The Client

ISS Australia

ISS entered the Australian marketplace in 2002 and is one of the country's largest facility services providers, with revenues approaching AU $1billion p.a. and employing over 22,000 people.

ISS provides Integrated Facility Services, or single service excellence in Security, Cleaning, Pest Control, Washroom Services and Open Space Management.

… and his motivation

As worldwide operating company the client was already aware about the benefits of AGV technology in hospitals. With current safety technology of the system the client found the right time to introduce and approve the technology to the Australian Healthcare Market.

The Hospital

Royal North Shore Hospital is a 680 bed hospital and well known in Sydney and Australia.

The hospital is one of the state's Major Trauma Centres and provides local and state-wide trauma services for patients suffering multiple traumas. This service is complemented by comprehensive Intensive Care and Diagnostic Clinical Support Services.

RNSH is a principal tertiary referral centre as well as a NSW Trauma Centre. Some of the state-wide clinical services RNSH is responsible for include: Severe Burn Injury, Neonatal Intensive Care, Spinal Cord Injury and Interventional Neuroradiology.

The new hospital has a main building for ‘Acute Services’ and existing Douglas Building for ‘Administrative Services’ connected via a bridge. The future plan includes a new ‘Clinical Services’ building to be connected in year 2014.

THE PROJECT

The new Royal North Shore Hospital was a redevelopment project and built under a PPP agreement (Private-, Public-, Partnership) with NSW government.

Project stage one included Acute Services Building with loading dock, linen department, kitchen and connection to the Douglas Building via the bridge. This stage included two major design changes with impact on the AGV design. First change was additional wards on level 9 requiring deliveries. Second change was a complete redesign of the kitchen area. This all had impact on layout and performance of the system which had to be reviewed.

In stage two, the building will be to connected to Clinical Services Building via a tunnel. This required additional layout changes in ASB to accommodate the necessary overall performance of the system. The project team had therefore made best possible assumptions in stage one to cater for later stage.

THE TRANSCAR SYSTEM

Project Start: 06/2010

Phase I handover: 02/2013

Phase II handover: 10/2014 (scheduled)

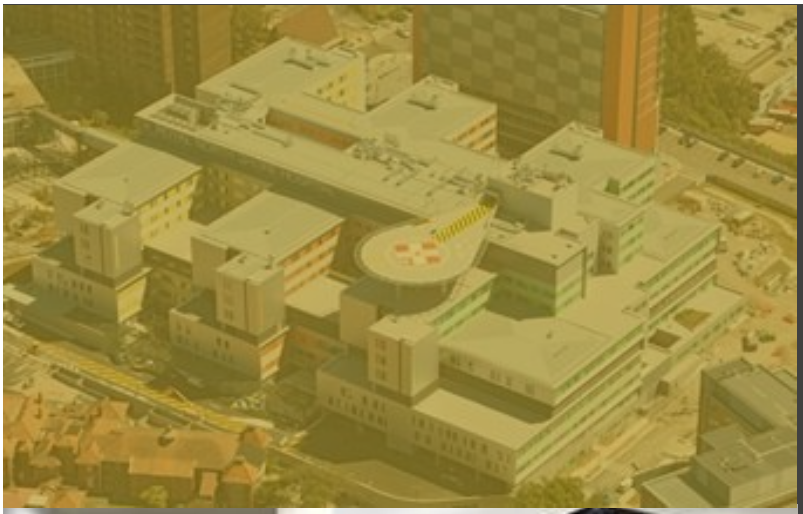
No. of AGV’s: 13+

No. of Stations: 38+

No. of floors: 9

Track length: 1400m

Transported goods: Food, clean Linen and Waste



PROJECT SUCCESS

Lamson project team has the capabilities to make logistical changes in real-time to accommodate major changes in the kitchen design of the Acute Services Building. It included for instance substantial traffic rerouting to facilitate the above variation.

With the project starting with the Clinical Services Building our contractual obligations extended to working with 3rd party builders to enable smooth installation of the AGV system in the hospital precinct.

Lamson is the leader of Material Handling logistics in Hospitals and provides ongoing in-house training for our support staff. This ensures seamless implementation of comprehensive systems similar to the Royal North Shore AGV project.

This was the first AGV project in an Australian Hospital and it was successfully implemented to our client's satisfaction.

Lamson Concepts Pty Ltd

3 Sheridan Close, Milperra NSW 2214
Phone > +61 2 9743 7322

www.lamson.com.au
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Public Press

According to the hospital's General Manager, On an average day the machines delivers about 2000 meals for patients and transports 25,000 kilograms of linen. Another major benefit of the system is that it helps free staff to focus more on patient care. 'It has enormous benefit for the individuals working in the hospital in that it removes a lot of the repetitive manual handling tasks, which does lead to injuries, so it provides a safer working environment," she said.

NSW Health Minister commented "Not only will they assist staff to do their jobs more efficiently without the risk of painful injuries, they will reduce accidental cross-contamination of goods during transport".

At a glance

- The system is designed for 24/7 operation
- Strong project team meeting the tough project schedule
- Reliable system design with alternative routes and lifts
- Flexibility with provision for new Clinical Services Building in phase II
- Reduced Work and Safety issues with heavy loaded trolleys
- System designed for safe transport on ramp with 450kg payload