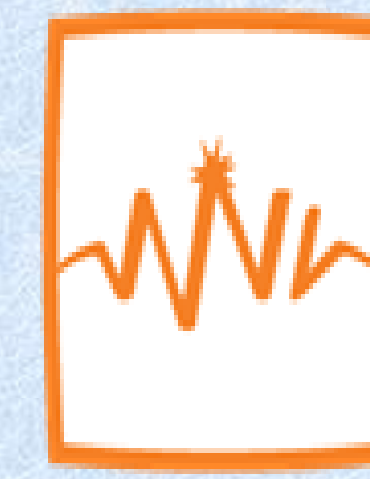




Singapore Healthcare Management 2017

Effective and Age-friendly Way-finding in NSOC

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BACKGROUND

Close to **48,000** patients visit NNI Specialist Outpatient Clinic @TTSH campus every year, mostly are **above 60 years old**. It is therefore imperative to allow them to navigate their way around the clinic in a hassle-free and an age-friendly environment.

The current clinic layout is sparse and not age-friendly with an urgent need to address issues such as **wider walk-way at the entrance, clarity in patient's journey, poor visibility of signages to locate consultation rooms** and the **lack of age-friendly facilities and features in the toilets**.

AIM

To create a hassle-free and age-friendly experience for patients and NOKs navigating their way inside the clinic.

METHODOLOGY

WAY-FINDING

CLARITY WALL

MAIN ENTRANCE OF THE CLINIC

CONSULTATION ROOM QUEUE PANEL

TOILET ACCESSORIES



Purple Zone



Yellow Zone



Green Zone



A patient-journey wall guide outlining the steps that each patient has to undergo.



Before



After

The reception area has been remodeled to ensure **wheelchair-bound, trolley-bound & elderly patients** are served at a comfortable level with wider walking space.

Before



After



Queue no display panel shifted to eye-level throughout the clinic to ensure consistent placement



Manual tap wash basins have been replaced with motion sensor



Each toilet cubicle affixed with blue-colored slip-resistant grab bar to prevent falls

Clinic has been divided into **purple, yellow** and **green** zones. It is painted as a strip on the wall outside each consultation room where the queue no display panel is being hung.

RESULTS

Clear distinct color allows easy navigation around the clinic, accentuated with cantilever signs and pictograms to ensure visibility; cutting across language barrier.

CONCLUSION

They are now more aware of their SOC journey with the help of the journey wall guide. In the past, patients have difficulty locating the consultation rooms. Now, they can easily locate the room when staff just mention the color zone. Furthermore, they are able to see their queue number clearly now with the eye-level big font display panel outside each consultation room. Facilities at patient's toilet have also been enhanced with sensor-tap wash basins and safety grab bar. The new design and signage have definitely given positive assurance to our patients.