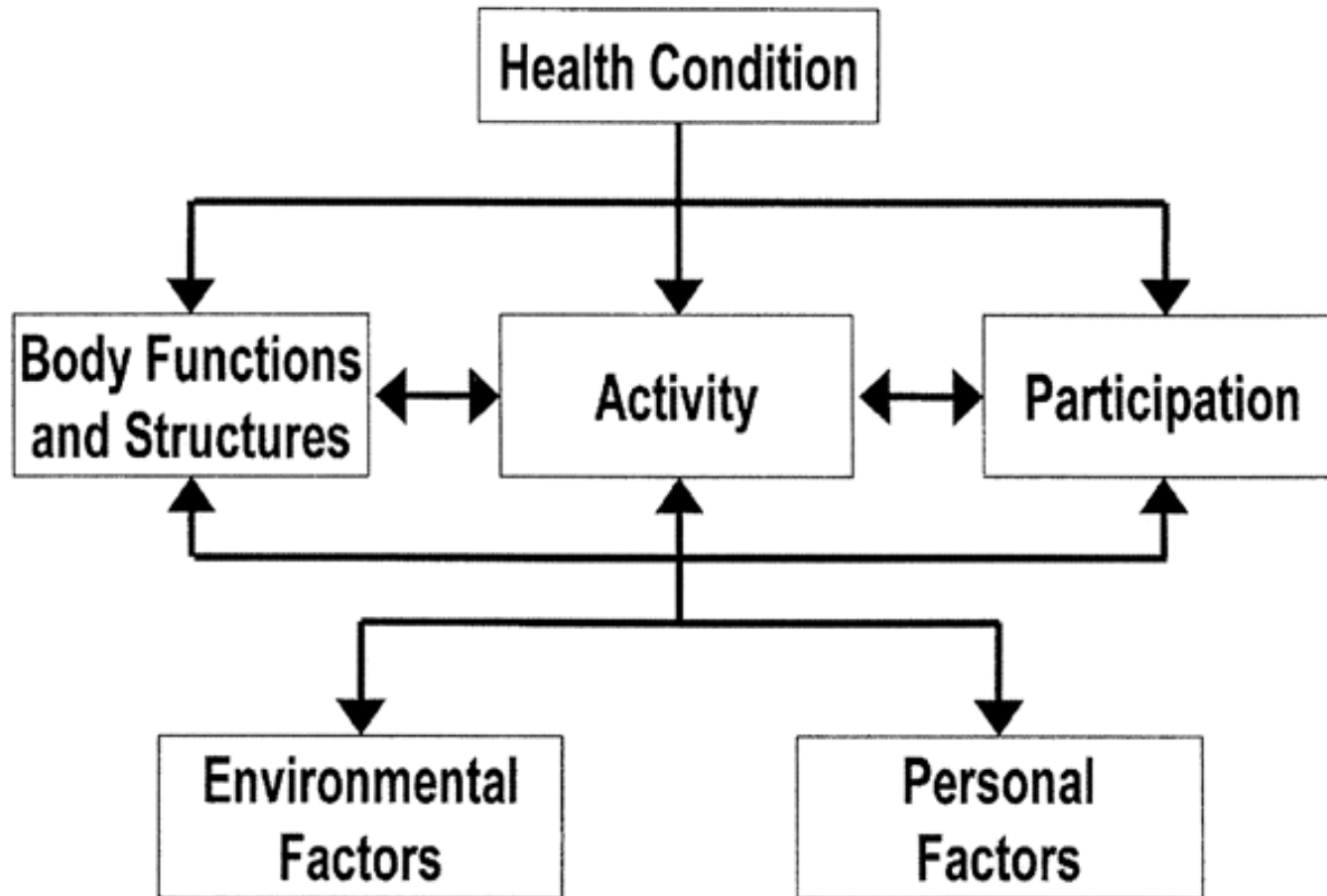
Journey

Evidence

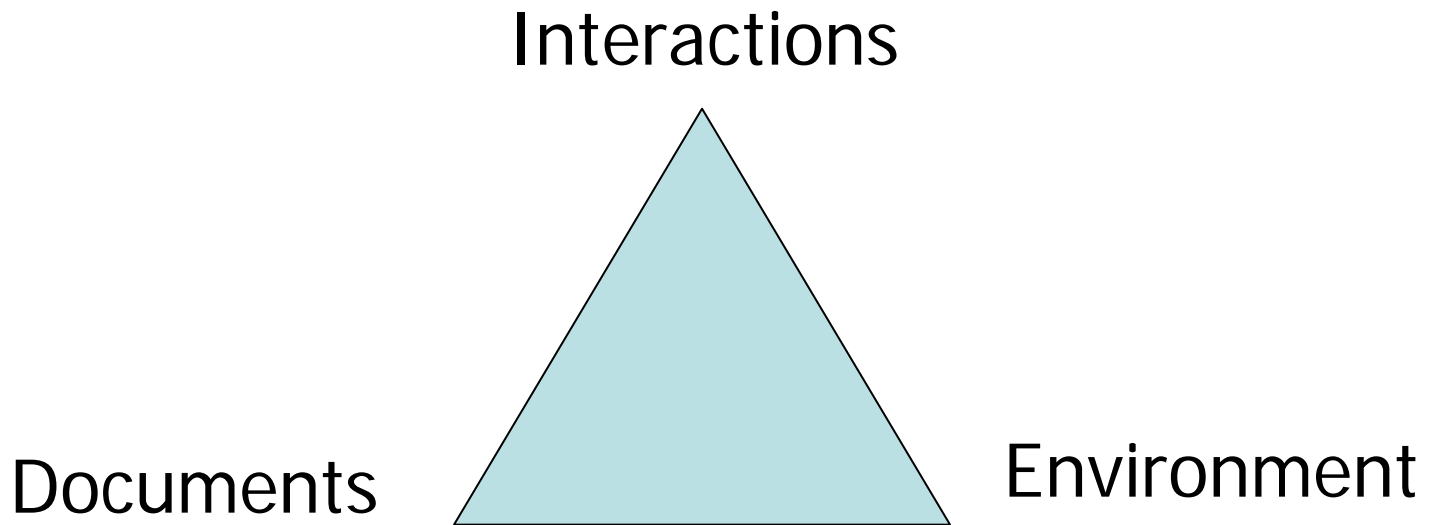
Data

Lessons Learned

# International Classification of Functioning, Disability and Health (ICF) (2001)



# Environmental barriers to meaningful communication with clients



Parr, S., Wimborne, N., Hewitt, A. and Pound, C.  
(2008)

# Project Foundations

Shift to a client-centred MOC

Impact of successful communication  
between the rehabilitation service and  
the client

Role of the environment in facilitating or  
hindering communication

# Environmental barriers exist for those with:

- Language impairment (aphasia)
- Sensory loss (hearing, visual)
- Cognitive impairment
- Intellectual or learning difficulties
- Motor speech impairment

(Body structure and function impairments)

Environmental barriers to exist also for those with:

- Cultural and linguistic diversity (CALD)
- Poor literacy
- Poor health literacy

(Personal factors)

# Redevelopment Milestones

- ✓ May 2004 – Inpatient Rehabilitation Centre Commissioned
- ✓ May 2005 – Re-Badging of site as “McKellar Centre”

# Developing a Wayfinding Strategy

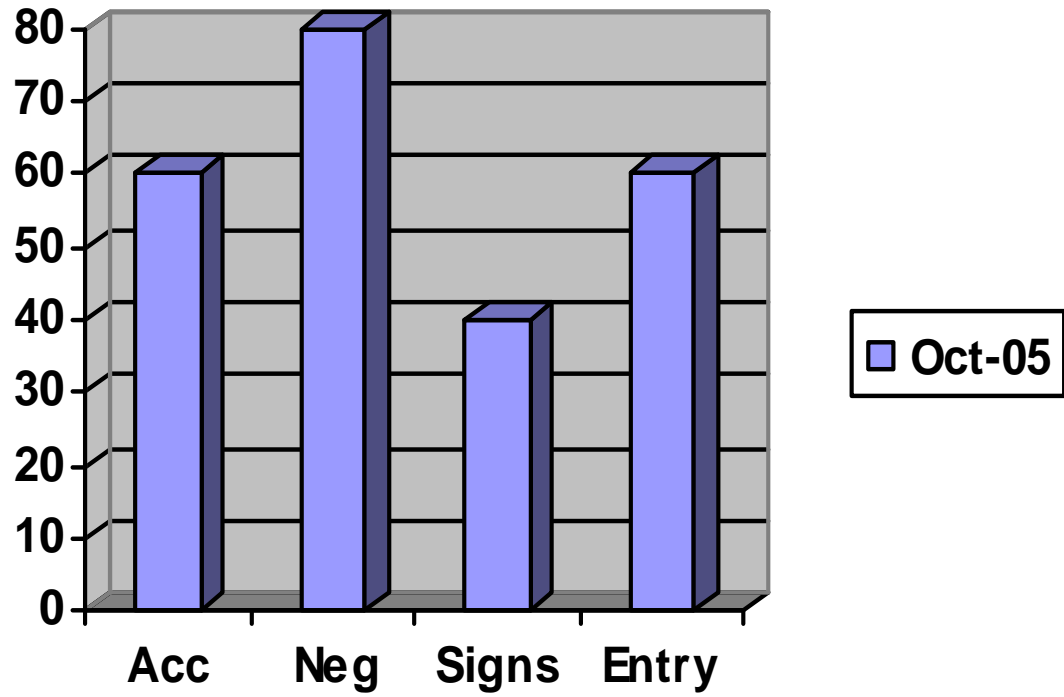
Literature search

Comprehensive site audit

Survey

Barreto, R. (2000)





# Redevelopment Milestones

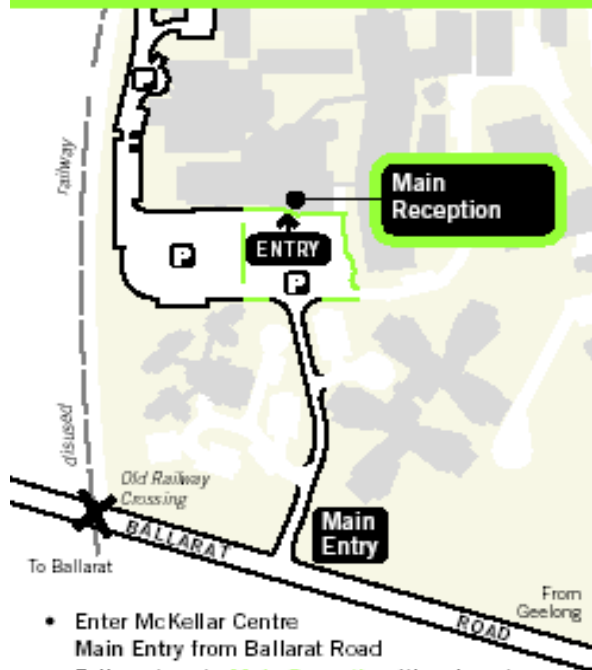
- ✓ May 2004 – Inpatient Rehabilitation Centre Commissioned
- ✓ May 2005 – Re-Badging of site as “McKellar Centre”
- ✓ Oct 2005 – Literature Review, Site Audit & Survey

# CRC Wayfinding Strategy

1. Pre-visit Information
2. En Route Information
3. Around the Site
4. In the CRC Building

## Directions

### McKellar Centre Main Reception



- Enter McKellar Centre Main Entry from Ballarat Road
- Follow signs to **Main Reception** (the closest carparks are marked on the map in green)
- Proceed to **Main Reception**
- Report to reception desk
- If reception desk is closed, follow the orange signs to the Inpatient Rehabilitation Centre
- Turn right at the yellow and green painting. Proceed through the orange doors.

**i** If you have questions or need assistance please ask a volunteer or staff member.



INPATIENT  
REHABILITATION CENTRE

**MCKELLAR CENTRE**

*Promoting Health Independence*

45-95 Ballarat Road  
North Geelong Vic 3215

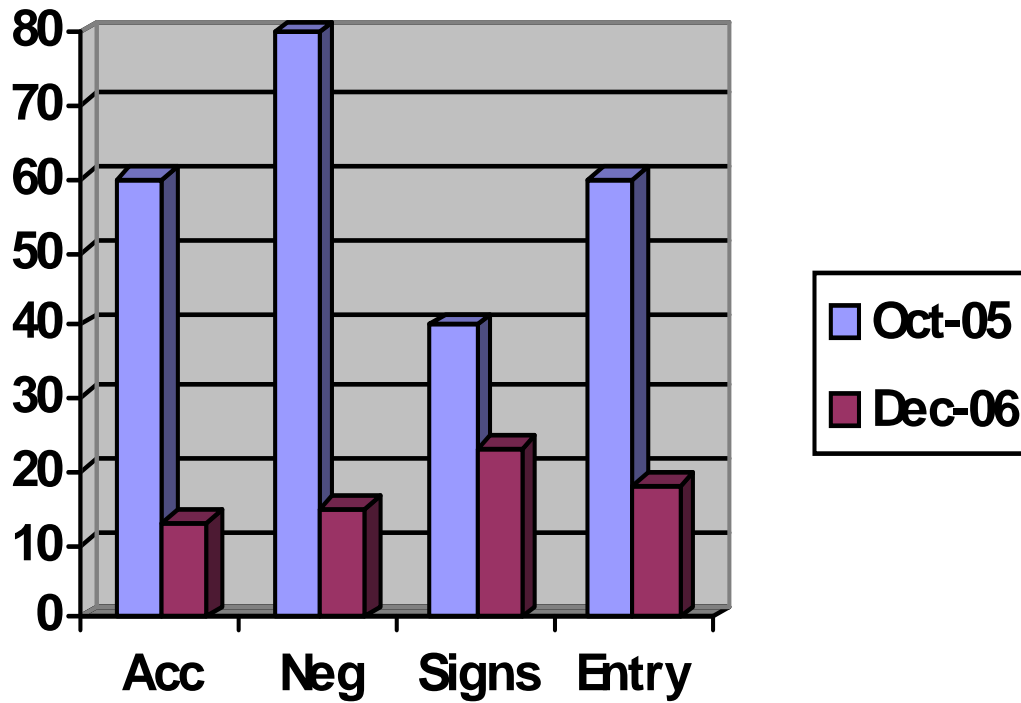






# Redevelopment Milestones

- ✓ May 2004 – Inpatient Rehabilitation Centre Commissioned
- ✓ May 2005 – Re-Badging of site as “McKellar Centre”
- ✓ Oct 2005 – Literature Review, Site Audit & Survey
- ✓ July 2006 – CRC Commissioning  
Dec 2006 – CRC Post-Survey

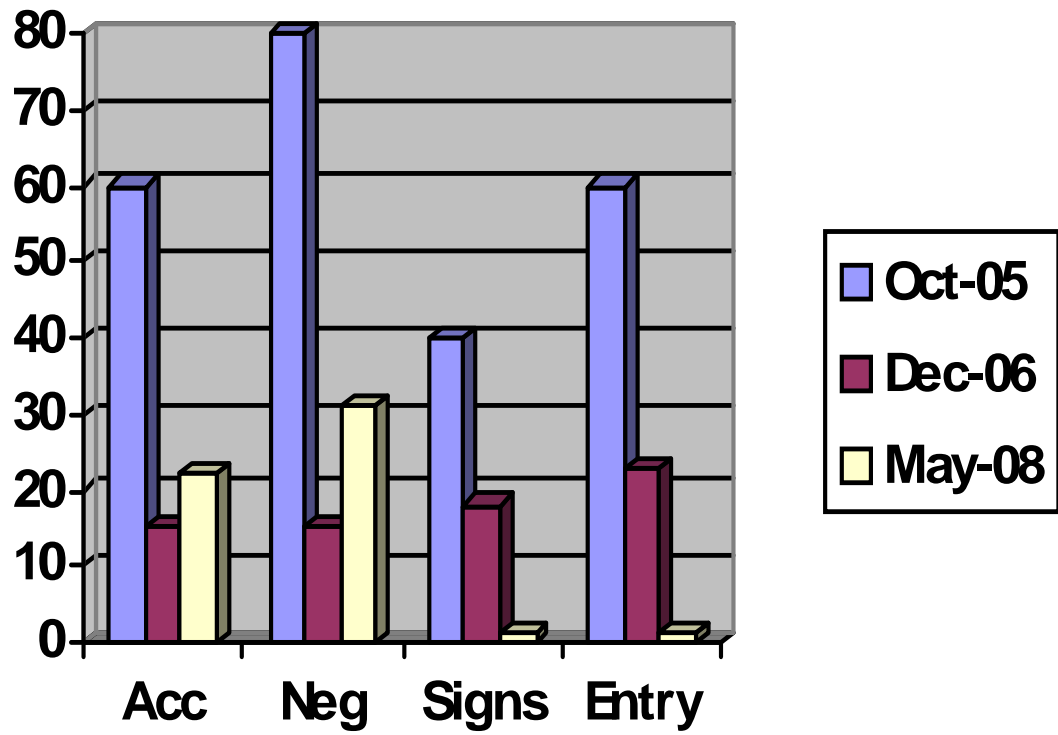


# Redevelopment Milestones

- ✓ May 2004 – IRC Commissioned
- ✓ May 2005 – “McKellar Centre”
- ✓ Oct 2005 – Lit Review, Site Audit, Survey
- ✓ July 2006 – CRC Commissioning
- ✓ Dec 2006 – CRC Post-Survey
- ✓ Feb 2007 – IRC Environmental Audit
- ✓ April 2007 – DHS Grant
- Oct 2007 – IRC Wayfinding Strategy

# IRC Wayfinding Strategy





## Redevelopment Milestones

- ✓ May 2004 – IRC Commissioned
- ✓ May 2005 – “McKellar Centre”
- ✓ Oct 2005 – Lit Review, Site Audit, Survey
- ✓ July 2006 – CRC Commissioning
- ✓ Dec 2006 – CRC Post-Survey
- ✓ Feb 2007 – IRC Environmental Audit
- ✓ April 2007 – DHS Grant
- ✓ Oct 2007 – IRC Wayfinding Strategy
- ✓ May 2008 – IRC Post-Survey
- Present – BH Wayfinding Strategy

# Lessons Learned

Turn obligations into opportunities

Identify key opportunities within the organisation

Make it multidisciplinary

Recruit senior staff & champions

Take every opportunity to promote awareness

Value driven and evidence based

Involve consumers & Tell their stories