

OBJECTIVE

A project with patients' experience in mind, Facilities Management department consistently upgrades existing facilities based on the replacement cycle of wear and tear, feedback and additional requests. Each improvement places strong emphasis on functionality and cost efficiency.

This project aims to holistically look at how patients' experience can be enhanced via facilities improvement.



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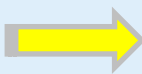


METHODOLOGY

Patients' feedbacks were studied in detail to identify issues with high occurrence frequency. Key users had brainstorming sessions to determine facilities upgrades to enhance patients' experience.

IMPLEMENTATION

BEFORE



AFTER

RESULTS

CEILING LIGHTS RELOCATED

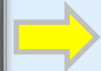
Ceiling lights were usually located along the middle of corridor. When patients are pushed on beds along corridors, glare from the ceiling lights can be uncomfortable. Ceiling lights were hence relocated to corridors sides to reduce direct glare into patients' eyes.



Improved patients' experience by removing the glare from the ceiling lights shining directly into their eyes when they are being transferred via trolley beds. This design was made to promulgate to the other parts of the hospital.

AIRCON DIFFUSERS

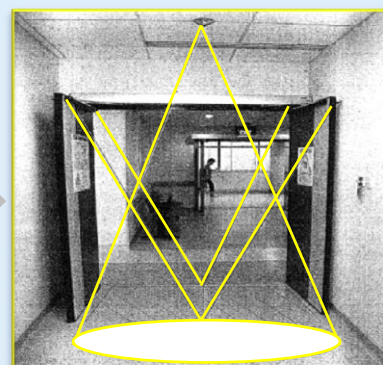
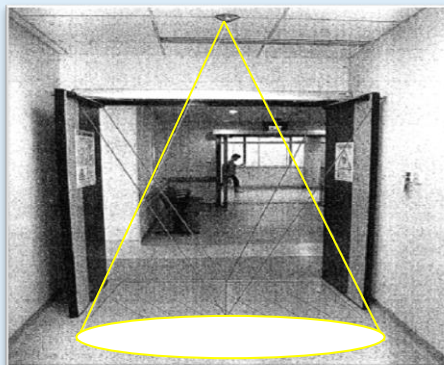
Air-con diffusers experience water condensation, which can drip onto floors and be a hazard for falls/slips. Condensate water enhances mould growth, causing infection control issues. To eliminate these hazards, diffusers were replaced with anti-condensation type, improving patient safety.



The project was able to eliminate water forming on the diffusers as a result of condensation. This in turn reduces the amount of reactionary effort needed to respond to the forming of water puddle on the ground. This design was made to promulgate to the other parts of the hospital.

AUTO DOOR SENSORS

The 'swing' auto-door configuration using motion sensor wasn't able to detect slow moving patients or elderly at the entrance of the door thus causing a hazard of the door closing onto them. Additional 'proximity' sensors were installed onto the door frames to detect these patients or elderly when they are within the swing zone, hence eliminating the hazard.



The project received good reviews from users and will continue to be a mainstay for all auto door designs.

LIFT BUTTONS

The existing spherical lift buttons are small sized, at 30mm in diameter, were not sufficiently obvious or contrasting especially for elderly patients. The size was increased to 40mmx40mm square-shaped back-lit buttons to provide the necessary contrast making it more intuitive.



The new contrast was visually more intuitive.