



Singapore Healthcare Management 2016

Better Care, Better Experience – Marine Parade Polyclinic

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INTRODUCTION

Marine Parade Polyclinic underwent major redevelopment from a 1-storey to a 2-storey clinic from May 2015 to February 2016 with objective to provide **Better Care and Experience** for patients.

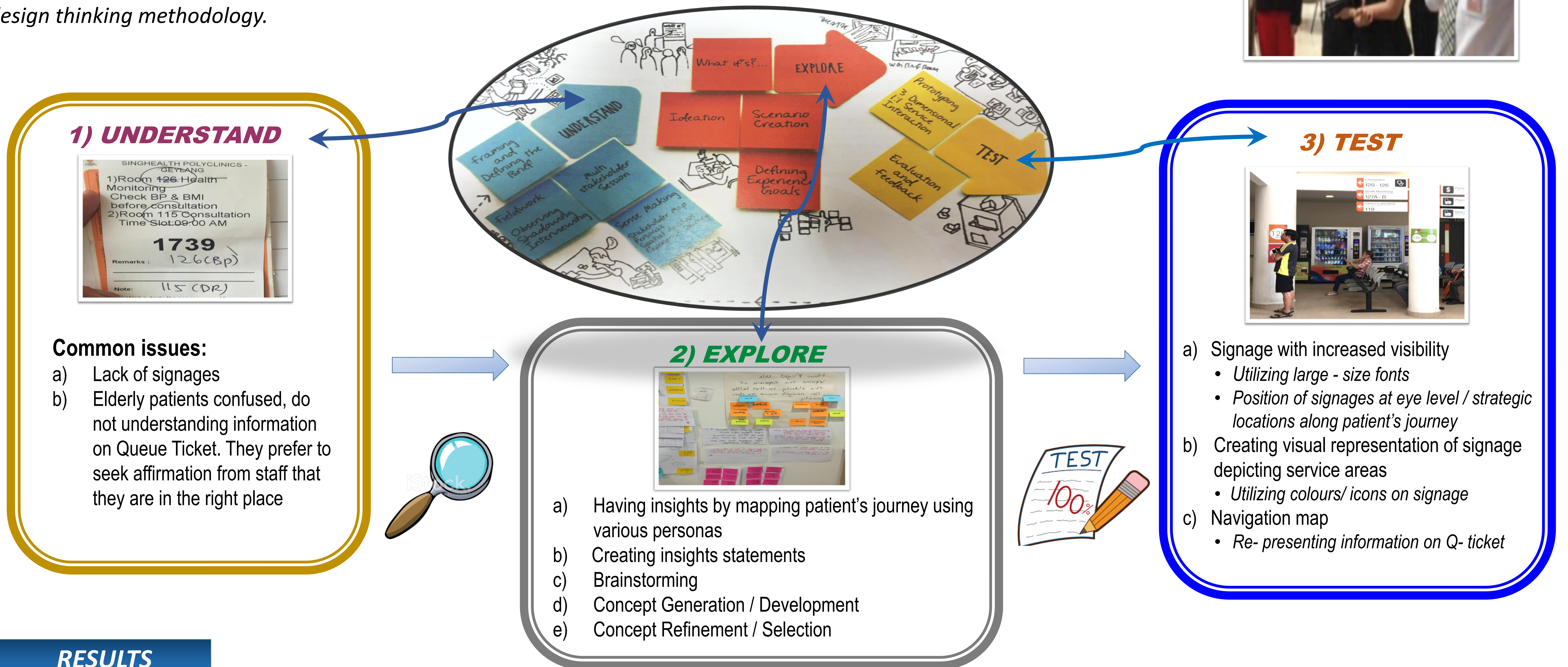
AIM

- 1. Improve Patient Safety Measures**
- Frequency feedback include crowded waiting areas due to a lack of space making it unsafe and difficult for patients to move around.
- 2. Improve Patient Experience with more efficient way finding (with clearer signage)**
- Additional and Improved signages for easy way finding.

METHODOLOGY

Safety – Improving facility for increased safety for patients and staff. Areas of concerns previously highlighted through patient safety walk-rounds led by Senior Management were addressed. These areas include lack of circulation space, lack of ramp access to the clinic.

Enhancing Patients' Way Finding Experience - Improving way finding experience for patients through design thinking methodology.



RESULTS

The results section highlights various improvements implemented at the Marine Parade Polyclinic, categorized into **SAFETY** and **WAY FINDING**.

SAFETY:

- Wider Walkways
- Ramp at drop off point
- Safer toilet for wheelchair users
- Sheltered ambulance bay
- Handle and Grab Bars
- Low Counters

WAY FINDING:

- Large Visual Guides
- 3D signs for service points
- Clear direction signage with larger font size for elderly
- Navigation Slip helping patients to find their next service points
- Use of colour zones to differentiate services

A central orange circle labeled "What's NEW" is also present.

CONCLUSION

Positive feedback were received from staff and patients since re-opening of newly re-developed Marine Parade Polyclinic.

"I am impressed with the improvement made" – Guan Li Li

"My visit was pleasant and the polyclinic looks brighter" – Habidah Bte Ishak

