



**Singapore Healthcare Management 2016**

# 3, 2, 1 – Transform, Flu Screening Area!

Han Irene<sup>1</sup>, Sia Vic-ki<sup>1</sup>, Ng Xin Hui Jorin<sup>1</sup>, Chiang Juat Lan<sup>2</sup>, Ling Moi Lin<sup>3</sup>  
<sup>1</sup>Preparedness & Response Department, OPM <sup>2</sup>Division of Nursing <sup>3</sup>Infection Control



Singapore General Hospital  
SingHealth

since 1821  
195th Anniversary

## Aim

The challenges faced by Hospitals during Disease Outbreak (DO) include the need to respond and administer swift and safe clinical management in response to sudden surge in suspects, with a dynamic environment and limited information.

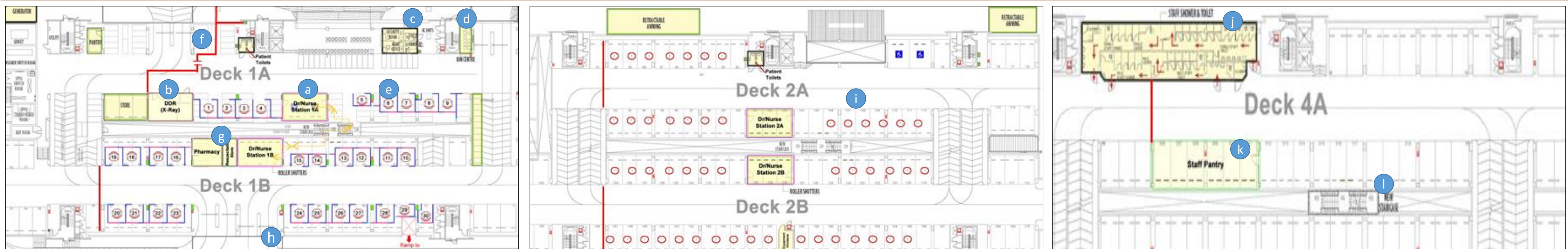
The Flu Screening Area (FSA) is a Hospital setup for managing stable suspect patients during DO, minimizing risk of exposure to the community. Project aims were as follow:

- Plan and validate FSA infrastructure and operations to ensure patient safety and quality of care during DO
- Build crisis management capacity to enable timely and safe response

## Methodology

Aug 2013 – Dec 2013	Jan 2014 – Apr 2014	May 2014 – Jan 2015	Feb 2015 – Nov 2015	Ongoing
<b>Conceptual Planning &amp; Requirement Gathering</b> <ul style="list-style-type: none"> <li>• Establish planning parameters and infection control guidelines with experts from Infection Control, Infectious Diseases and Nursing</li> <li>• Gather requirements from stakeholders</li> </ul>	<b>Schematic Design &amp; Feasibility Studies</b> <ul style="list-style-type: none"> <li>• Conduct feasibility studies</li> <li>• Design FSA layout and infrastructure to match requirements</li> </ul>	<b>Approval &amp; Construction</b> <ul style="list-style-type: none"> <li>• Obtain buy-in and approval from relevant authorities, Senior Management and stakeholders</li> <li>• Secure funding for project</li> <li>• Construction of amenities required at SGH Multi-Storey Carpark H</li> </ul>	<b>Validation of FSA Infrastructure and Workflows</b> <ul style="list-style-type: none"> <li>• Validate FSA infrastructure and workflows through exercises</li> <li>• Review and finetune planned processes</li> </ul>	<b>Maintenance of Familiarity and Preparedness</b> <ul style="list-style-type: none"> <li>• Conduct regular briefings and exercise</li> <li>• Document department specific standard operating processes into SGH Campus Disease Outbreak Response Plan</li> </ul>

## Results



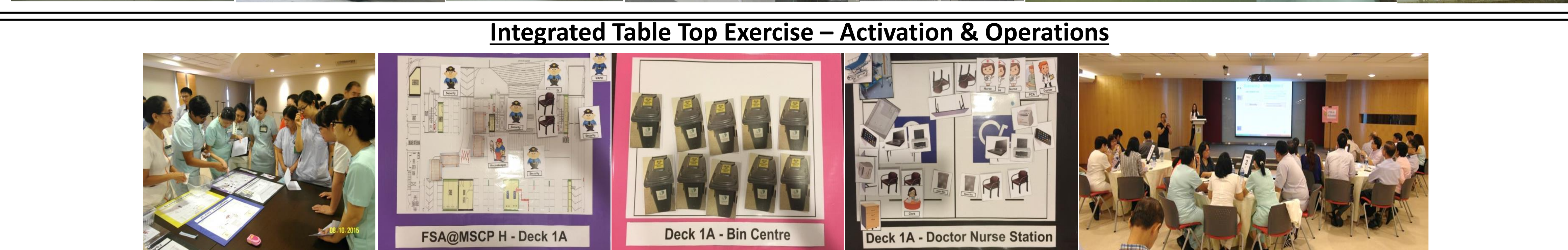
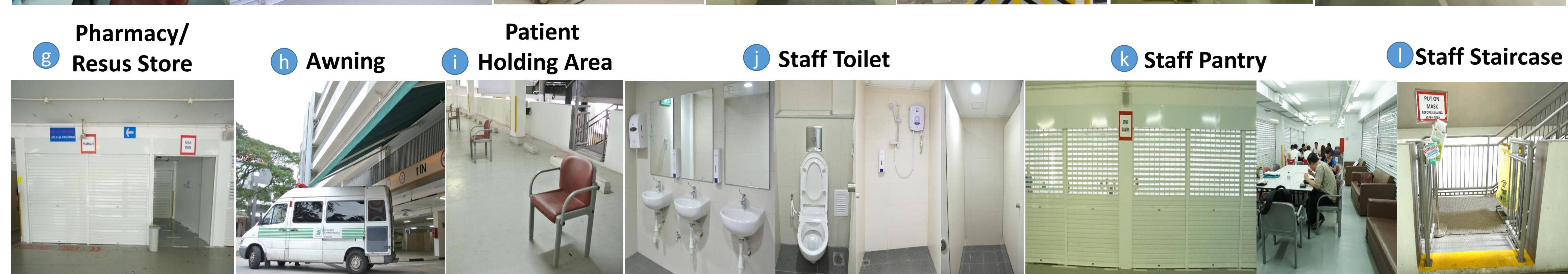
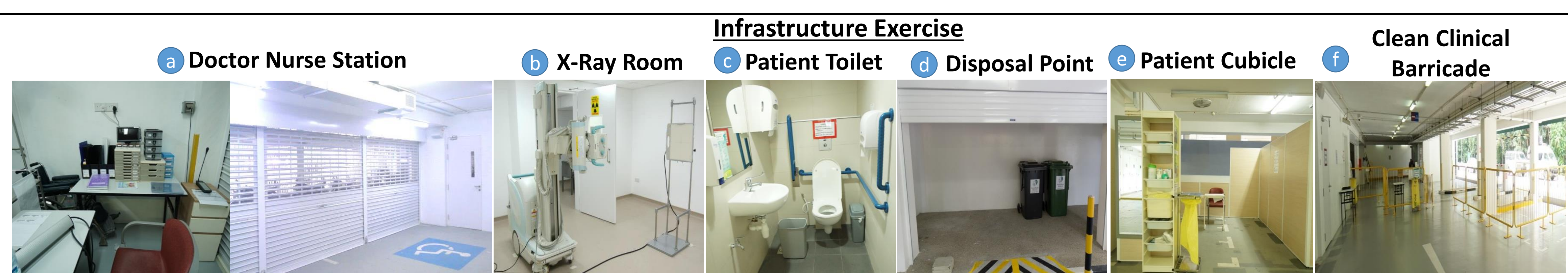
SGH's Multi-Storey Carpark (MSCP) was selected as the FSA site. Conceptualization, renovation and validation of FSA infrastructure and workflows were completed to achieve project aims:

### (1) Maintain Patient Safety & Quality of Care during DO

- Good ventilation
- Suitable distance away while remaining accessible to key hospital facilities
- Appropriate positioning of workstations and patient cubicles, ensuring adherence to infection control requirements and smooth operations
- Clear demarcation of clinical and clean areas
- Air-conditioned workstations with neutral or positive airflow
- Streamlined workflows for droplet and airborne transmitted diseases

### (2) Build Crisis Management Capacity

- Permanent structure with peacetime function, enabling short turnaround time (3 days) for operationalization
- Dedicated staff facilities
- Ongoing training and drills to review workflows and strengthen staff familiarity



## Conclusion

SGH's MSCP serves dual functions of a carpark during peacetime and FSA during DO, which is a bonus. While planned processes are in place, hospitals should maintain vigilance due to the dynamic environment and evolving threats present to hospital services. As such, it is important to periodically review the guidelines and workflows in place to ensure timely and appropriate responses to these dangers.