Hospital planning: Overview and lessons learnt from Sengkang

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Overview

1) Hospital planning: Overview and lessons learnt from Sengkang
   Prof Chris Cheng (Christopher.cheng.w.s@sgh.com.sg)

2) ‘Getting it right – the voice of the users’
   Ms Grace Chiang (grace_chiang@nhgp.com.sg)

3) Infection Prevention in Hospitals: Designing Away the Risk
   Dr Brenda Ang (Brenda.ang@ttsh.com.sg)

4) From Master-planning to Total Experience Design
   Mr Jude Wessels, Designer/Planner, Kahler Slater
   Mr David Groth, Architect/Associate Principal, Kahler Slater
"We'll just mill around till he's asleep, and then send him back up. This operation is actually for a placebo effect."
“Now that you’re fully recovered, Mr. Dawkins, we can tell you the truth. The 12-hour operation, the intravenous meals, the three weeks of bed rest ... all were part of an elaborate placebo effect.”
Sengkang Hospital
2 – North-East Elevation Junction of Anchorvale Street and Sengkang East Road

WORK IN PROGRESS

Sengkang General + Community Hospital
Science: Safe & Efficient Design

• Patient outcomes
• Patient satisfaction
• Clinical quality & safety
• Staff satisfaction
• Operational efficiency
• Financial performance
Clues to Quality: placebo effect

• Facilities Planning & Design
  – Beyond evidence based design for safety and efficiency
  – Environment and processes where trusting relationship blossoms
  – Providers at their best, patients peace of mind

• Physical environment has behavioral effects
  – Air quality, ventilation, temperature
  – Color, texture, reflectance, materials
  – Light, quality, amount, access to nature
  – Space, layout, privacy, way finding
  – Noise, vibration, aroma
  – Security and safety
  – Friction, traction
Embedded within fabric of community
Porous first floor to engage community

West entry

Care Giver Training
Patient & Family Resource Centre

CH Podium Drop Off

Community Hospital Lobby

General Hospital Lobbies

Food Court

Patient Svc Centre

Business Office

MSW (CH)

CH OP Pharmacy

SOC Drop-off

SOC Lobby

Outpatient Pharmacy

DEM

Southwest entry

Southeast entry

COMMUNITY HEART

COMMUNITY Drop-off
Embedded within fabric of community
Porous first floor to engage community
Evidenced-based
Wider corridor to mobilise elderly patients during inpatient stay
Evidenced-based
Wider corridor to mobilise elderly patients during inpatient stay
FLOW OF STERILE INSTRUMENTS
Options:

1. AGV
2. Supply via AGV and Returns via ETV
3. Supply and Returns via ETV