



Transforming Primary Healthcare Yishun Polyclinic Redevelopment

Advancing Family Medicine, Transforming Primary Healthcare

Our agenda in today's sharing

- Background
- Comms and Engagement Process
- Patient and Elderly Friendly Features of new clinic
- Learning

Background

- Yishun Polyclinic (YP) has relocated to intensify land use for provision of healthcare services in Yishun;
- Relocation allows the development of Yishun Community Hospital;
- Development of Yishun Polyclinic will be implemented in 2 phases:

Phase 1 – Temporary YP

- Located at Yishun Central 1
- Operational from November 2012 (~ 5 years)

Phase 2 – Permanent YP

- Site to-be-confirmed

Yishun Polyclinic @ Yishun Central 1

- Operational from November 26, 2012
- GFA 4,440m²
- 28 consultation rooms
- Able to test bed some of our new initiatives for primary care



A journey and process of
planning, communication and engagement..

Users own the process and determine
how they wish to deliver care

Engagement of **Patients** on YP Relocation through Patient Focus Group

- A patient focus group was conducted 30 June 2012
- Patients were generally receptive to the new site
- Patient feedback incorporated where feasible. E.g. Queue Display at café, larger seating area at Pharmacy and Diagnostics



Community Engagement & Public Awareness through Multiple Channels

Briefing to MPs & Grassroots



Month *Sharing with our patients & the public*

- May**
- Notices for residents
 - Briefing to MPs & constituencies
 - NHGP Website
 - Email circular to NWCDC

- June**
- Hoarding banner
 - Facebook

- July**
- Notices, flyers & banner at YIS
 - NHG Lifewise
 - Grassroots magazines

- August**
- Town Council magazine

- October**
- Circulars to Govt Agencies, Healthcare Providers, Industry Partners

April – July : Meeting Nee Soon & Canberra GRC MPs

Mr Patrick Tay , A/P Muhammad Faishal & Dr Lim Wee Kiak

Aug: Meeting Sembawang & Chong Pang GRC MPs

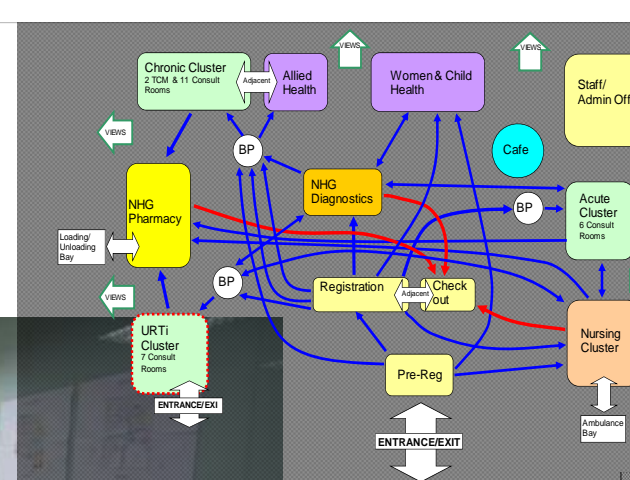
Minister Khaw Boon Wan, Minister K Shanmugam, and Dr Lee Bee Wah and MOS Dr Amy Khor

Engaging Staff .. Building It Right

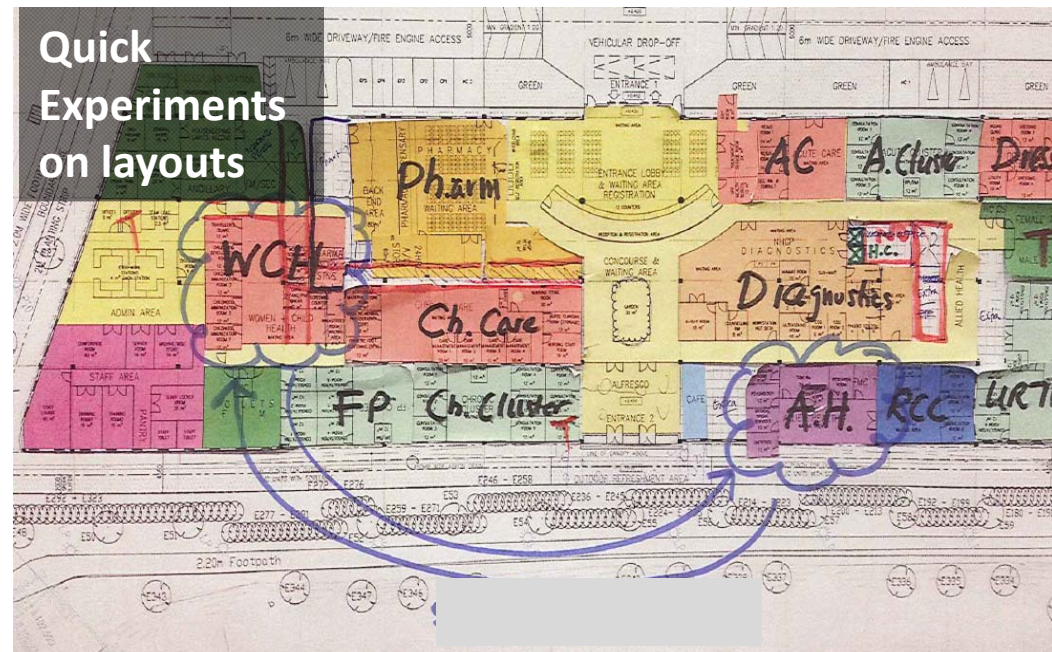
Design Guiding Principles

- One-piece flow (seamless flow)
- Patient-centered team-based care
- Pandemic preparedness
- Intuitive wayfinding
- Effective signages
- Healing environment
- Elder friendly
- Flexibility in space utilisation

Bubble Diagram

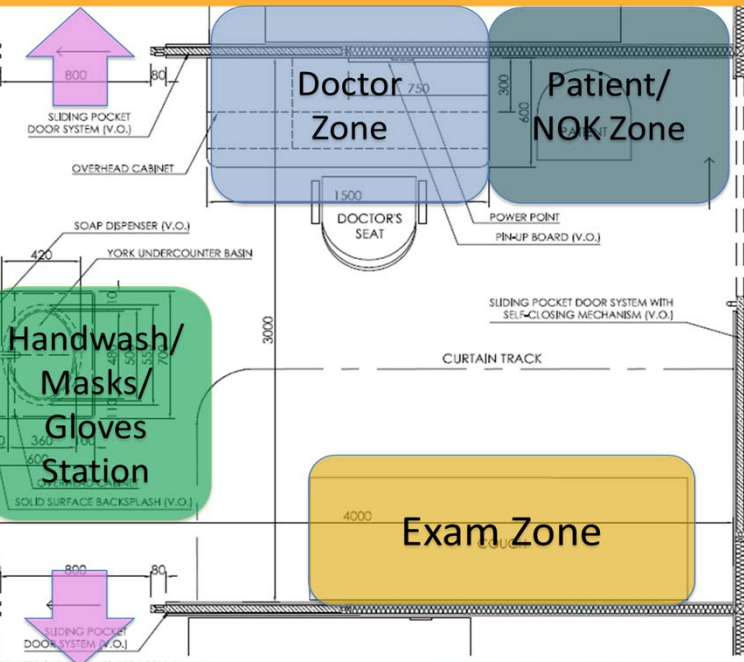


3P Workshop



Engagement Process

Mockups- Testing Out Flows and design



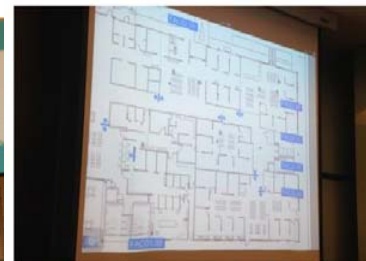
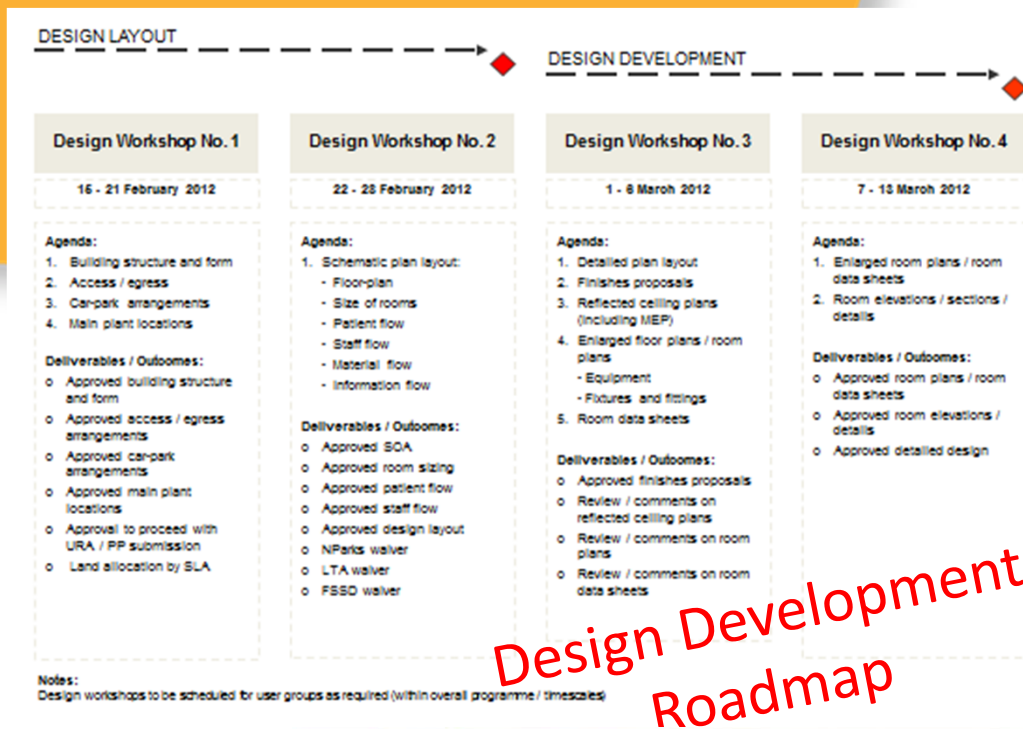
- Consult Room
- Phlebotomy Station
- BP alcove
- Registration counter
- Procedure/Treatment Room

Management Process

led design
ops with
Roadmap

care design
ence - “see
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ssive
ding and
discussions





Patient Friendly and Elderly Friendly Features

Yishun Polyclinic gave us the opportunity to
re-design, re-think patient flow and test-
bed new concepts

Patient-Friendly Features at Yishun Clinic

All our services on one floor

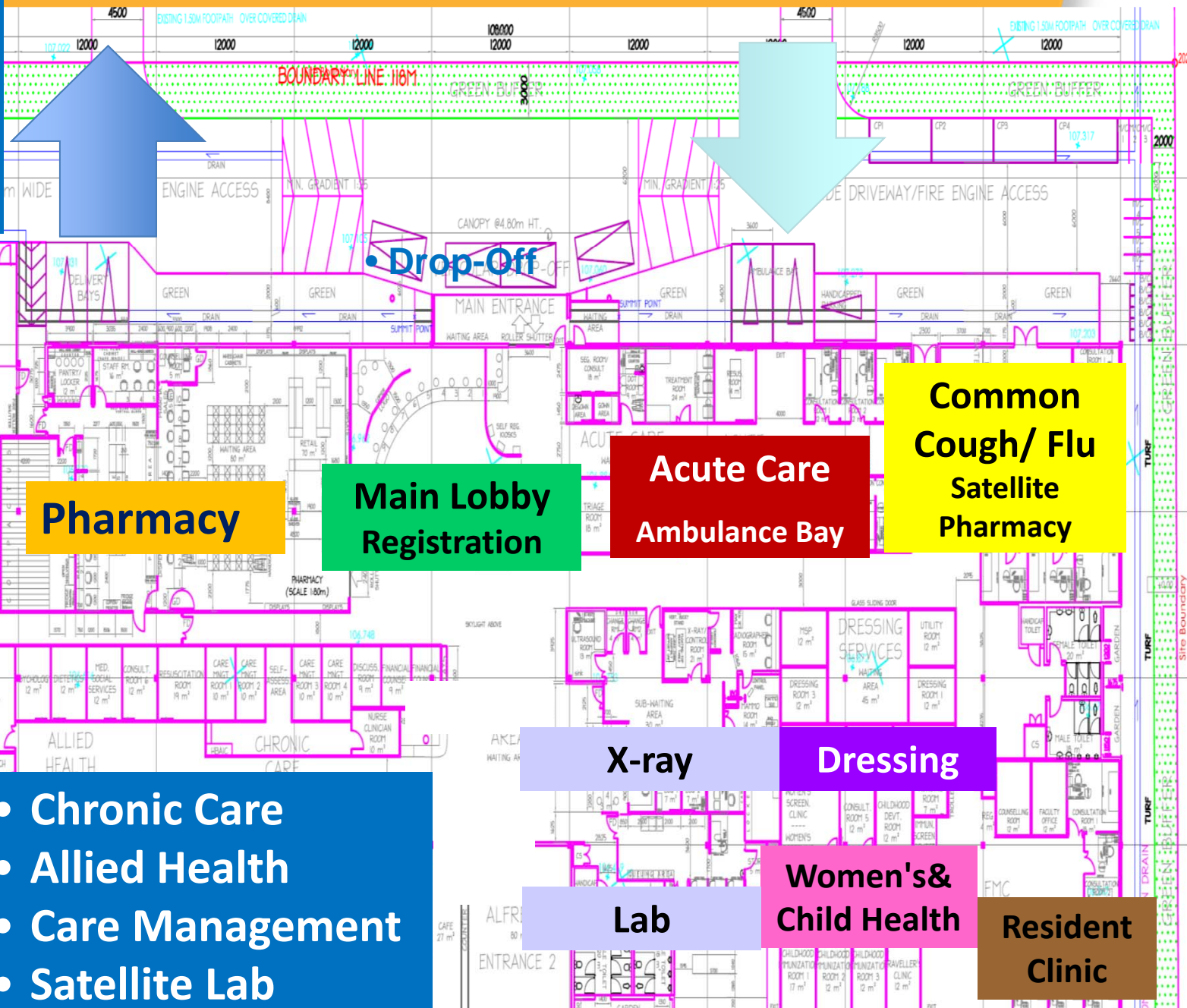
One-piece flow (seamless flow). Greater convenience

e.g. Elderly patients need not travel up and down floors to move from one service station to another (Acute, X-ray)

e.g. Childhood development assessment (Dr, nurse)

Layout of

Access on one level
only visit



Pharmacy

**Main Lobby
Registration**

**Acute Care
Ambulance Bay**

**Common
Cough/ Flu
Satellite
Pharmacy**

- Chronic Care
- Allied Health
- Care Management
- Satellite Lab

X-ray

Dressing

Lab

**Women's &
Child Health**

**Resident
Clinic**

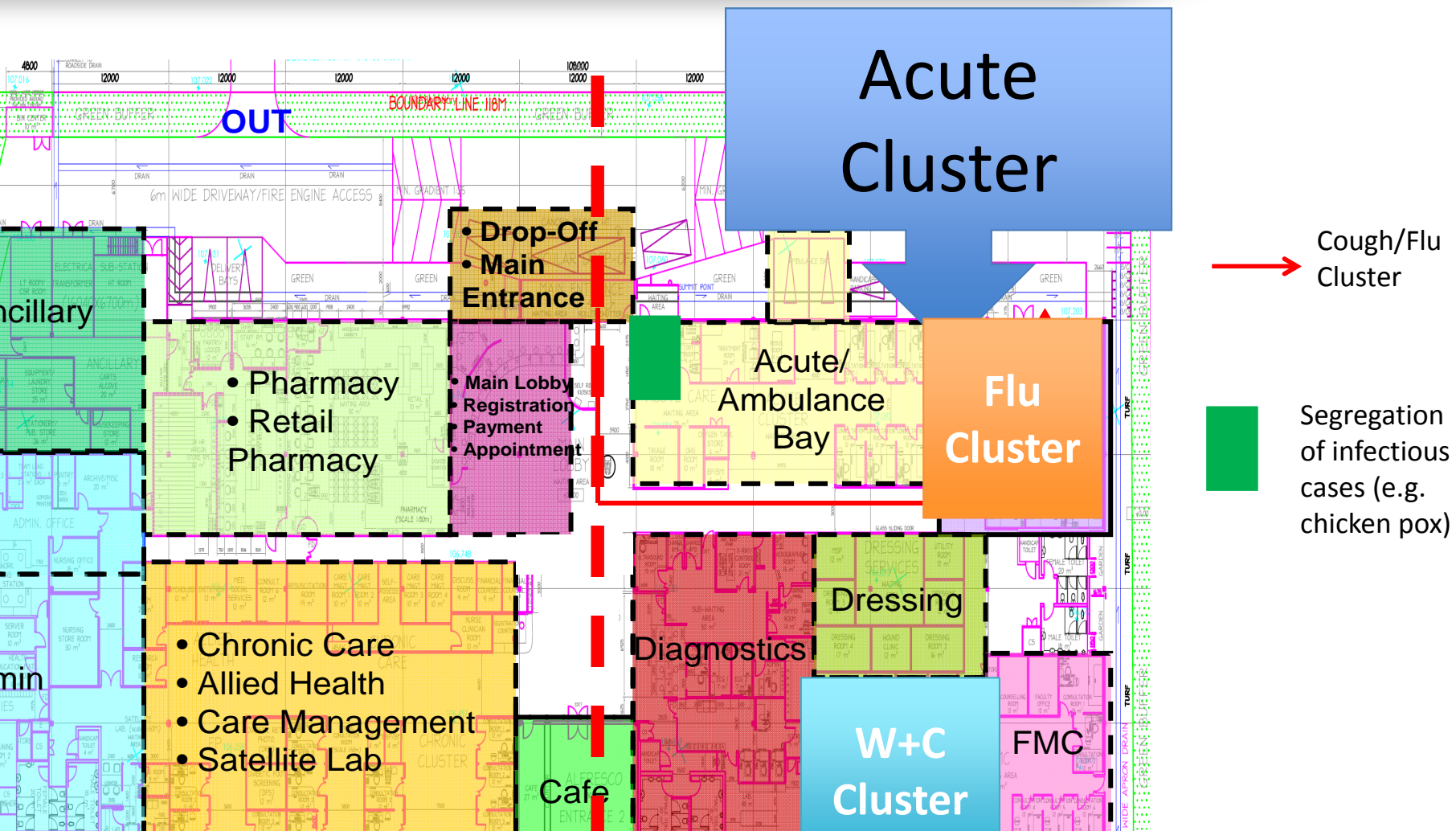
Patient-Friendly Features at Yishun Clinic

Improving infection control through clustering

Isolation room to separate infectious cases from general patients

Intentionally designed to house URTI cluster far apart from Women and Child services where patients with lower immunity congregate.

streamlining patient flows and improving control through clustering



Patient-Friendly Features at Yishun Clinic

Chronic cluster

Patient-Centered team-based care

Physicians, Nursing and Allied Health Services all located within the chronic cluster

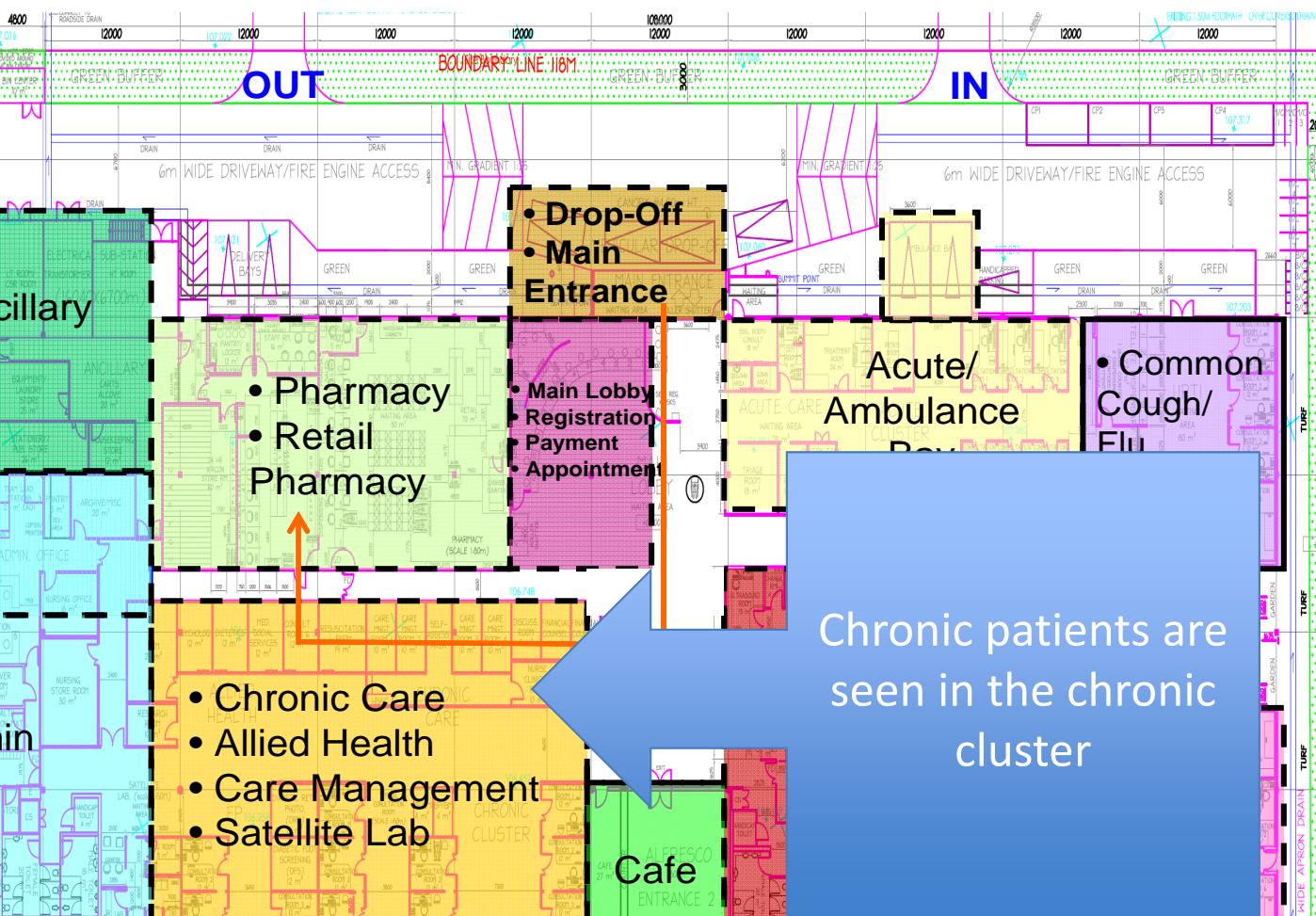
Calming environment

Music room

Available



Patient-Friendly Features at Yishun Clinic



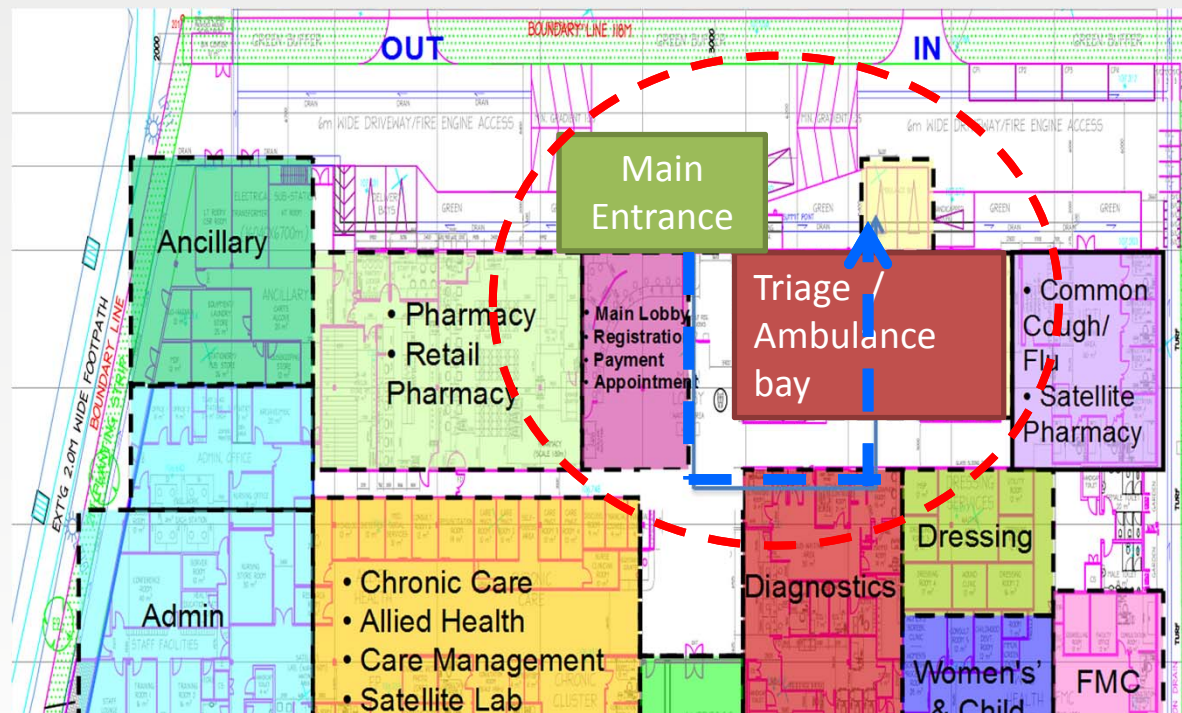
Patient-Friendly Features at Yishun Clinic

Managing High-Risk, High-Alert Cases

Large room near main entrance

Isolation room

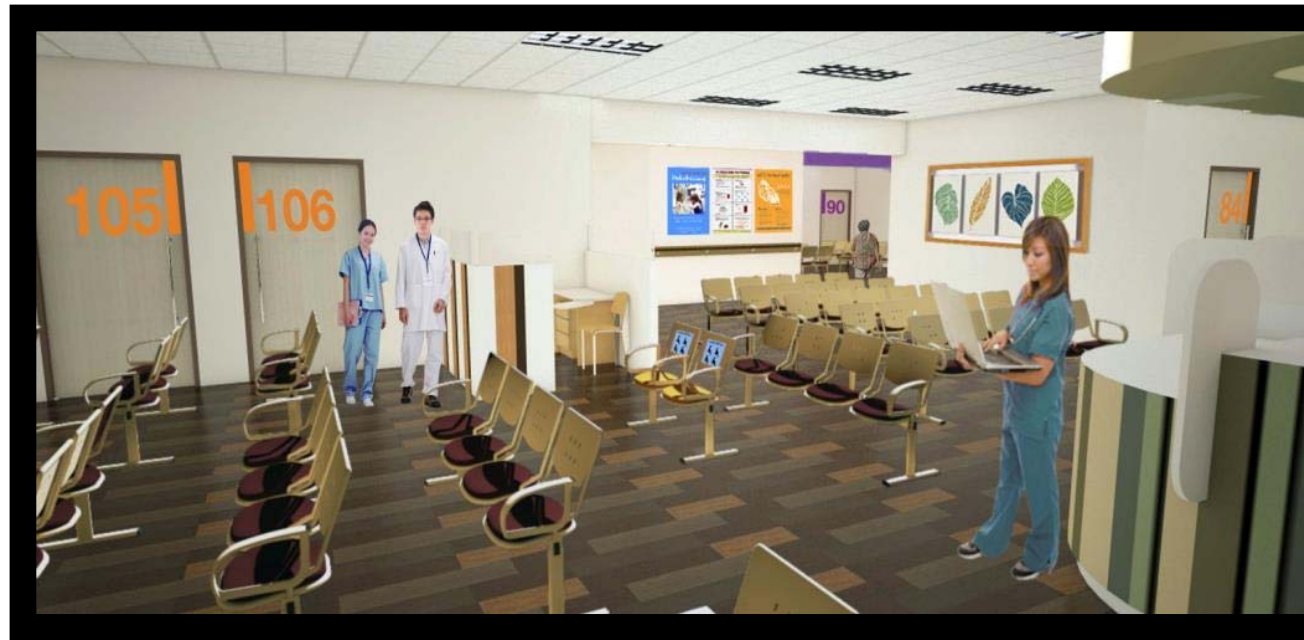
Direct access to
Isolation bay for
patients needing
special care



Patient-Friendly Features at Yishun Polyclinic

5) URTI cluster is self-contained

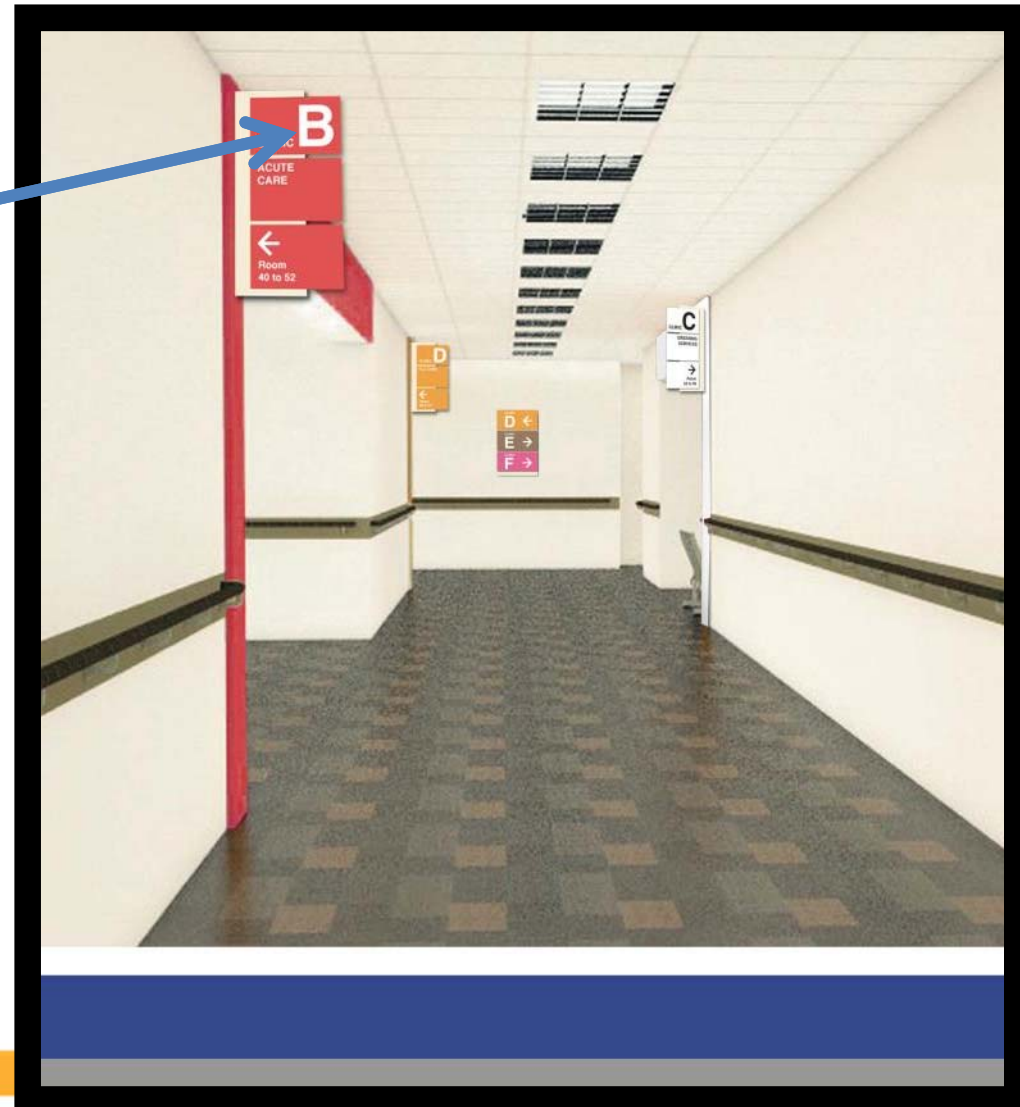
- a) Pandemic ready
- b) URTI cluster has its own Satellite pharmacy and check-out area



Elderly-Friendly Features at Yishun Polyclinic

6) Improved and intuitive wayfinding

- a) Services are clustered by **Colour and Alphabets**
- b) Useful for elderly patients who might be illiterate (who may not understand terms such as Acute or Chronic)



Elderly-Friendly Features at Yishun Polyclinic

(9) Hydraulic couches in all consultation rooms (prevent fall risk)

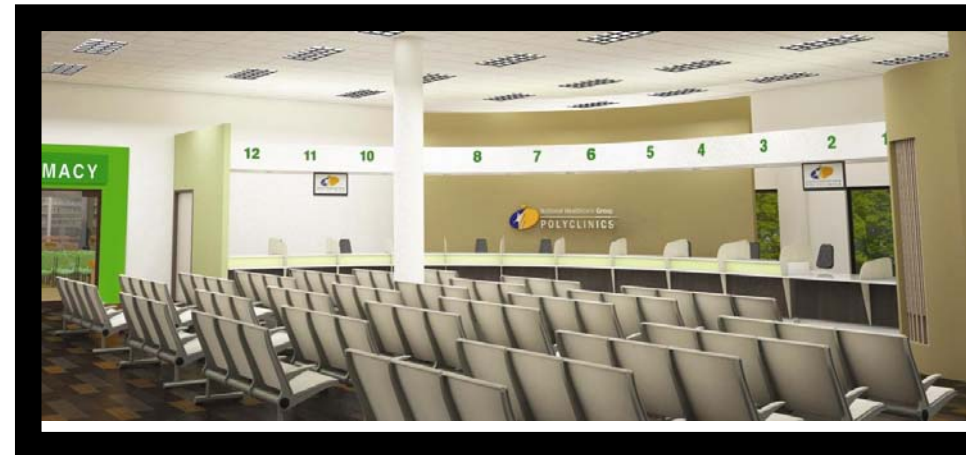


(10) Large letterings to assist Elderly patients



(11) Seating areas reserved for the elderly to wait

(12) Wheelchair friendly counters and wheelchair bays in waiting areas



We are open!



nings - What we did well

n Unity

- Preparations, discussions started early
- New workflows (process driven design)
- Ongoing process

ership

- Staff split into small teams to set up rooms and counters during move
- Efficiency

agement ort

- Departments who provided new perspectives and alternative inputs
- Non-clinic colleagues supported as ushers during initial operational opening

nings –

that we could have done better

gn gement Staff

- Not sufficient to comms but
- **Engage** staff in design. Feedback from the shopfloor
- Fallacy of “everything looks ok on paper”
- Arrange staff to go for site visits earliest possible

ntial gement Keen dents

- Apart from patients involved in focus group, to engage Residents
- E.g. Interested residents can help out in clinic as ushers in the initial weeks of new clinic's opening.



Thank you!

