

Renaissance

Issue 17
July 2024



SMART Hospital

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

Dear Colleagues

We are about 1 month into the most complicated phase of Project Renaissance and 19 months since we started the journey.

The Renaissance journey is not just about improving our existing hardware and infrastructure; it also further paves the way for MEH as a SMART Hospital by introducing new Clinical, Operational and Patient Experience technologies and digital touchpoints.

In this edition, we will introduce our very own Patient Infotainment – LizWorld, and answer some recurring questions posed to my colleagues and myself:

- (1) LizWorld
- (2) Frequently Asked Questions about Project Renaissance



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

Project
Renaissance
Newsletter

TABLE OF CONTENTS

Introduction
• P.1

LizWorld
• P.2-3

Lobby
• P.4-5

Frequently Asked
Questions
• P.6-12



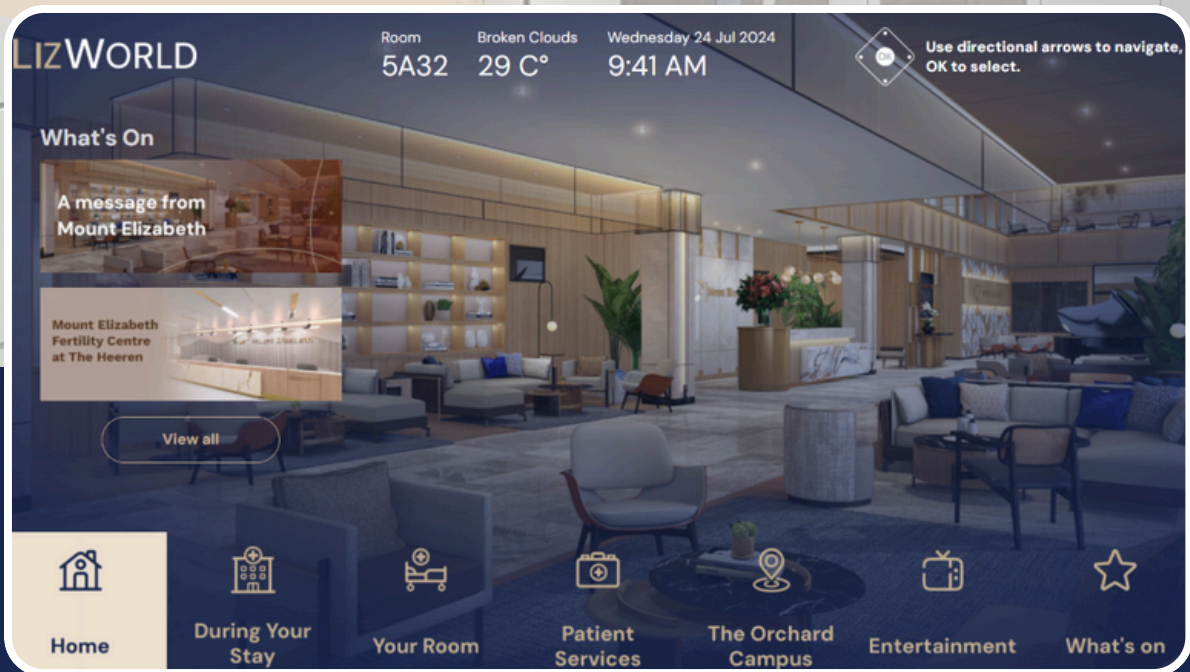
Introducing our own Mount Elizabeth Hospital Patient Infotainment System



For those of you who have travelled on Singapore Airlines, you may be familiar with KrisWorld where you can access flight information, entertainment, e-newspapers and other services.

LizWorld is our version of a patient's inflight infotainment system and will be rolled out in phases. In Phase 1, our patients can access entertainment options, hospital services and directory, healthcare education, transact for discharge and many other services.

DIGITAL



It was officially introduced at our new Ward 5A (HDU) on **4 July 2024** and will be introduced progressively into all our new wards as we unveil them in the coming months. With LizWorld, our patients will also be welcomed with a special ambient music when they arrive at our new wards.

Please reach out to any of us should you wish to have a preview of LizWorld so that we can keep you abreast with our new inflight patient experience features!

LIZWORLD



»»» DURING YOUR STAY

The LizWorld platform transforms the patient journey with tools for clarity, self-sufficiency, and convenience. Features include daily schedules, resources on in-room dining, internet access, and patient rights. Real-time advisories and visitor information minimise confusion. Streamlined discharge processes and an online billing platform prioritise patient-centric care, providing the personalised convenience at Mount Elizabeth Hospital.

YOUR ROOM «««

The "Room Orientation" feature on LizWorld platform enhances patient onboarding by providing an informative introduction to hospital room. It covers operation of lights, thermostats to the use of bed panels, call bells, and our fall prevention system. This not only familiarises patients with their surroundings and amenities but also provide them with knowledge of essential safety features and emergency protocols.



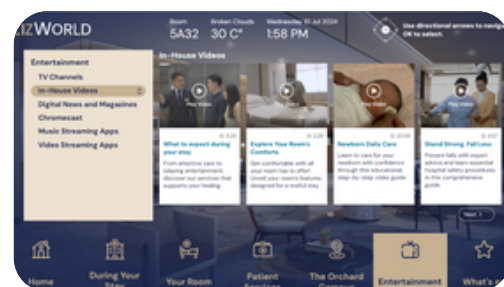
»»» PATIENT SERVICES

Patient Services enhances the patient experience by seamlessly integrating a range of medical and support services across the Orchard campus. From dietary guidance and pharmaceutical care to personalised assistance such as rehabilitation and access to lab and radiology services. Furthermore, this section fosters patient education by providing staff with an avenue to share information and empower patients to actively participate in their care journey.



ENTERTAINMENT «««

The entertainment section offers a wide range of programming aimed at actively aiding a patient's recovery. Through a mix of TV channels, chrome casting, and educational in-house videos, this diverse selection addresses the typical challenges of hospital stays. The focus is on alleviating stress and anxiety to combat boredom, which can make time feel slower during the recovery process.



»»» WHAT'S ON?

The "What's On" section offers valuable content, featuring the most recent hospital updates, announcements, patient success stories, and educational health videos. Additionally, it highlights tenant spotlights with a range of on-site amenities, like easy access to coffee at Huggs, fresh fruits and flowers from Singa Fresh, and essential pharmacy items at Guardian Pharmacy.



Frequently Asked Questions about Project Renaissance

Project Renaissance consists of 65 phases with a corresponding over 500 sub-phases. It is highly complex and is interwoven with intricate interdependencies and sequencing, along with major Structural, Mechanical and Electrical (M&E) overhauls so that we can achieve the end-product that we have been looking forward to.

My colleagues and I regularly receive queries and feedback from Doctors and Colleagues. I thought it would be useful to address some of the recurring queries through this platform so that we are all updated and aligned in our understanding.



Why is the renovation taking so long?

1

The renovation is on track and is scheduled to complete by December 2025, with some backend areas to be fulfilled by early 2026 as planned. Given the scope of works, most of the contractors who expressed interests in the project initially cited a five-to-seven-year timeframe. We have worked with the contractor to compress the works to around three years so that we can return to normalcy as early as possible.



Why are we destroying the original Italian marble tiles at the main lobby?

2

We are not destroying the original Italian marble tiles. Instead, we are retaining and preserving the original marble tiles and intermingling them with some new tiles in areas where there are currently no original tiles. This is part of our legacy preservation initiative of Project Renaissance.



Will the carpark lots in front of the main lobby be back?

3

Yes, the carpark lots will be reinstated in stages towards the end phases of the renovation in line with the progressive opening of our new Main Lobby, drop-off point and new "skylight lantern centrepiece".

This is an interim arrangement so that we can intensify and aggregate works to speed up the renovation of the refreshed Main Lobby. Special arrangements and attention will be progressively introduced to enhance the temporary transit and drop-off experiences.

4



Why are we making everyone walk outside the Main Lobby?

GUAN GONG MURAL

What is going to happen to the Guan Gong mural at the main lobby?

The mural will be fully preserved and will continue to be a centrepiece in our new main lobby when completed. Special attention and techniques have been adopted to protect and preserve the mural throughout the renovation which we will share in a later edition of Renaissance.

LOBBY



Did You Know?

This mural was commissioned by our founders Mr Goh Cheng Liang and Mr Agus Nursalim when the hospital was built in 1979.

It tells the story of General Guan Yu undergoing a surgery after getting shot by a poisonous arrow. Physician Hua Tuo treated his wound by cutting open the flesh without anaesthesia and scraping the poison from the bone. General Guan Yu remained calm and invited his subordinates to dine together while the surgery was being performed. This mural signifies the hospital's commitment to care for our patients since the beginning. Through the strong expertise of our doctors and staff and the trust of our patients, we can achieve better health outcomes together.

It will be preserved & protected during the lobby renovation.



Why are we having less bed numbers after the renovation?

6

We are converting all 2 & 3-bedded rooms to single rooms and retaining four 4-bedded rooms (16 beds in total). This will result in a lower bed complement but a 50% increase in single rooms finally.

We have also tripled the number of HDU beds to 33 from the current 10. This is in line with new patient demand and to facilitate higher intensity care for more complex cases which MEH has built a reputation on since 1979. We are also right sizing and multi-tasking various types of wards, e.g. HDU, NICU and Camelia, etc.



Why are there so much more emergency drill announcements recently?

7

The hospital does mandatory drills (e.g. Code Blue and other Codes, fire safety, electrical shutdown, infection control, etc) typically once a year in the past. With the changes in layout and circulation due to the renovation phases, the team needs to conduct the drills more regularly to sustain a safe environment for our patients. The cadence is around once a quarter at the minimum nowadays.



Why is the Urgent Care Centre (UCC) across at the carpark?

8

This is a temporary swing-space so that we can keep urgent care services running while we reconfigure and renovate the future UCC. At the end of the renovation, the new UCC will be directly connected to the new lift patient lifts and have a reconfigured layout for better patient flow and work efficiencies.

9



Image for visualisation, subject to specific requirements and installations.

WHY ARE WE CLOSING CAMELIA WARD PERMANENTLY?

No, we are not closing Camelia Ward permanently. The original Camelia Ward, along with Wards 6, 7, 8, 9 and 10 have been handed over to the contractor to commence renovations from July 2024.

Camelia services are not stopped and will continue to be supported during this phase of the renovation. Camelia services will be relocated into the future Ward 7 from January 2025 with two brand new single rooms with special fixtures.

New staff rest areas and pantries will be added to ward and department layouts, providing larger and more comfortable spaces for staff. The Level 1 change rooms will be fully renovated. The staff lounge and pantry at Tong Building Level 7 are accessible to all staff 24/7

Sneak Preview:

Come check out the new staff area at the new Endoscopy Centre.



10

Will there be staff rest rooms and pantries after the renovation?



11

Why have we switched to outsourced food?

This is an interim arrangement while we renovate our kitchen and the rest of Level 1 from July 2024 due to infrastructural interdependencies. When completed, our kitchen will be back to routine operations.

4

Yes, the future Prayer Room will be located on Level 7 of the hospital.

12



Will we have a Prayer Room after the renovation?

Why do we have less lifts than before?

This is only temporary during the renovation phases. The final configuration will see us add four more lifts to the hospital footprint.



When completed, our lift configuration will see 26 lifts as follows:



Hospital

- 7 Visitor Lifts (Under Construction)
- 4 Patient Lifts (Operational)
- Service Lift (Under construction)
- 2 Dirty Utility Lifts (1 to upgrade & 1 under construction)

14 Lifts



Medical Centre

- 11 Visitor Lifts (Operational)
- 1 Goods Lift (Operational)

12 Lifts

We have less lifts during the various phases of renovation because we need to create new lift cores to re-orientate the lifts and to add new lifts that are faster and bigger. We are also putting the operational lifts through more planned maintenance (hence the downtime now and then) to ensure that they can sustain the higher load volume during this period until such time when all the lifts are completed.



Visitor Lifts at Lobby A



Visitor Lifts at Lobby B Drop off



Patient Lift at Lobby A



Patient Lift at Lobby B

Staff Access

WHY ARE WE CLOSING THE STAIRCASES?

All staircases are upgraded in phases to facilitate renovation, re-sizing and reconfiguration to align to new fire safety regulations and to support the future circulation flows.

They must be hoarded up in stages to conform to the authority approvals to ensure fire safety is still adhered to throughout the renovation phases.

STAIRCASE

Staircase Access between L2 and L3 Lobby A (Block C):

Through Smoke Stop Lobby C2



Level 2:
Outside UCC



Level 3:
Into ICU 1
(Opposite 3A05)

Staircase Access between L1 to L3 Lobby B:

Through Staircase A4



Level 1:
Next to Security



Level 2:
Opposite Pharmacy



Level 3:
Next to Day Ward Counter



OTHER FIRE EMERGENCY STAIRCASES LOCATION

In case of Emergency

BLOCK B



Smoke Stop Lobby B1 (Staircase B1)
located at LEFT side of ward facing counter



B1 Exit: Loading Bay

Smoke Stop Lobby B2 (SC-B2)
located at RIGHT side of ward facing counter

- Ward 5E
- Ward 4D (Old Endo)
- Day Ward

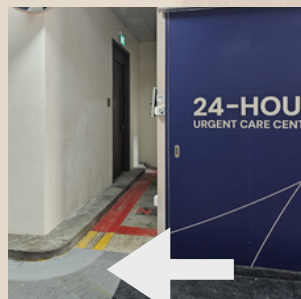


B2 Exit: Facing MEMC

BLOCK C (LOBBY A)

Smoke Stop Lobby C2 (SC-C2)

- Ward 5A (Maternity)
- Endoscopy Procedure Room
- ICU 1



**C2 Exit:
Level 2 Exit beside
UCC**

Smoke Stop Lobby C3 (Staircase C3)

- Ward 5C
- Ward 4C

Smoke Stop Lobby C4 (SC-C4)

- Ward 5A (HDU)
- New Endoscopy Recovery



**C3 & C4 Exit:
Level 3 Exit to
Jalan Elok**

15 **“WHY IS THERE NO MORE MATERNITY WARD AFTER THE RENOVATION?”**

No, there will be a new maternity ward on the site of the current Ward 4C which is scheduled to be completed by July 2025. Ward 5A is the interim maternity ward in the meantime.

16 **“WILL WE HAVE A PUBLIC/STAFF LACTATION ROOM AFTER THE RENOVATION?”**

Yes, the future lactation room will be located on Level O4 of the hospital. In the interim, we have brought in GoMama! which is next to Ward 5E.

17 **“WHY IS THERE NO CONFINEMENT MENU?”**

Yes, there are. The confinement meal options are available on our EMOS platform for selection.

Did You Know?

We are thrilled to introduce a significant enhancement to our Interim workspace, thinking ‘out of the box’; the addition of a new lactation pod.

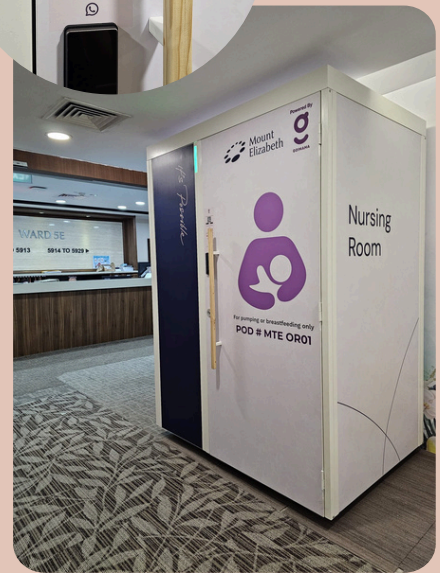
MEH x GO!MAMA Lactation Pod

MEH has leveraged on the innovation, technology and design that Go!Mama has created – a Lactation Pod. This innovative space offers a private, comfortable and secure setting for breastfeeding mothers.

The Pod represents our dedication to supporting the varied requirements of our staff and guests. while promoting inclusivity and well-being. This initiative encourages us to rethink our work environment and interactions.



Enter with Singpass Pods are exclusive to mothers with at least one child below 36 months old.



Located outside Ward 5E (Block B)

PROJECT RENAISSANCE NEWSLETTER



As we go into the 2nd half of Project Renaissance, we seek your continued patience, support and understanding as we persevere this extraordinary journey together.

We will be announcing more new assets and technologies in the coming weeks.

STAY TUNED FOR MORE

END