

## (1) INTRODUCTION

Patient satisfaction and experience are gaining worldwide recognition as key measures of quality in hospitals. Singapore General Hospital (SGH) adopts these measures to determine the quality of care delivered. As SGH strives to create a more patient-centric and age friendly experience for all patients, The Specialist Outpatient Clinics (SOC) team upholds that vision by implementing better facilities and amenities that addresses major pain points.

**OBJECTIVES:**  
Improve facilities and amenities in SOC Level 1 to enhance patient experience

### IDENTIFIED AREAS FOR IMPROVEMENT

### SOLUTIONS

No designated wheelchair lots

(A) Provision of wheelchair lots in waiting areas in clinics

More requests for warm water

(B) Installation of water dispenser where patient traffic is high

Difficult to navigate around SOC

(C) & (D) Color coded floorplan located at entrance of SOC corresponds with signage at respective clinics for easy identification

Bright colors and large fonts are incorporated for age friendly purposes

Communication and Education

(E) Patient information board placed at high patient traffic area. Regular updates to ensure constant appeal to visitors

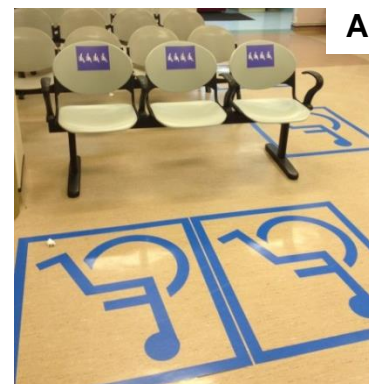


Fig. 1: Flowchart regarding facilities improvement in SOC

## (3) RESULTS

Informal surveys with patients and staff were conducted and positive results were received. For example, clinic staff reported that they had to constantly refill paper cups. This shows the high level of usage of the dispenser in SOC. Staff also mentioned that the implementation of map reduced the number of queries received.

"With location map and signs, it guides me to the clinic I need to go to."  
Patient, Mr Lee, 58

"The clinic looks neater with specific lots for wheelchair patients."  
Patient Service Associate, Ivy Tan

## (2) MATERIALS & METHODS

In order to address the pain points raised during the feedback sessions with staff and patients, solutions were proposed and the following interventions were chosen. Firstly, wheelchair lots were created in waiting areas of clinics for wheelchair bounded patients to utilize. Accessibility and convenience were the deciding factors for the exact locations to place internationally recognized wheelchair signs for the lots. A water dispenser was installed in SOC where the patient traffic is the highest. A notice board with regular updates of information was also introduced to keep patients informed of latest news and policies. Lastly, a color coded floorplan of the various level 1 clinics was placed at entrance of SOC for easy navigation. Color codes were also reflected on signage in front of individual clinics to lower the barrier of wayfinding. The methodology is summarized in Fig. 1.

A: Wheelchair lots in waiting area  
B: Water Dispenser  
C: Color coded Floorplan  
D: Colored Signage at front of clinics  
E: Patient Information Board

## (4) CONCLUSION

This is a win-win initiative for both patients and the SOC team. The enhanced facilities led to an improvement in patient's experience and job satisfaction for the team to deliver better patient-centric services. Conscientious efforts in getting feedback from the staff and patients need to be done to work towards providing the best experience for patients and their caregivers.