



THE HOME STRETCH STARTS

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Dear Colleagues

Happy Lunar New Year to you and your loved ones!

The year 2024 was pivotal for Project Renaissance as numerous key areas underwent planned renovation concurrently due to interdependencies. The hospital operated at reduced capacity for several months. As we transition into 2025, we gained momentum with many new assets unveiled in quick succession.

Mount Elizabeth Hospital (MEH) underwent the Ministry of Health's (MOH) re-licensing audit from 6 to 9 January 2025. It was a challenging period as we balanced the launch of new assets, prepared for the audit while ensuring the hospital remained fully operational for all.

In this edition, I will update on:

- (1) Recap of 2024 Milestones
- (2) Official Opening of Wards 4B, 5B, 7C and 8C
- (3) Official Opening of NICU & ICU 2
- (4) Official Opening of Labour Ward
- (5) Official Opening of Back-of-House Areas
- (6) Official Opening of Level 2 Service Corridor
- (7) Official Opening of Level 2 Public Toilets

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Project
Renaissance
Newsletter



TABLE OF CONTENTS

Introduction
• P.1

Recap of 2024
Milestones
• P.2-5

Official Opening
• P.6-15



Mount Elizabeth Hospital

Recap of 2024 Milestones

2024 was a whirlwind year of multiple concurrent activities as the team juggled between sustained patient care, safe environment of care, good patient experience, adapted routine operations, renovation site management and keeping staff morale high.

I am happy to share that the team has done excellently well by achieving the 2024 targets for key indicators as follow:

	Net Promoter Score (NPS) from patients Patient Experience	
	Serious Reportable Events (SREs) Patient Safety	
	Clinical Quality Indicators Quality Management	
	Staff Attrition Rate Manpower Resources (Nursing & Non-Nursing)	
	Employee Engagement Survey (EES) Employee Satisfaction	
	Bed Occupancy Rate (BOR) Utilisation Rate	
	Financials (Revenue & EBITDA) Financial Performance	

In addition to the above routine indicators, the team has made significant progress with Project Renaissance. A total of 37 assets were developed between 2024 (23 assets) and January 2025 (14 assets). This builds upon the 13 assets introduced in 2023.

Cumulatively, 50 assets have been unveiled over the 25 months since the project's commencement.

2024 Milestones

1st Half of 2024



Retails

- Temporary Guardian Pharmacy
08 February 2024



- Huggs Coffee & Seating Lounge
28 February 2024



- SingaFresh Fruit
01 March 2024



- Crystal Hearing
12 October 2024

New & Refreshed Retails at Mount Elizabeth Medical Centre

New Inpatient Ward 5A (HDU)

18 June 2024

Official Opening of Inpatient Ward at Level 5 of Block A, comprising of 17 single rooms (including 9 positive pressure and 1 positive/negative pressure room)



New Patient Lifts at Block C

18 June 2024

Dedicated patient lift lobbies at Block C for future patient movement via the linkway corridor.



Temporary Admissions Office and Cashier

27 May 2024

Temporary Swing space at future Inpatient Rehab Department.



New Clinical Laboratory

09 May 2024

New Clinical Laboratory with an innovative viewing gallery for the public.



Temporary Ultrasound Department & Radiology Administrative office

03 June 2024

Temporary swing space as part of future Radiology Complex at Level 2.



Radiologic Clinic

05 June 2024

Refreshed Radiologic clinic at Mount Elizabeth Medical Centre



LizWorld & LizFinder

18 June 2024

In-room patient infotainment system and its web application, and digital wayfinder for handheld navigation.



Temporary Garden Structure

29 June 2024

Temporary swing space for a series of functions until end of renovation at the future Rehab Garden.



2024

Milestones

2nd Half of 2024

New Green Wall

01 July 2024

Part of MEH Greening Initiative using the self-sustaining HyGroWall Direct System



New Parkway Radiology Angiography Suite

10 September 2024

Phase I of Radiology Complex comprising Angio CT and Single Plane CT.



New International Patient Service (IPS) Centre

17 November 2024

International Patient Service at Mount Elizabeth Medical Centre



New Inpatient Ward 9C at Block C

06 December 2024

Official Opening of Inpatient Ward of Block C at Level 9, comprising 15 single rooms including 1 negative pressure room, with fresh layout.



New Mortuary

20 December 2024

Completion of one of our support area



New Endoscopy Centre & Admissions Office at Block A

31 July 2024

Official Opening of New Endoscopy Centre comprising 38 recovery beds (including 3 single, 1 isolation and 17 rooms of 2-bedded), and a brand-new Admission Office.



New Parkway Rehabilitation Robotic Centre

28 October 2024

New Rehabilitation Robotic Centre comprising A.I. and A.R. equipment at Lucky Plaza



New Inpatient Ward 10C at Block C

06 December 2024

Official Opening of first Inpatient Ward of Block C at Level 10, comprising 15 single rooms including 1 negative pressure room, with fresh layout.



New Nuclear Medicine Centre

Handover 13 December 2024

New centre housing 1 SPEC-CT & 1 PET-CT



New Kitchen

30 December 2024

Official opening of Hospital Kitchen, marking the resumption of in-house patient meal service.



2025

Milestones

New in January 2025

New Staff Cafeteria

03 January 2025

Official opening of our staff cafeteria now named "Lepak Corner".



New Environmental Service (ES) Department

03 January 2025



New Biomedical Engineering Department

03 January 2025



New Laundry Department

03 January 2025



New Fire Command Centre (FCC)

03 January 2025

MEH's first dedicated and consolidated centre for Building Management, Fire Command, Security and Pass Exchange functions.



New Staff Locker & Changing Rooms

03 January 2025



New Inpatient Ward 5B

10 January 2025

Official Opening of our first Inpatient Ward at Level 5 of Block B. Comprising 15 single rooms including 1 negative pressure room & 1 VIP Suite - Magnolia Suite



New Public Restrooms

06 January 2025

New public restrooms located on Level 2, which includes MEH's first public handicap-accessible restroom.



New Inpatient Ward 4B

10 January 2025

Official Opening of Inpatient Ward of Block B at Level 4, comprising 16 single rooms including 1 negative pressure room.



New Inpatient Ward 7C at Block B

10 January 2025

Official Opening of Inpatient Ward at Level 7 of Block C, comprising 15 single rooms including two dedicated Camelia rooms for psychiatric care.



New Inpatient Ward 8C at Block C

10 January 2025

Official Opening of Inpatient Ward of Block C at Level 8, comprising 15 single rooms including 1 negative pressure room.



New Delivery Suites

15 January 2025

Official Opening of New Labour Ward at Level 3, comprising of 6 delivery suites and 2 cardiocotography beds.



New Neonatal Intensive Unit (NICU)

15 January 2025

Official Opening Neonatal Intensive Unit at Level 3, comprising of 5 cots, 1 negative pressure room & one single-bedded NICU room.



New Intensive Care Unit 2 (ICU 2)

15 January 2025

Official Opening of Intensive Care Unit 2 at Level 3. Comprising of 4 Isolation rooms, including one with an ensuite bathroom that is co-shared with the Delivery Suite.



.....To be Continued



Magnolia Suite - Lounge



Magnolia Suite



Magnolia Suite



Magnolia Suite - Dresser & Scenic Corner



Ward 5B



Corridor



Ward 8C



NEW INPATIENT WARDS



Inpatient Room



Ward 7C -Nursing Counter



Camelia Room



Camelia Room -Bathroom

wards OFFICIAL OPENING CEREMONY



10 January 2025

Ward 5B & Ward 4B at Block B has officially opened.

Ward 4B comprises single rooms which will be temporarily deployed as a paediatric ward. Ward 5B comprises 15 single rooms (including 1 negative pressure room and our VIP Suite - Magnolia Suite).

4B



Ribbon Cutting at Ward 4B



Group Picture



Our lovely staff of ward 4B

5B



Ribbon Cutting at Ward 5B



Group Picture



Preview of VIP Suite



Opening Addresses



Our lovely staff of ward 5B

wards OFFICIAL OPENING CEREMONY



10 January 2025

Ward 8C has officially opened, preserving the same configuration and layout as Wards 10C and 9C. This ward comprises 15 single patient rooms, including one negative-pressure isolation room, along with specially designed dirty and clean utilities, an equipment room, and dedicated staff pantries and lockers. In parallel, Ward 7C is entirely composed of single-bedded rooms. Notably, it features two designated *Camelia* rooms dedicated for psychiatric care.

We are honored once again to have our esteemed doctors, whose contributions have significantly advanced the success of MEH, as they officially inaugurate these wards.

7C



Ribbon Cutting at Ward 7C



Group Picture



Our esteemed guest

8C



Ribbon Cutting at Ward 8C



Group Picture



Blessing our ward





ISO Rooms -ICU 2



Clean Utility



Intensive Care Unit 2



Isolation Room with ensuite bathroom



Neonatal Intensive Care Unit (NICU)

Intensive Care Unit 2 & Neonatal Intensive Care Unit Official Opening



15 January 2025

OPENING CEREMONY

Intensive Care Unit 2: 4 negative pressure isolation rooms, including one with an ensuite bathroom, which can be co-shared with patients from the Delivery Suite requiring specialised care.

Neonatal Intensive Care Unit: 6 Baby Cots, 1 single room and 1 negative pressure isolation room.



NEW DELIVERY SUITE



Monitor



Giraffe Warmer



Delivery Suite



Cardiotocography Room



Bathroom



LEVEL 3 Delivery Suite

OFFICIAL OPENING CEREMONY



15 January 2025

Our new Delivery Suite is now open at a new location on Level 3 of Block B (formerly known as HDU) at Mount Elizabeth Hospital. This newly configured space features six Delivery Suites and two beds designated for Cardiotocography (CTG) and new medical equipment.

OPENING CEREMONY



Blessing the ward



Ribbon Cutting



OFFICIAL OPENING CEREMONY



03 January 2025

Official opening of our Back of house service area, Fire Command Centre, Biomedical Engineering, Environmental Service & Laundry Department (ES), including designated staff lockers & changing rooms for employee convenience.

ENVIRONMENTAL SERVICE & STAFF LOCKER ROOMS



LAUNDRY DEPARTMENT



BIOMEDICAL ENGINEERING



FIRE COMMAND CENTRE (FCC)



BACK-OF-HOUSE SERVICES



30 December 2024



OPENING CEREMONY



03 January 2025



Kitchen & Staff Cafeteria



Introducing the Level 2 Service Corridor

The new Level 2 Corridor was constructed over the course of one year. This “100m highway” will serve as the primary transit route in future, facilitating movement between both ends of the hospital (from Clinical Laboratory to Radiation Oncology) and connecting Lift Lobbies A and B.



100m highway

Soon it will lead to the new Grand Lobby, Radiology Complex, Urgent Care Centre (UCC) and all allied health services like inpatient rehab, clinical laboratory, radiation oncology, pharmacy and the garden seamlessly. The new public corridor running parallel will be unveiled later in 2025.

Introducing the Level 2 Public Toilets



The new public restrooms located on Level 2 is now open for use. In addition, we finally have our first public handicap-accessible restroom.

We are into the Home Stretch of Project Renaissance in 2025. We greatly appreciate your continued patience and understanding as we revitalise MEH.