



NHG Polyclinics (NHGP)

RE-DEVELOPMENT OF ANG MO KIO AND YISHUN POLYCLINICS TO INCREASE PATIENT CAPACITY & IMPROVE PATIENT CARE DELIVERY

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Background

- Both polyclinics saw an increasing growth in patients' demand contributed by an aging population as well as young families moving into their respective residential estates.
- In order to cope with the increasing demand at both polyclinics, it was necessary to redevelop them to allow expansion for more clinical services and capability to allow future growth.

Objectives

- Expanding clinical spaces to cater to the increasing demand in clinical services and patient load and improving patient care delivery.
- Implementation of NHGP's teamlet based care model to provide patient care integration to ensure best possible clinical outcomes for patients.

Implementation

- Together with the Office of Clinical Informatics (OCI), population profiles and patient workload information were used to project demand over a 10-year period.
- 3P design workshops were conducted to ensure optimum space planning that facilitated and enhanced service synergy between the various floors.
- Introduction of a "Huddle room" concept enabled clinicians to huddle for case discussions within a teamlet efficiently (Fig 1).

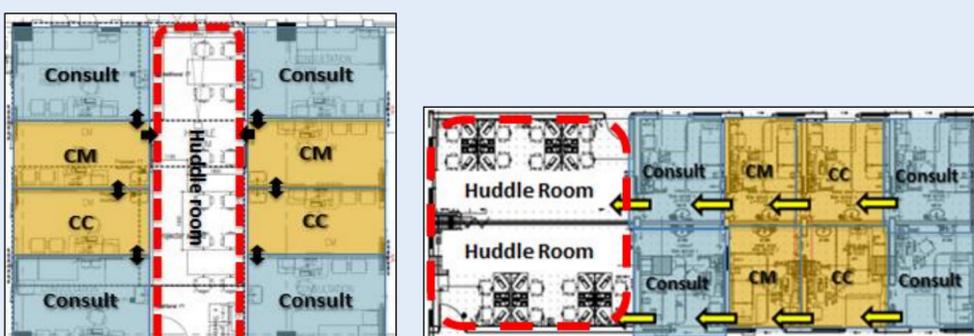


Fig 1 : Interconnectivity to Huddle room within the teamlets at the re-developed Ang Mo Kio (left) and Yishun Polyclinics (right).

Results

- The Gross Floor Area of the re-developed 6-storey Ang Mo Kio Polyclinic (Fig 3) and 7-storey Yishun Polyclinic (Fig 4) was tripled to 8,750m² and doubled to 8,680 m² respectively. This increased their capabilities to manage higher patient loads (Fig 5).
- Findings from patient focus groups revealed that patients found these 2 re-developed polyclinics to be more spacious with effective way-finding and shorter waiting times at all key touch points.
- The re-developed Ang Mo Kio Polyclinic was also the first polyclinic in Singapore equipped with a wheelchair tilter so that patients on wheelchairs do not need to be transferred to a dental chair for treatment, reducing possible injuries during transfers.



Fig 3 : Building transformation of Ang Mo Kio Polyclinic from an old 3-storey building to its current 6-storey building.



Fig 4 : Building transformation of Yishun Polyclinic from an existing single storey building to its current 7-storey building.

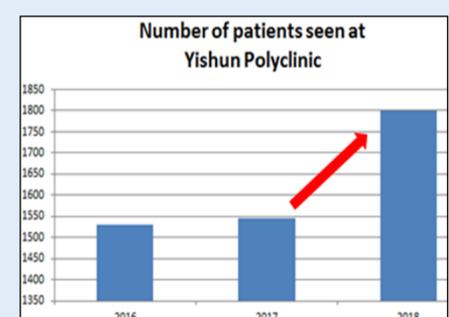
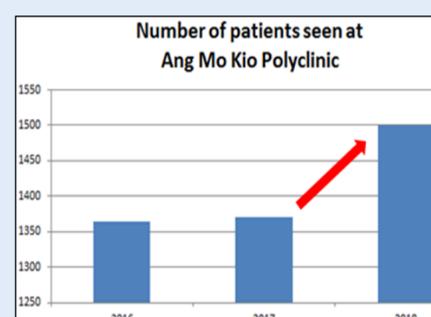


Fig 5 : Increase in patient load after the re-developments.