

Renaissance

Issue 11
January 2024



FOREWORD

Mr Yong Yih Ming
Chief Operating Officer, IHH Healthcare Singapore
Chief Executive Officer, Mount Elizabeth Hospital

Dear Colleagues,

Happy 2024!

It has been a year since we 'broke wall' to mark the beginning of Project Renaissance on 3 January 2023. The disruptions, sights and noises that followed were unprecedented in Mount Elizabeth Hospital's (MEH) history as we started our collective renaissance journey towards a much more conducive and sustainable institution for many more generations of patients and healthcare professionals.

Project Renaissance is not a routine refresher and maintenance project. It is a S\$350M complex multi-year project that is intricately organised into 55 phases. It includes reconfiguring the entire circulation spaces, relocating and rationalising all clinical, service and retail areas, setting up temporary service areas, introducing new technologies and equipment, and overhauling the mechanical and electrical (M&E) infrastructure. All these within a live building that continues to care and serve patients with tight and limited swing spaces.



Project
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Newsletter

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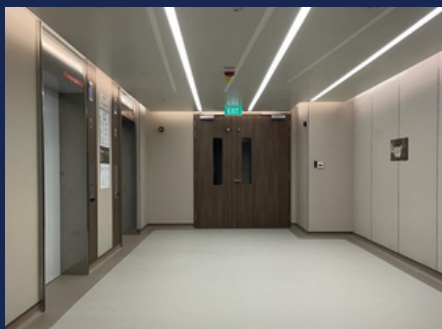
HAPPY
new year

2024



In our first 12 months, we have witnessed the unveiling of 8 clinical, 5 infrastructure and 5 administrative assets. We have also seen an increase in operating footprint from 654,548sf to 686,399sf as we strategically commenced the Mount E Campus Masterplan through new service and administrative touchpoints at The Heeren and Tong Building, in addition to the existing services at Paragon.

One of the first impacts which most of you have observed, is that the central corridor linking the MEH main lobby to the Medical Centre (MEMC) is quieter now due to lesser footfall. We have moved 350 patients away from the hospital daily with the relocation of the Outpatient Laboratory and retail services.



In the final configuration of the segregated public and service corridors and lift cores, staff and doctors would move efficiently from point-to-point, visitors would enjoy the premium exclusive ambience of MEH, and patients can be transferred with privacy and dignity. The entire circulation space would be much more intuitive and convenient for all.

We have also introduced new clinical technologies like the NAEOTOM Alpha Photon-counting CT, Da Vinci XI, ROSA® Knee System and hyperthermia treatment, among others, to improve patient outcomes and offer more clinical options for our doctors and patients.

Project Renaissance would not have been possible without the formal endorsements from the IHH Healthcare and Parkway Life REIT Boards of Directors and Senior Management, and the mandate from the 232 subsidiary proprietors in MEMC.

The relentless support from the 1692 MCST Council, the 22nd and 23rd Medical Advisory Boards, and all the doctors and staff, have been critical and assuring. The rigour, alignment and friendship of the Joint Development Committee (JDC) ensured the project cadence and implementation are carried out according to plan. The support from our IHH corporate functions and business units colleagues are also much appreciated and welcomed.

Finally, I wish to put on record my appreciation and respect for the dedication, resilience and innovation of my Senior Management and the Heads of Departments under such challenging circumstances. It is not easy juggling both routine and project tasks concurrently to ensure patient care and safety are maintained, and to mitigate to our best the less-than-ideal patient experience when our bed census remained at optimal capacities daily.



Visit by the Chairman of IHH Healthcare Board, Tan Sri Mohammed Azlan bin Hashim

THANK YOU

It's Possible





Mount Elizabeth
It's Possible

Despite the renovation disruptions, the team still achieved 96% ratings of "Very Satisfied" and "Satisfied" in our 2023 patient feedback survey. MEH has also met its financial and clinical targets in 2023. Congratulations to each and every one of you and I am proud of what we have achieved together.

As we commemorate the first year of Project Renaissance, there is much more to look forward to this year and in 2025. Let's continue to forge ahead and celebrate each new milestone together as a community as we Care For Good.

Mr Yong Yih Ming

Chief Operating Officer, IHH Healthcare Singapore

Chief Executive Officer, Mount Elizabeth Hospital



You make it Possible



Thank You