

## Background

Part of Specialist Outpatient Clinics (SOC) Masterplan is to relocate SOC G, a primarily private sessions clinic to SOC M. SOC M is one of the oldest clinics in Block 3 and there were concerns that patients might not adapt to the changes in the infrastructures. Singapore General Hospital strives to provide 'Best Outcome. Best Experience' for every patient, hence SOC do our part to ensure our facilities and processes meet our patients' needs. SOC M refurbished the clinic premises to provide enhanced patient care and to deliver to our patients the best possible experience in SOC.

## Aim

### Improve Patients' Experience

- To refurbish facilities with minimum disruption to the clinic operations
- To roll out new clinic processes to increase patients' satisfaction

### Age Friendly Facilities

To introduce age friendly facilities to meet the needs of the ageing population

## Outcomes

### Enhanced Amenities

To enhance patient's care and improve job satisfaction in the new SOC M



Reading Materials



Water Dispenser/  
Blankets

### Age Friendly Features

To cater to the needs of elderly patients



Priority Seats/ Wheelchair  
Lots/ Chairs with armrest

### Improved Processes

- Dual-functions counters for registration and payment collection to reduce patient waiting time
- Partitions between each counter provides privacy for patients
- Clear signage at each service point allow patients to identify the different work stations easily



### Minimum Disruption To Clinic Sessions

- There is no changes in patients' appointments
- Consultation sessions still run during the day



## Methodology

### Plan

- Communicate with stakeholders on project requirements
- Collaborate with facility department on the timeline and scope of work
- Manage patients' expectations by working with other departments (Service Quality and Housekeeping)

### Act

- To improve and rectify areas identified to meet patients' needs
- To incorporate age friendly initiatives
- Update stakeholders on the progress

### Do

- All renovation works are carried out during weekends and after clinic sessions to minimize disruptions to clinic operations

### Study

- Conduct facilities checks each morning before clinic sessions
- Seek feedback from the team in between the timeline to ensure smooth delivery of the project

## Conclusion

It is possible to refurbish a clinic without closing any clinic sessions with proper planning and collaboration with the different stakeholders. It is important to gather project requirements from various stakeholders before the start of any refurbishment work. Regular updates and communication is the key to ensure minimum disruption to clinic operations. It is also important to keep track of the timeline closely to ensure prompt delivery of the project. The completion of the project improved both the job satisfaction of the clinic team and the satisfaction level of the stakeholders in SOC M.