



# TURNING FACILITIES AROUND TO ENHANCE PATIENT EXPERIENCE IN AN ORTHOPAEDIC WARD

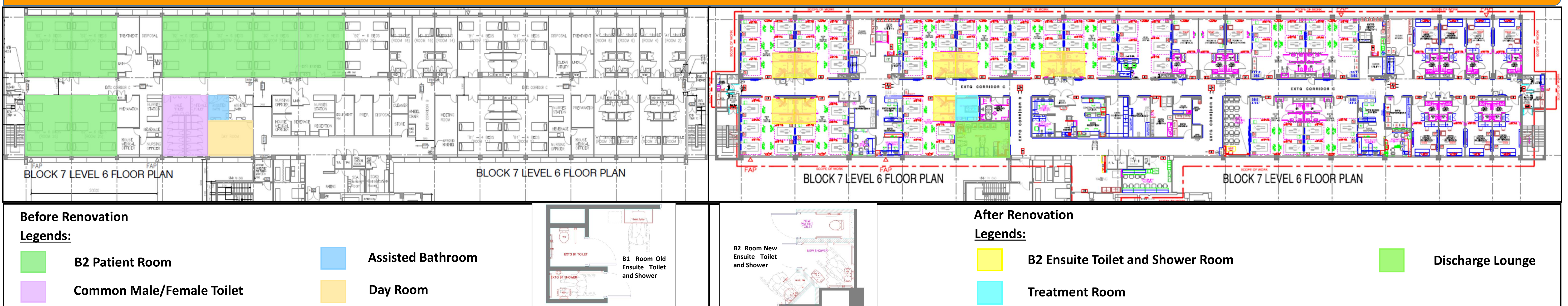
## INTRODUCTION

Orthopaedic patients in the ward require more space as they use wheelchair/commode to use the toilet. Due to the limited space available, we relooked and redesigned the overall spaces.

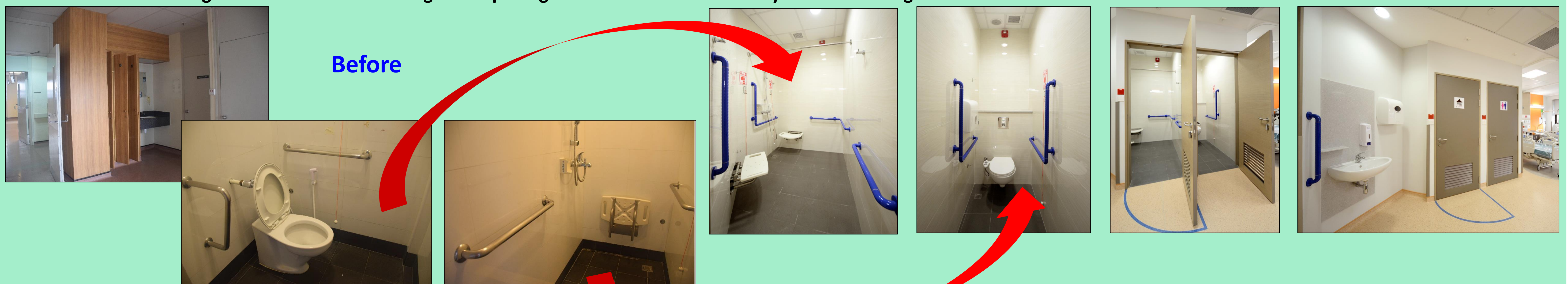
## METHODOLOGY

- Teamwork from various departments:
  - Nursing
  - Infection Prevention
  - Safety Network
  - Environmental Services
  - Facilities Development
  - Facilities Maintenance
- On site mock-ups
- Post-Occupation Survey
  - Evaluation by stakeholders
  - Feedback from staff

## RESULTS



- Created ensuite toilet and larger shower room in Class B2 rooms to minimise patients' movements to common toilet and provided sufficient space for patients and caregivers.
- Provided floor marking of the shower room swing door opening clearance to serve as safety hazard warning.



- Installed grab bars at patient room wash basins to enhance patient safety.



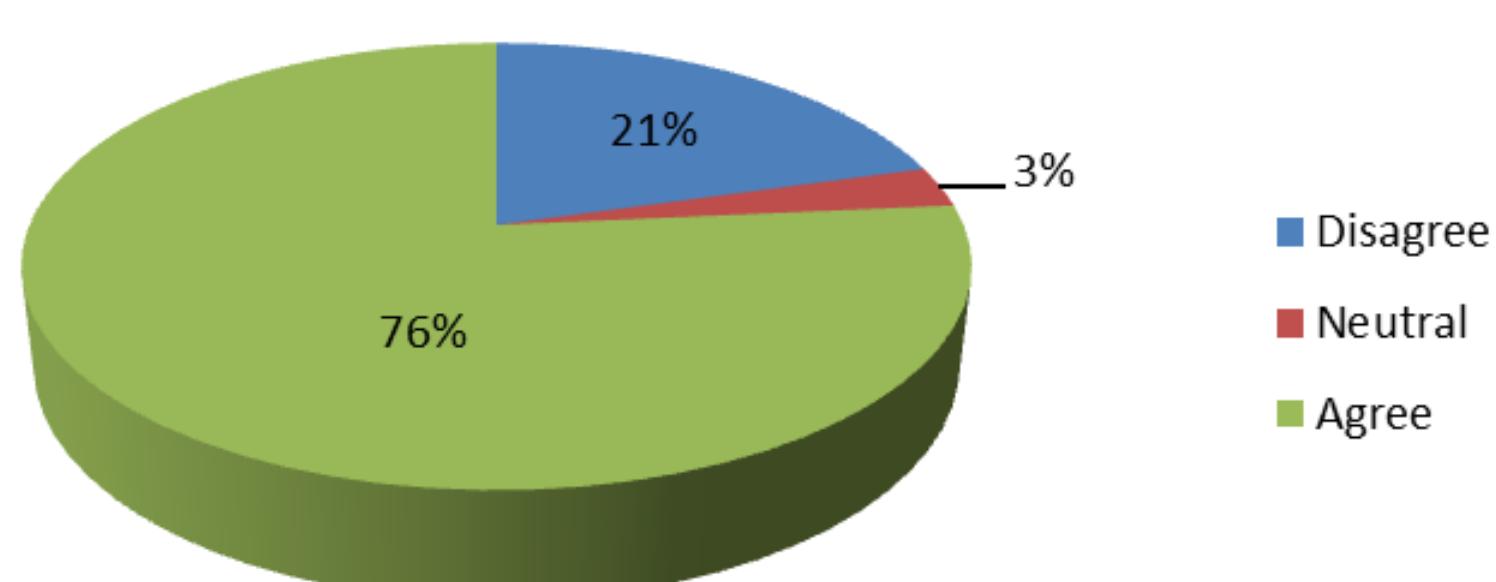
- Converted Assisted Bathroom to Treatment Room to allow inpatients to have their plastering procedure to be done at the ward instead of outpatient clinic. This will reduce transfer and queuing time and allow patients to discharge on time.
- Created new Discharge Lounge with essential facilities for patients waiting to be discharged. This will allow earlier cleaning turnaround for beds. A special bi-fold door in Discharge Lounge toilet allows opening from outside to rescue patient inside during emergency.

## CONCLUSION

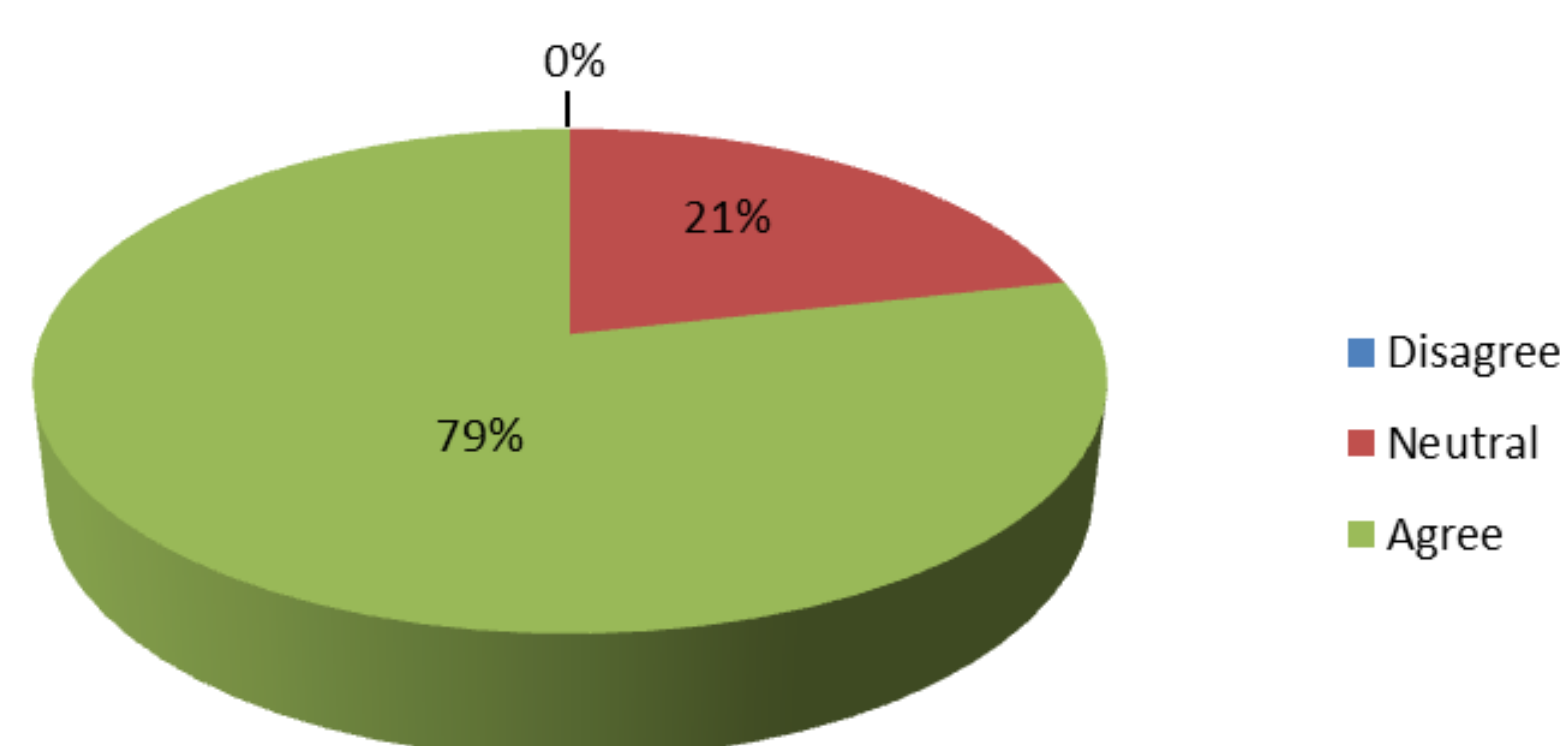
- Renovation works improvements strive to maximise patients' experience and staff efficiency.
- Feedback obtained from Post-Occupation Survey was largely positive.

### Feedback Obtained From Post-Occupation Survey

B2 Room - Do you agree that the new shower layout provides more working space and better reach for those assisting the patients to shower?



Treatment Room - Do you agree that the room is useful and shortens patient waiting time?



Discharge Lounge Toilet - Do you agree that bi-fold door is safer for patients than normal door?

