



Victoria Hospital Paediatric Outpatient Department (POPD) Improvement Project

Final Report

October 2023



After months of meticulous planning, fundraising, and construction, the Victoria Hospital Paediatric Outpatient Department (POPD) Improvement Project has reached its successful completion. This report aims to provide a comprehensive overview of the project, including its purpose, impact, and how it aligns with the challenges and goals aimed at saving the lives of sick and injured children. It also serves to showcase how, together, through the raising of R10 million from our generous donors, we were able to create a bigger, multi-use, child-friendly paediatric outpatient department to optimise healing and care that is beneficial to patients at both Victoria Hospital and Red Cross War Memorial Children's Hospital (RCWMCH).

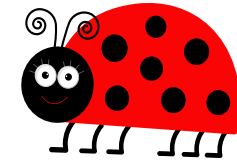
The Victoria Hospital POPD Improvement Project commenced on 9 December 2022, representing a significant milestone in our mission to enhance paediatric healthcare accessibility for the Victoria Hospital community. The facility has long faced critical challenges, including overcrowding, limited resources, and high referral rates between Victoria Hospital and RCWMCH, as a sister hospital. The upgrade provides extra space for a more efficient, integrated and safer service delivery to each little patient. In essence, these two sister hospitals are working together to provide the best and most holistic healing for the little patients under their care to advance child healthcare throughout the Western Cape.



Every little one counts

Project Timeline:

23 January 2023 – 31 July 2023
(Handover 24 August 2023)



Budget:

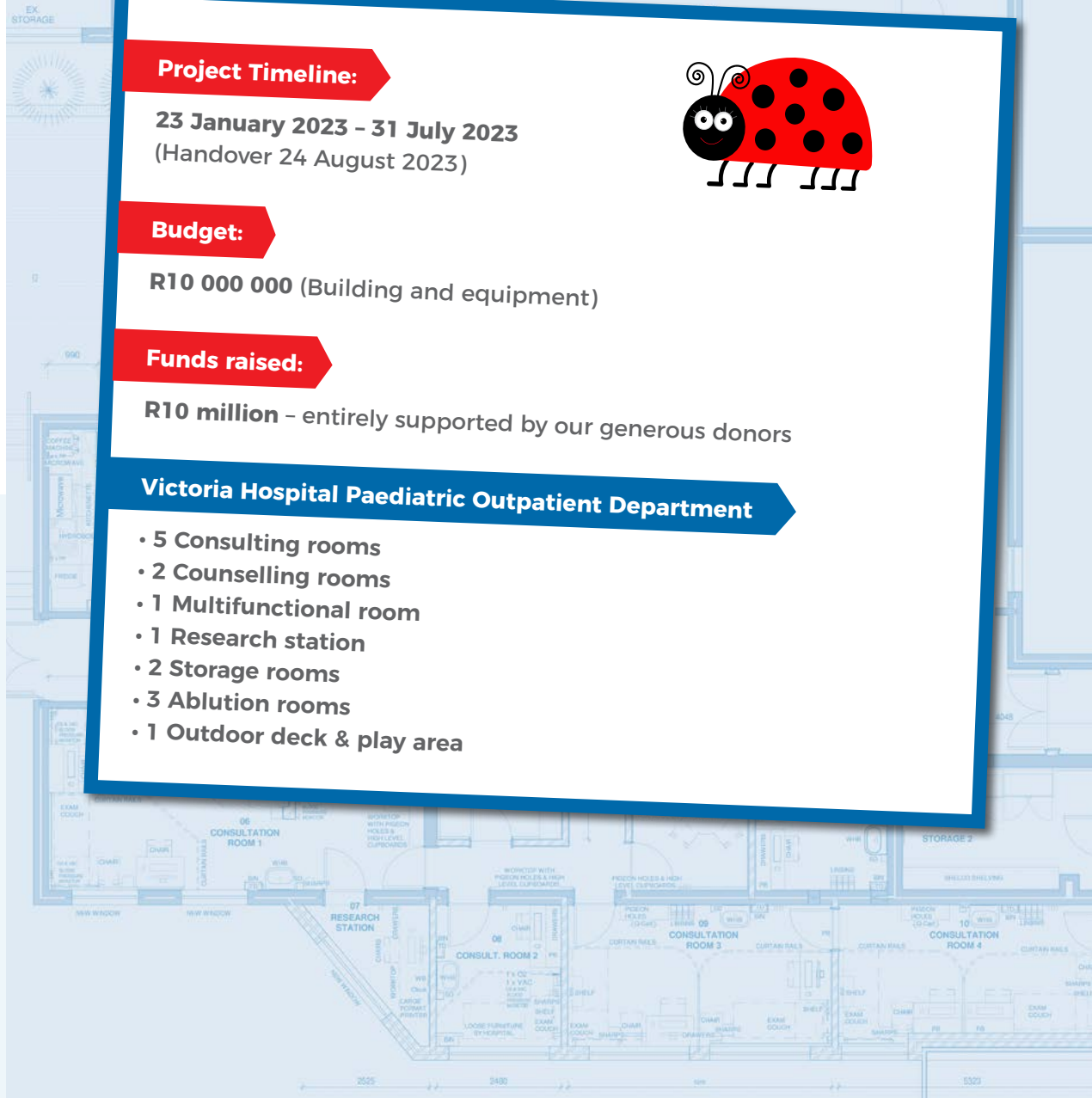
R10 000 000 (Building and equipment)

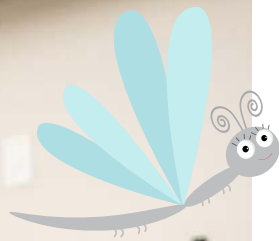
Funds raised:

R10 million – entirely supported by our generous donors

Victoria Hospital Paediatric Outpatient Department

- 5 Consulting rooms
- 2 Counselling rooms
- 1 Multifunctional room
- 1 Research station
- 2 Storage rooms
- 3 Ablution rooms
- 1 Outdoor deck & play area





The key objective of the Victoria Hospital POPD Improvement Project was to address these challenges head-on. Previously, the tiny paediatric outpatient department hosted 5 to 6 clinics weekly and accommodated 7,000 outpatient visits annually, which often resulted in extended waiting times and reduced quality of care. However, through this project, we have significantly improved access to quality care the hospital serves and their families by streamlining processes and creating a more efficient, welcoming, and child-friendly environment.

Challenges

- 1. Overcrowding:** The facility consistently operated above capacity.
- 2. Limited resources:** Stretched resources resulted in extended wait times and reduced quality of care.
- 3. High referral rates:** Many children were referred to the Red Cross War Memorial Children's Hospital due to the hospital's limitations.

Achievements and Improvements

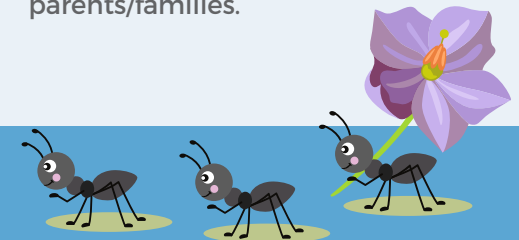
- 1. Increased capacity:** The expansion of the POPD allows for a substantial increase in daily patient accommodation, effectively reducing overcrowding.
- 2. Reduced wait times:** With improved resources and streamlined processes, patients will now experience significantly shorter waiting times.
- 3. Enhanced facilities:** Child-friendly, welcoming spaces provide comfort and reduce anxiety for young patients and their families.
- 4. Strengthened relationships with the community:** Community nonprofit organisations will have access to the multifunctional room where education programmes can be implemented with parents/families.

“Victoria Hospital has been a part of my life since I was 9 months old. From being a patient to being a staff member of this family, I have seen nothing but pure love and compassion shown to patients and staff. With this new, exciting journey in our new space, our future can come to a home where the best treatment can be given and most of all, a fun space as kids love to play.”

Steven Easton, Reception Clerk



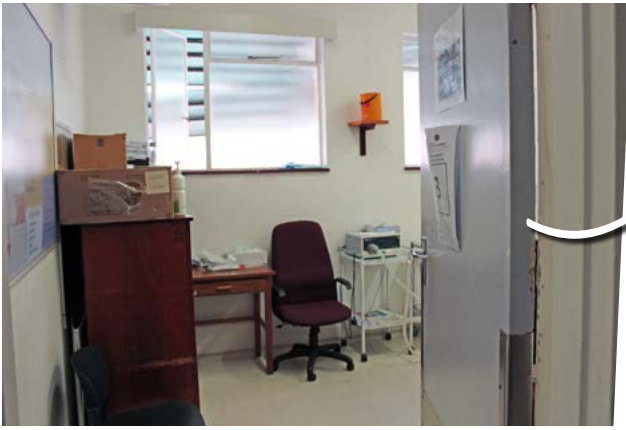
Every little one counts



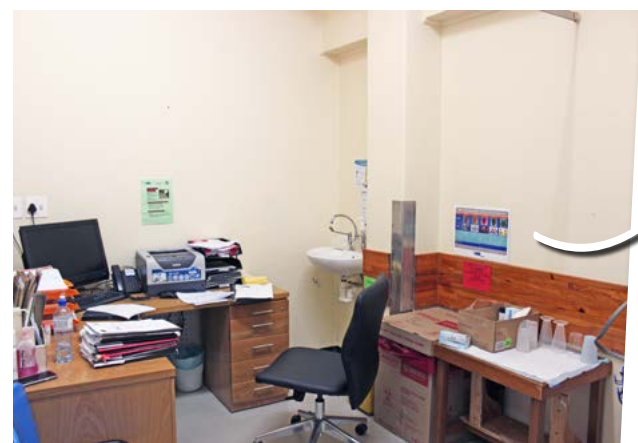


BEFORE

AFTER



Every little one counts



Every little one counts



Phoenix Rising



Good day to each and everyone

Thank you first and foremost to all of the donors that made this all possible.

I remember coming here exactly 18yrs and 9months ago starting our clinic visitation journey every single month.

Let me please state that the stay and treatment was always amazing but the actual waiting area was less enticing. Kids crying above one another, fighting over limited toys as well as space and when you eventually got to see a doctor... (let me add not due to doctors availability but space in order to be seen) it also got a bit crowded with all of them speaking over each other and parents getting confused by what their kid's were actually being diagnosed with. And by the time everything is done and you on your way home you are so mentally exhausted and just about ready to strangle your kid... (but we don't because we love them).

Myself and Phoenix would have given about a right arm to able to have the clinic that is in front of us today.

Just knowing that there's a large enough safe space for the kids to play while waiting to be seen, OT right next door (which means less time running around to different clinics).

The privacy to actually be able to listen and hear what the doctors are telling you without the noise and disruption from other parents and kids. It truly makes a huge impact to both patient and the parents lives.

Kind Regards

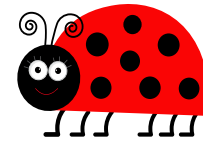
Tammy and Phoenix



Every little one counts

Opening Event

The official opening event and ribbon cutting on Thursday, August 24th marked a momentous occasion for Victoria Hospital. Hosted by the Children’s Hospital Trust and in collaboration with the Victoria Hospital team, this event introduced our generous donors, key partners, and the media to the newly renovated Paediatric Outpatient Department. Together, we celebrated exceptional generosity and enduring partnerships that have created a space set to positively impact generations of children visiting Victoria Hospital



Every little one counts



Building Dreams, Healing Lives: Together Towards a Brighter Tomorrow

In closing, we want to extend our heartfelt thanks to all our generous donors who have made this transformative project possible. The impact of your contributions is immeasurable, as we witness a brighter, healthier future for the children of our community. The Victoria Hospital Paediatric Outpatient Department (POPD) Improvement Project stands as a testament to the power of collective action in improving paediatric healthcare.

“ The new Paediatric Outpatient Department is very user-friendly. Patients feel welcomed and are very happy that the environment is so clean, fresh, and conducive. They appreciate the private counselling and treatment room. They love that the bathroom is fitted for them to change their child’s nappy and make use of the toilet facility in the same space. Parents and the children are happy and excited about the play area. The nurse is happy that she has a space to also have a quick check-in on the mom, in private, while doing her child’s observation and is still able to observe what’s happening in the waiting room. Thanks once again. ”

Sr Gail Jones, operational manager: Outpatient Paediatric Department



Together, we have created lasting change for generations of children, and together, we will continue to do so.

Thank you for being a vital part of this journey.



Every little one counts