



Singapore Healthcare Management 2016

Service Rejuvenation in tandem with infrastructure refurbishment – SOC Clinic B



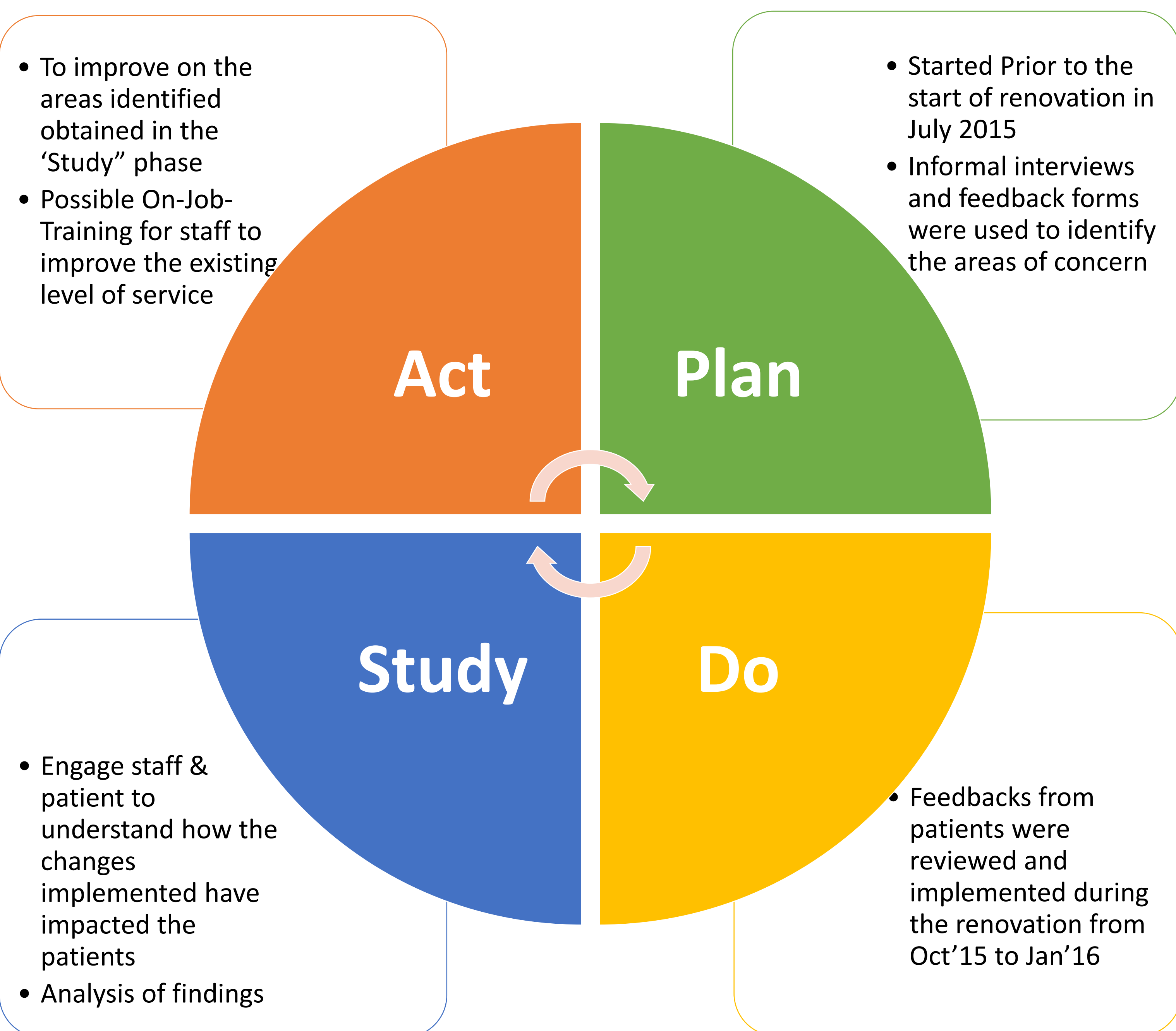
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Introduction

Patients at the heart of all we do - the Specialist Outpatient Clinics (SOC) at SGH prioritizes the organization's quality priorities i.e. SPREE (Safety, Professionalism, Respect, Experience and Efficiency), and ensures that quality care is delivered to all patients. SOC at SGH have to innovate and ensure that the clinics are able to meet patients' needs. To illustrate the department's commitment towards patient care, SOC clinic B which underwent renovations recently incorporated various process and infrastructure initiatives.

Method

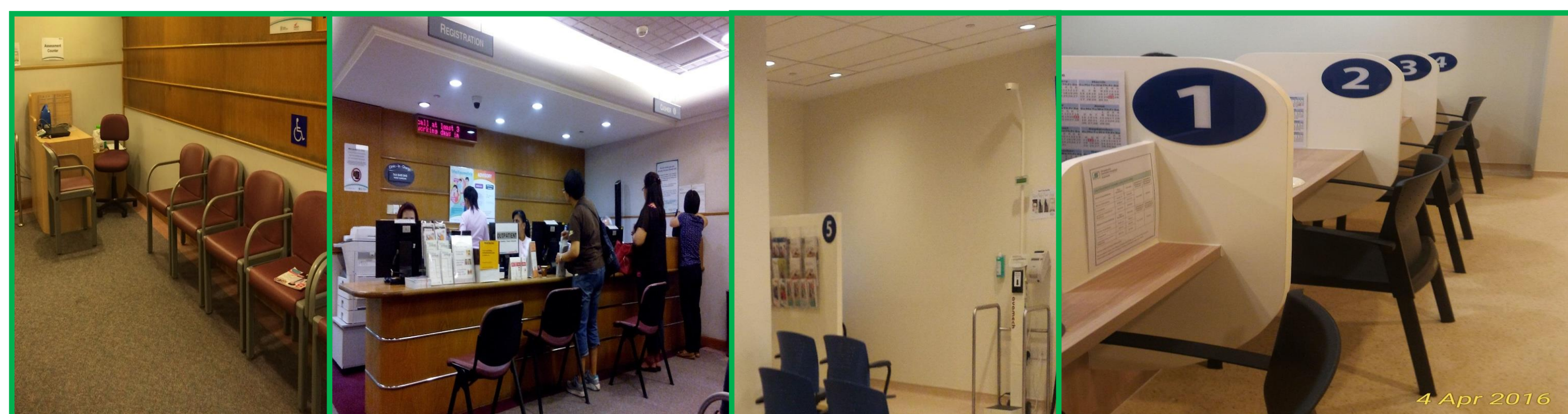


Aim

- Leverage on infrastructure refurbishment and process changes to:
- Develop a sustainable patient centric environment
 - Build seamless processes that contribute to patient safety and satisfaction
 - Utilize the concept of 'universal' design to enhance patient experience at a multi-discipline multi-service outpatient clinic setup at SGH

Outcomes

1. Improved Patient Privacy



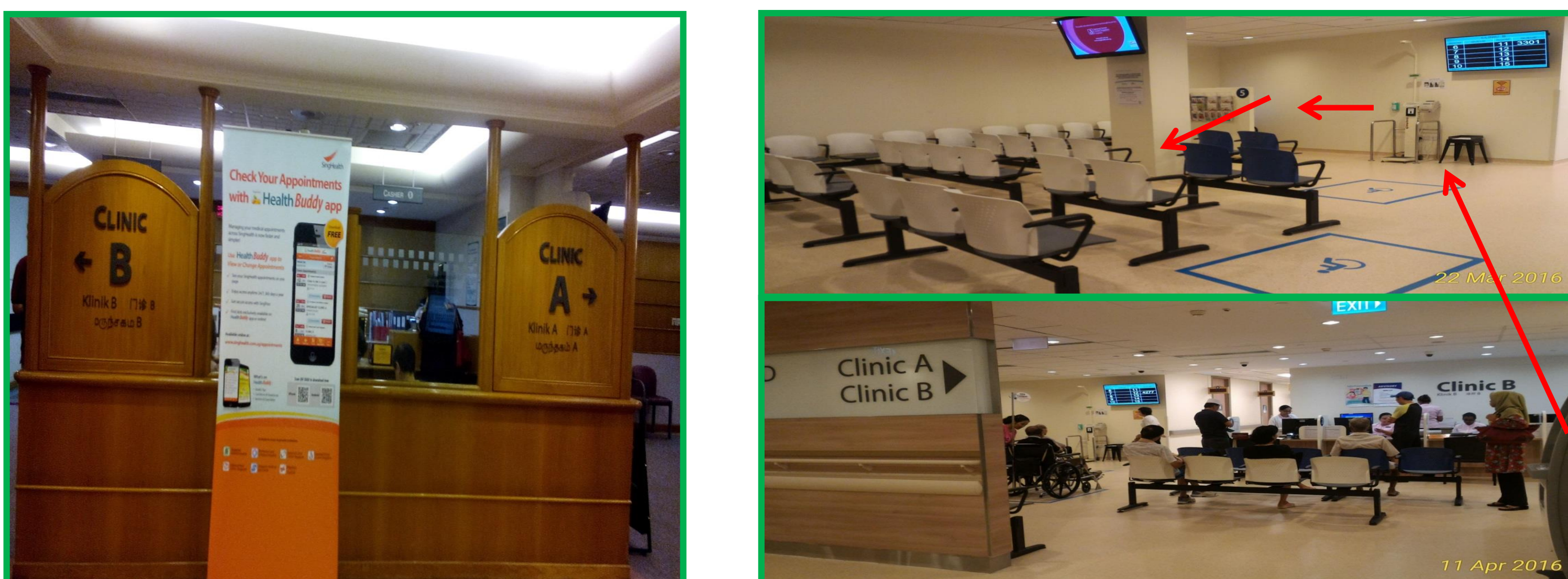
Partition were added between each counter to provide privacy for patient when making appointments and payment at the counters. Staff also shared that patients feel more at ease as compared to the previous setting. A similar setup was also created at the assessment counter.

3. Infection Control



Carpeted flooring was replaced with vinyl flooring in adherence to infection control standards. With the new flooring, the floor can be more readily disinfected especially after spills of blood or other bodily fluids.

4. Enhanced clinic flow

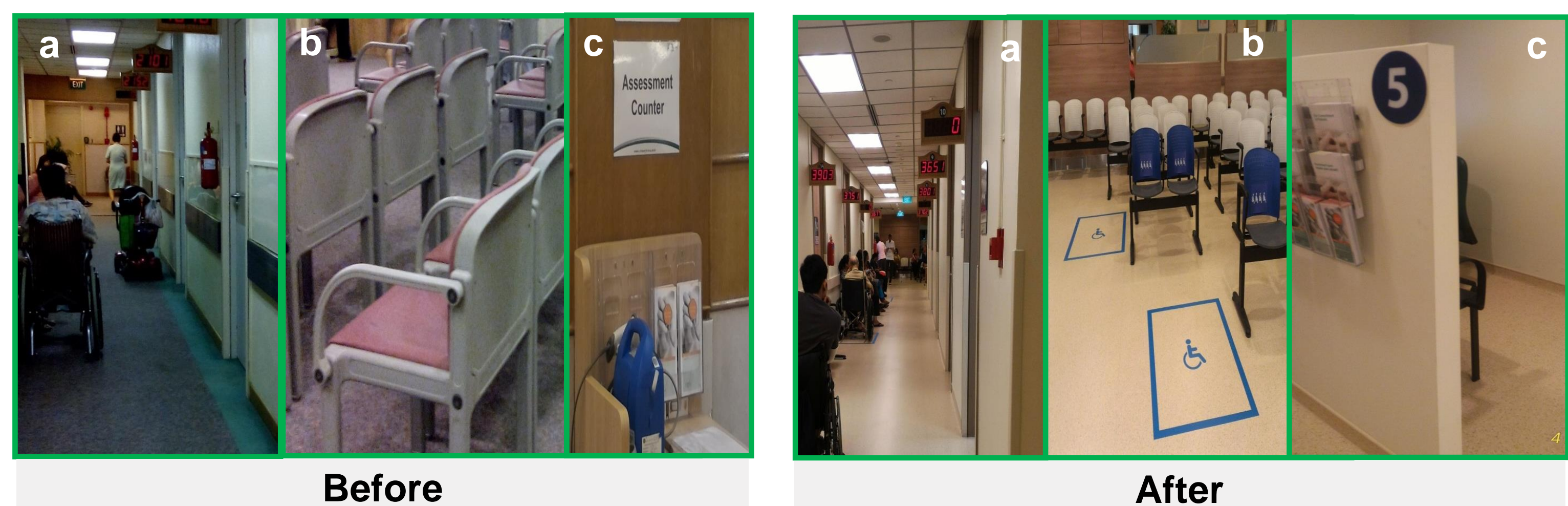


The flow of patients was modified by:

- Removing the partition at the front entrance
- Relocating the height / weight machine nearer to entrance
- Catering more space at walkway

Outcomes

2. Age friendly setup



To meet the demands of an aging population, several improvements have been introduced to meet these demands.

- More wheelchair slots and priority chairs were provided at both main waiting area and outside consultations rooms.
- The new layout which has wider passageways and greater manoeuvring space allows patients on wheelchair to move at ease.
- Each service point are labelled with unique numbers for easy identification. With this setup, healthcare workers are able to direct patients to specific service points with ease.

Conclusion

This initiative is in line with the SGH 2016 priorities under "Processes and Structures". The execution of the initiative proved that feedback from the stakeholders provide important context in infrastructure development. A context of an aging population and the challenge of skilled manpower shortage mean that continuous engagement with stakeholders and resultant adjustments to processes are essential to provide sustainable solutions regarding patient and staff concerns. In the next phase of the study, the outcome of these improvement will be evaluated.