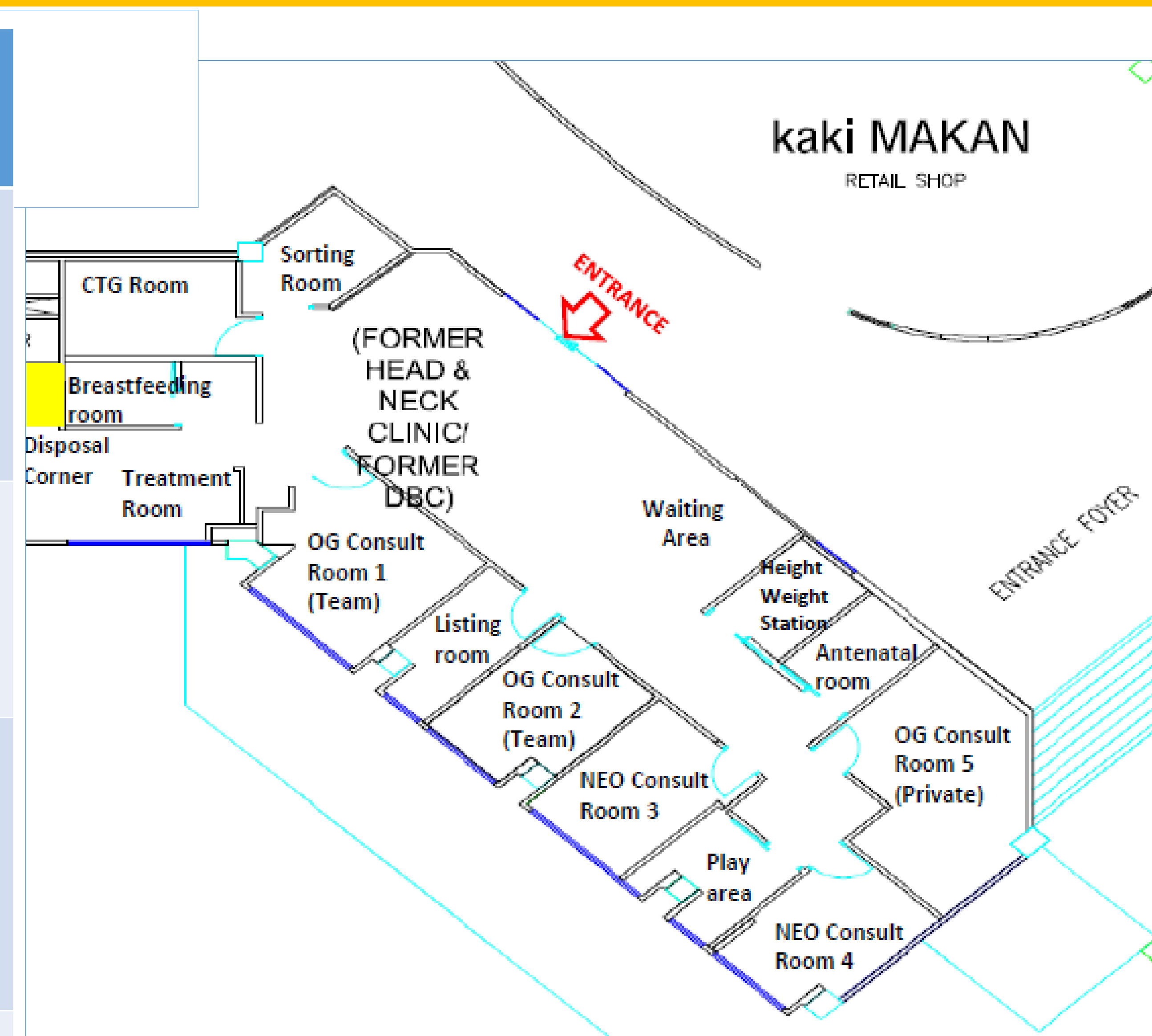


Background

OGC was due for renovation. The team started to plan on ways to ensure seamless decanting of clinic operations to facilitate Obstetrics & Gynaecology Centre (OGC) renovation without compromising patients' care.

Methodology	
Explore alternatives for decanting OGC operations	Former Head & Neck (BLK 3, Level 1) was identified to be the main area for decantment. Rooms within Pre-admission & CARE clinic were also used during the renovation period.
Determine the scope, impact and timeline of decanting operations	All stakeholders were pre-empted about the impact of the renovation. Obstetrics (pregnant) and oncology patients were given priority.
Review and plan renovation, as well as clinic processes and workflows during decanting	Details such as what items to pack, how to pack, where to place these items, what items to be discarded & what to be left in OGC during the renovation were discussed.
Encourage doctors to schedule their leave during the decantment period so that clinic sessions will be reduced	Doctors were encouraged to schedule their leave within the renovation period.
Engage staff to plan their annual leave outside of the renovation period to ensure adequate manpower to support decanting operations	Clinic staff were encouraged to plan their leave outside of the renovation period.
Communicate to patients and internal stakeholders	Clinic staff were educated on what to communicate to patients. Stakeholders who were affected by the renovation were informed & discussions were held to resolve challenges faced.
Conduct Enterprise Risk Assessment	An Enterprise Risk Assessment report was drafted & discussed before submission.
Actively engage relevant stakeholders in all planning activities	All departments involved in the project were actively engaged so that the decanting process will be smooth



Project Team	Primary Stakeholders	Secondary Stakeholders
Staff Facilities Development	Doctors Patients Lab Technicians Sonographers Housekeeping IT	Facilities Management Security Infection Control Communications Pre-admission HIMS Other clinics

Conclusion

Patients, doctors and staff need to be updated and well-informed to ensure that all parties are engaged.

All stakeholders were also understanding that the inconvenience was due to the much needed renovation. All the affected stakeholders sought alternative solutions during this period or compromise to still ensure that patients' care & experience is not affected.

Resource and assistance from other departments such as Facilities, Security, Infection Control, Communications, Emergency Preparedness, Biomedical Engineering, General Services, Call Centre, Laboratory, Pre-admission, Allied Health, HIMS, and other neighbouring clinics are to be considered during major renovations.

Results

Decantment of the OGC clinic has been completed. Staff were understanding that the decantment area was not as well equipped as OGC itself. Patient were well-informed that renovation is required for OGC. Overall, the negative feedback received during this period was minimal.