AGE-FRIENDLY INFRASTRUCTURE DESIGN GUIDE

Singapore Healthcare Management 2015

SingHealth

SINGAPORE HEALTHCARE
AGE-FRIENDLY INFRASTRUCTURE DESIGN GUIDE
Over 800 ways to make your facilities elder-friendly

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Objectives & Goals

1. Establish design guidelines for consistent age-friendly environment and branding across SingHealth that would be elder-friendly, bring forward the message of care, are cost-effective and be easily implemented across the cluster.

2. Set (new) standards for Singapore healthcare

Methodology

1. A **core workgroup** comprising cross-institutional and cross-functional representatives from all SingHealth Institutions, was set up to look into infrastructure details from every patient's pathway and journey. Led by SingHealth Facilities Development and Marketing Communications, the team undertook a holistic review of all current infrastructure and design elements, and shared both best practices and issues faced for common learning.

2. **Inputs sought from internal experts** in the operations, service quality, nursing, infection control areas, as well as our Allied Health Professionals and Eye Specialists.

3. **Compliance with Building and Construction Authority (BCA) Guidelines** and beyond. The team looked to ensure that the new guidelines could allow us to serve not only patients in wheelchair and the visually impaired, but also meet the needs of the able-bodied elderly who are frail and with poor vision, and their busy caregivers.

4. **Benchmarked against international healthcare facilities** and **global best practices** from other industries.

5. **Visits to local healthcare facilities** and public high traffic areas such as **airports** and large **shopping malls** to garner ideas.

6. **Discussions with Health Ministry and other Public Healthcare Clusters**

Led by the Ministry of Health Deputy Secretary and Ageing Planning Office, group discussions included Tan Tock Seng Hospital, Khoo Teck Puat Hospital and National Health Group Polyclinics were organised. Also presented to MOH Holdings Healthcare Infrastructure Projects Division. Feedback and inputs were collated from these sessions to further fine-tune the design guide.

Results

1. The SingHealth 10-Point Plan - A Chapter-by-Chapter Guide

Mapping the pathway that elderly patients take when visiting our medical facilities, the 10-Point Plan is designed to offer clarity from afar, barrier-free, safe and easy access with clear directions plus they are warm, welcoming, calming and reassuring.

The plan is designed to feature age-friendly designs from the approach and entrance of a building, to the drop-off point, waiting areas, consultation rooms, right up to the exit.

2. Singapore Healthcare Age-Friendly Infrastructure Design Guide

➔ A 112-page Guide, it showcases over 800 ways to make healthcare facilities elder-friendly. The Guide sets new national standards in healthcare infrastructure design.

➔ 3000 copies of the guide book were distributed to all public and private healthcare institutions including nursing homes in Singapore

➔ 1000 copies of the book available for sale online at www.healthxchange.com.sg

3. Adaptive S-O-P

Guidelines are classified into 3 categories for responsive applications:

Standard: Features that are consistently adopted across all SingHealth institutions

Optional: Features to be implemented if space and budget permit.

Personalise: Recommendations that allow for expression of institution/department identity.

4. Healthcare Pictograms

Developed a first-ever comprehensive set of common pictograms for their healthcare industry.

Healthcare Pictograms

Pharmacy, Travel Vaccination, Treatment, Doctor, Nurse Station, Eye Services, Health Library, Laboratory, Dental Services, Blood Test, Consultation, X-ray, Ambulant Elderly, Diaper Changing Room, Nursing Room, Hand Washing, Emergency Room, Handicap, Wheelchair Shuttle Service

5. Consistent Colour Codes

Introduced a core set of colour codes to denote specific action/support points.

Red - For Help | **Yellow - For Alert** | **Blue - For Assist**

6. Applications in New Clinics

The age-friendly design guidelines have been implemented at:

➔ SingHealth Polyclinics at Geylang, Tampines, Sengkang, Bukit Merah

Singapore General Hospital Clinics:
➔ Centre for Digestive and Liver Diseases
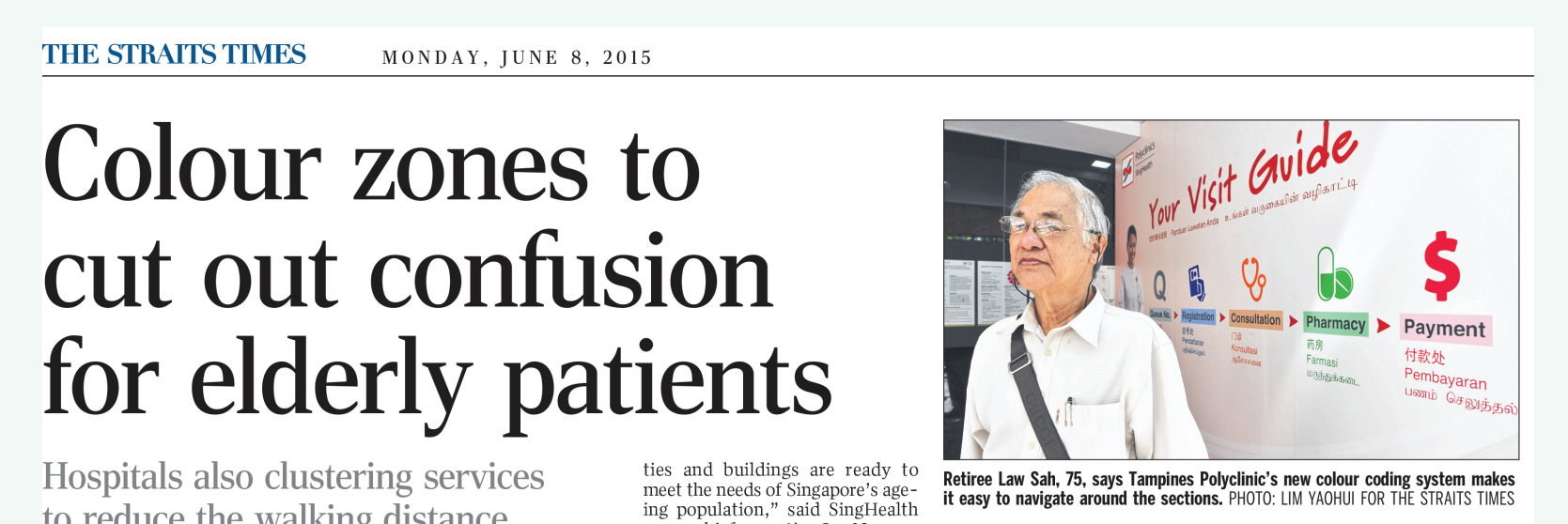➔ Diabetes and Metabolism Centre
➔ SGH Rehabilitation Centre

Our current plans include:
• Wayfinding signage at SGH Blocks
• Future Sengkang Hospitals and Outram Community Hospital

7. Happy Customers - Patients & Caregivers

Improved satisfaction for patients and caregivers, as they navigate their way around our hospitals and specialty centres with ease.

THE STRAITS TIMES MONDAY, JUNE 8, 2015
Colour zones to cut out confusion for elderly patients
Hospitals also clustering services to reduce the walking distance

Conclusion

The age-friendly guidelines serve as a clear and easy to use checklist that healthcare institutions can implement effectively for their renovation projects or an entire new development. It has set new standards for Singapore healthcare.

"I commend this initiative and encourage others to leverage on SingHealth's research and insights to apply these age-friendly principles. It is a positive step towards tapping on our collective wisdom to create an age-friendly environment for our seniors, specially so in healthcare, so that they can move around safely, easily and confidently. This is in line with our vision to build a City for All Ages in preparation for an ageing population."

Mr Gan Kim Yong
Minister for Health, Minister-in-charge of Ageing Issues,Singapore

SingHealth 10-Point Plan

1. Access to Building
2. Approach to Building
3. The Drop-off Point
4. The Main Entrance
5. Registration/Payment/Pharmacy Counters
6. Consultation Rooms and Waiting Area
7. Common Areas
8. Wayfinding
9. Inpatient Areas
10. Exit Point