



Improving Way-Finding Experience



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Polyclinics
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Background



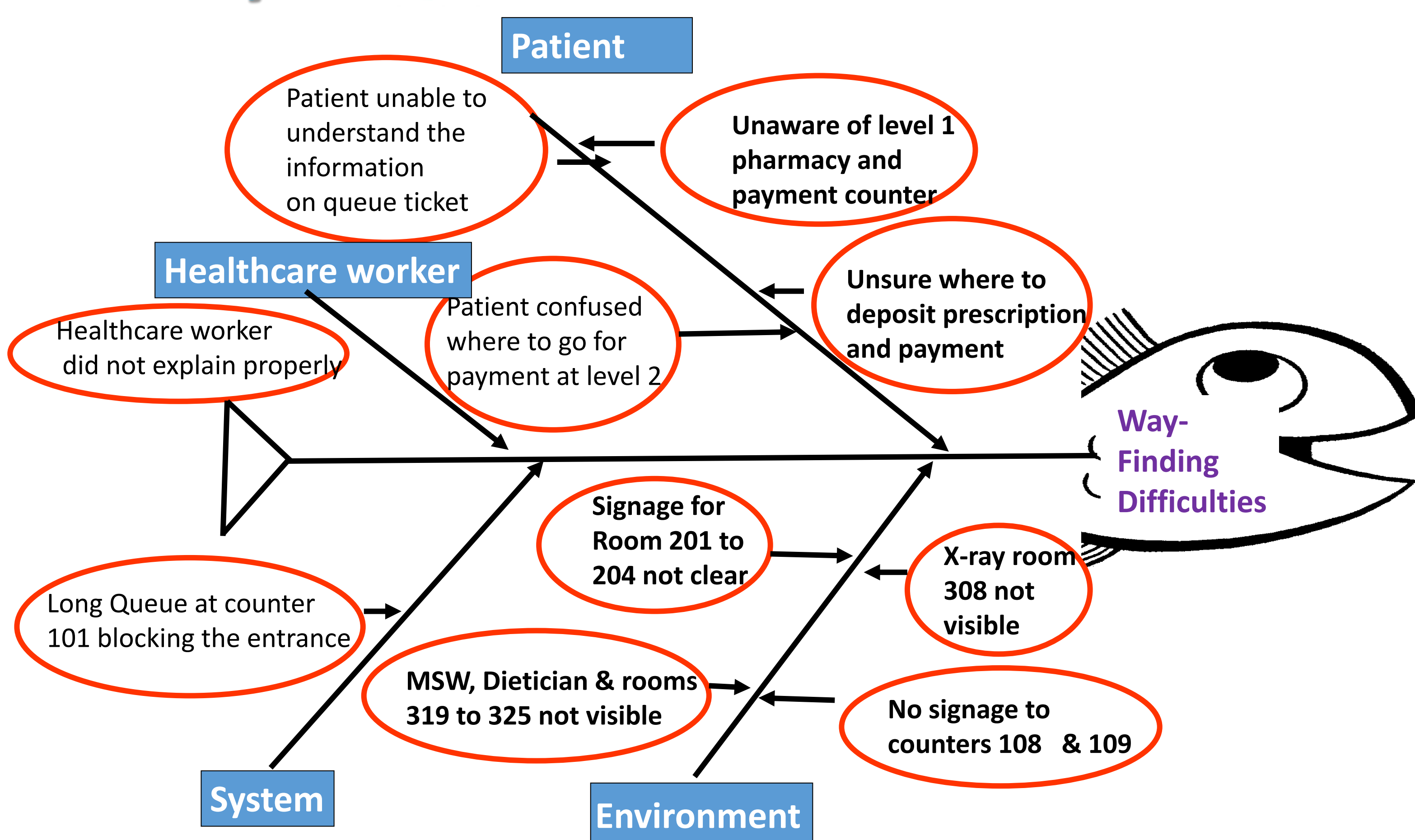
Research has shown that **placement and visibility of signage for way-finding are essential** in healthcare facility for patients and visitors. Geylang Polyclinic was renovated in December 2013. After renovation, it was observed that patients and visitors had difficulties finding their way to various service stations.

Aim



- To address the factors associated with way-finding difficulties.
- To evaluate the effectiveness of interventions to improve way-finding in Geylang Polyclinic.

Analysis



Methodology



Intervention → Display signage at strategic locations



Signage at level 1 Pharmacy and Payment counter

Signage at level 3 for MSW, Dietician, Room 319 to 325



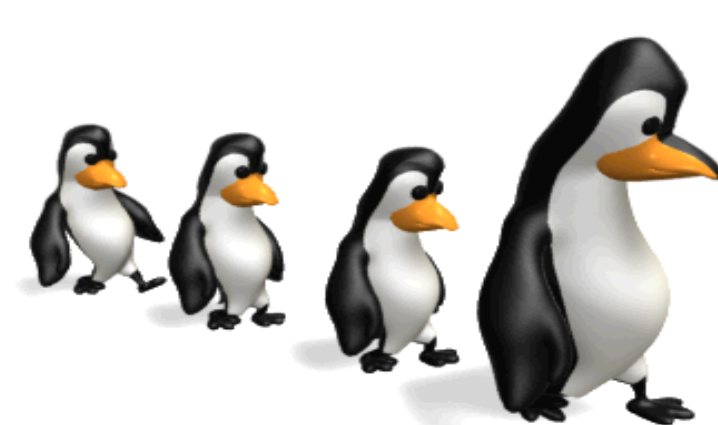
Signage for x-ray on pillar in front of the lift

Signage at Diabetes clinic at Room 201 to 204



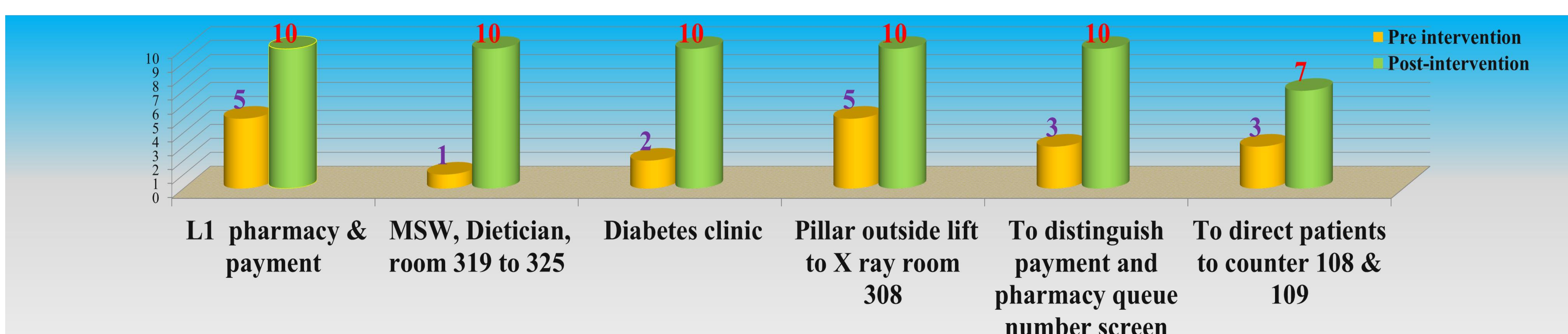
Signage put up to distinguish payment and pharmacy queue

Signage to direct patients to appointment booking counter 108 & 109



Results

Pre and Post intervention with 10 patients to verify if they were able to locate the service stations.



Conclusion



Strategic placement of the signage at **eye level, simple language with large font sizes and colors have enhancing visibility** and improved the effectiveness for way-finding in Geylang Polyclinic.

Acknowledgement
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