

Case Study Health Services

Broadmeadows Health Services

HEALTH SERVICE SAVES WATER, SAVES MONEY, HELPS ENVIRONMENT

" There are no strict boundaries to our catchment area for patients. If we can help and we've got the services, we'll do it "

These are heartening words when you realise the words come from Paul McKenna, the manager of the non-clinical services department of one of Victoria's busiest health services. He and his small management team (1.5 persons) are 'do everything anytime' fix it wizards at Broadmeadows Health Service, a service that works on a 24/7 basis and is a model of continuity of public health care.

The Business

Broadmeadows was the first integrated health care service in Victoria and offers a full range of ambulatory care and sub-acute inpatient public health services, with a wide range of complementary services provided by private-partner tenant organisations. The 144 in-patient beds provide no indication of the throughput at Broadmeadows or the extensive range of services it provides to a wider community. These services include dialysis, rehabilitation, palliative care, geriatric evaluation and management, adult acute mental health, aged psycho-geriatric services, and community and home therapy [physio, hydro, social work]; and complementary private service offerings from the likes of Mayne Radiology, Dianella Community Health, Broadmeadows Eye and Ear, Melbourne Health Clinics, North West Melbourne Division of General Practice, College of Optometrists, and the Royal District Nursing Service (RDNS). The health service is also a training campus for medical students from Melbourne University who are studying women's and children's mental health and just recently the Health Service introduced day surgery for children.

So when Paul McKenna was approached by Yarra Valley Water, the service's water retailer, and asked to consider instituting a pilot water saving program he could have given the suggestion short shrift based on the possible disruption to services. But Paul openly welcomed the opportunity. As a long time supporter of environmentally beneficial solutions, Paul could envisage the long-term benefits for the health service and the community if Broadmeadows Health Service was to set in motion the turnkey solution offered by the **savewater! efficiency service***.

Paul took into account the following considerations before agreeing to commence the program. These considerations were the cost and how to fund the program, would patient comfort or safety be compromised, and how long before the service and community would see a return on investment? Also, was it feasible that the program could reduce water usage at Broadmeadows Health Service when patient throughput and activity was incrementally increasing each year? Such a situation seemed a misnomer.



Background

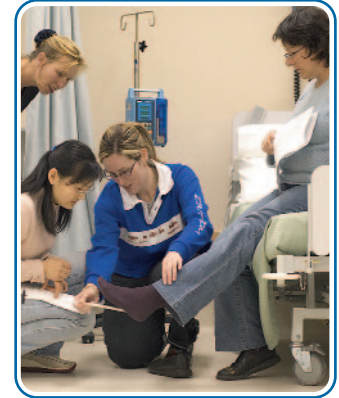
In late 2003 Broadmeadows Health Service became the first of Northern Health's campuses to take part in the **savewater! efficiency service***, a service offered by all of Melbourne's major water authorities as part of the Victorian Government's broader water management strategy.

The Water Efficiency Solution

- **Report recommendations - introduce pressure-reducing valves and replace inefficient equipment throughout the site**
- **Interim audit revealed – water savings in the vicinity of 15.8%**
- **Estimated ROI - 24 months with a reduction of 15.8% in raw water usage and savings in the vicinity of \$5,800 (plus \$5514 in energy saving).**
- **Estimated cost to implement changes around \$20,280.00.**
- **The water retailer provided funding through a 'payment by savings' plan that meant there was no up front payment for installation**

Time frame from assessment (audit) stage through to implementation of the **savewater! efficiency service*** was around three months.

Paul says of this period – " *It was absolutely fantastic; a seamless exercise. There was no disruption to service during implementation, no reduction in patient comfort levels and no compromise to OHS standards. In fact not one patient or staff member has noticed the change and, better still, we didn't have to do anything. The water engineers and plumbing contractors provided by the Savewater Efficiency Service did it all!*"



Monthly Raw Water comparison

Month	Before SWES	1st year after SWES
1	2892	2007
2	2789	1961
3	2617	1636
4	2039	1431
5	1739	1689
6	1690	1303
7	1187	1472
8	1743	1047
9	1568	1633
10	1993	1940
11	2348	1880
12	2020	1905
Annual Total in KI	24625	19904
Difference	4721	
Percentage drop	19.17%	

Abbreviation:
SWES- **savewater! efficiency service***

Future Steps

The next and final step for Broadmeadows Health Service is likely to concern itself with what further water management practices could be applied to effect greater savings.

If you would like further information about the **savewater! efficiency service***, or would be interested in an assessment and do not know the account manager responsible for your organisation, please contact your water retailer and ask for the team who look after the **savewater! efficiency service*** program.

Definition:

***savewater! efficiency service** is a turnkey operation from audit to implementation of equipment by contracted professionals. That means absolutely no disruption to services or people, requires no manpower from the organisation on the receiving end and there is no noticeable difference to the flow or amount of water dispensed when equipment is turned on.

Savings

The chart to the left compares the same months' total usage, before and after the SWES fit out. This shows a 19% decrease, without considering the influence of variables such as bed numbers and services that have increased over this period of time.

Further information

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