

Renaissance

Issue 07
June 2023

Dear Colleagues,

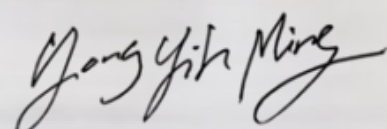
NEW ASSETS II

Our new Outpatient Laboratory has been operational for more than a month. Located at Level 1 of our Medical Centre block, our patients have found this new location more convenient and accessible.

Through this right-siting of our services, we have streamlined our services and made redundant the need of over 200 patients and their companions walking to the Hospital daily.

For this edition of Renaissance, I will be providing insights on:

- (a) Official Opening of the Executive Health Screeners (EHS)
- (b) Introducing our Service Ambassadors
- (c) What is happening behind the hoardings?
- (d) Where will we be hoarding up next?



Mr Yong Yih Ming
Chief Executive Officer
Mount Elizabeth Hospital

Project Renaissance Newsletter

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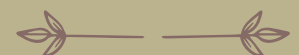
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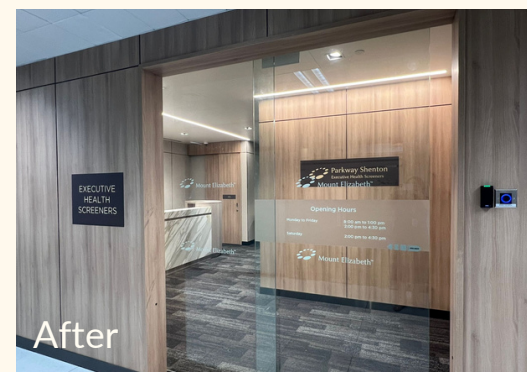




Grand Opening

**The new exclusive EHS was
officially opened by
Dr Prem Kumar Nair,
IHH Healthcare Singapore CEO
on 9 June 2023, Friday.**

As part of our outpatient cluster of services, this EHS is also right-sited to the Medical Centre, with the interdependencies of our Outpatient Laboratory and Radiology services next door. This would further provide added convenience to our patients.





OUR SERVICE AMBASSADORS

From left to right:
Jun Hoa (Executive), Hasanah, Hui Hui & Li Min

The renovation has inadvertently caused inconveniences and disruptions. To further mitigate these, we have a team of Service Ambassadors who are onsite daily to address patients' feedbacks about noises and inconveniences in support of our nurses and other frontline colleagues. They are actively responding and is a change from the usual reactive responses to feedbacks.



Working Hours

Mondays to Saturdays : 9am - 6.30pm
Sundays : 8am - 5.30pm



Contact Information

Mobile Number : 9822 9380
Email :
meh.svcambassador1@mountelizabeth.com.sg



What We Do

- Check in on our patients and their wellbeing (Proactive)
- Help resolve / de-escalate any complaints (Reactive)
- Alleviate Nurses' burden on renovation-related feedback, allowing better focus on rendering quality clinical care
- Alleviate Front Office's workload on ward visitations



"The quality of the staff was high. However the building itself seems quite old and in disrepair. The only exception to this was the operating theatre which looked shiny and new"

"Renovation was causing a disturbance to patient's rest. However, the staff were all helpful in providing the necessary noise kit"

Noisy but generally ok. All the nurses taking care of 5625 are very caring.

Dear Jun hao
Thank you for everything!
For a staff so new, you did excellently in hearing out a distressed patient. Your maturity, empathy, listening skills and most of all, your quick action is laudable. You are Mt B's Gem. Gratefully
19/6/23 Ms Mrs BT

-With Compliments from Patients to our Service Ambassador,

Occasional noise - hope it will be done soon!

FEEDBACKS

HEAR FROM OUR PATIENTS

With all renovations, there will be a fair share of unhappy and dissatisfied patients. In spite of this, we are happy to share that 82% of the renovation-related feedback still graded our service as Satisfied and Very Satisfied, despite commenting that they were inconvenienced by the noise/ vibration/ etc. This is only possible with the collective efforts of all MEH staff to manage our patients' expectations.

We would like to take this opportunity to thank our Specialists for their kind patience and understanding too.

Construction & Demarcated Lines II

As we enter the second half of Project Renaissance in 2023, the focus will be on overhauling the lift core and section in Block C.



CLOSURE OF 2 TOWER C LIFTS

1. Closure of 2 Tower C Lifts Q & R from Levels 1 through 5 progressively from 11 July 2023

We are

- Segregating Public & Inpatient flow with dedicated Visitors & Patients lifts facing the public and back-of-house service corridors respectively in the future with updated fire protection compliance
- Improving accessibility, operational efficiencies, interdependencies and safety



2.

WARD 4A AND 5A

Lift core and session hoarding at Block C extended into the Ward 4A & 5A

- Dietitian office will be moved to Tong Building
- Cardiocotograph (CTG) Room (2 beds) will be relocated

PUBLIC TOILET



3.

TOILETS

- Reduced Female Toilets for Public, in front of OT waiting area.
-Female Toilet (4 cubicles) will be hoarded
- Reduced Toilets for Public at Level 4 & 5
-Female Toilet (4 cubicles) will be hoarded
-Male Toilet (3 cubicles) will be hoarded



OPERATING THEATRE



4. Affected areas & mitigation plans for OT

- Access to Male Doctor's Change room will be affected
Door Alternation will be done, to reconfigure the door for access



- Female Staff's Rest area & Wall locker cabinets will be relocated to ICU 1
- OT 13 (IVF) & IVF LAB will be closed



ACCIDENT & EMERGENCY



5. Affected areas & mitigation plans for A&E

- Resuscitation Room will be relocated to current Observation Bay area
- Consult Rooms will remain
- Observation Bay and Patient Waiting Area will be relocated to Current "Fever Tent"



- 6. International Patient Service (IPS) administrative office will relocate to Tong Building.
You can still reach them at Business office Room 9 or contact them at Tel: 6731 2153



PROJECT RENAISSANCE PHASING PLANS II

Here's Second phase of renovation work from June 2023 - December 2023

Renovation	Month 6	Month 7	Month 8	Month 9	Affected Users
	Jun-23	Jul-23	Aug-23	Sep-23	
	W23 W24 W25 W26 W27 W28 W29 W30 W31 W32 W33 W34 W35 W36 W37 W38 W39				
Block B					
L1 to L10 - Staircase Core and Lift Work (2 operational lifts only)	L1 to L10 - Staircase Core and Lift Work (2 operational lifts only) 3 Mar 23 to Q1 2025				- PCC entrance, waiting area and consult room - DSOT 2, male changing room and recovery bay - Laser rooms and 6 dayward beds - Equipment and store room, pantry and Endoscopy 6 - Ward 5E beds - Ward 6, Ward 8 and Ward 10 beds - Ward 7 Nurse counter, pantry, clean utility room, staff lounge and beds - Ward 9 Pantry and beds
B1 - Carpark Bunker	B1 - Carpark Bunker(ongoing) 3 Mar 23 to 20 Jul 23				Ongoing
L1 - Carpark M&E shaft	L1 - Carpark M&E shaft (ongoing) 3 Mar 23 to 20 Jul 23				Ongoing
L1 - Corridor	L1 - Corridor (ongoing) 3 Mar 23 to 16 Apr 25				- Nuclear Med
L1 - Existing MMD store and male toilets convert to Nuclear Med	L1 - Existing MMD store and male toilets convert to Nuclear Med (ongoing) 3 Mar 23 to 20 Jul 23				- MMD store to be decanted to HTC - Lockers decanted to FM office - Alternative toilets at Block A or Basement Carpark
L1 - New Fire Command Centre	L1 - New Fire Command Centre From 21 Jul 23 to 24 Jun 24				- Nuclear Med Waste Store, Doctor Rooms - relocation
L2 - Laboratory Office, MRO and Clinical Coding decanted to Tong Building and converts to Server & Plant Room	L2 - Lab Office, MRO and Clinical Coding convert to Server & Plant Room 27 Apr to 2 Aug 23				Lab Office, MRO and Clinical Coding already relocated to Tong Building to make way for Server & Plant Room (Back of House area) hoarded
L3 to L10 - North Corridor	L3 to L10 - North Corridor From 21 Jul 23 to 4 Apr 24				- Day Ward - Endoscopy Centre washing and dirty utility room - Ward 7 to 9 beds
Block C					
B1 - Carpark converts to Water Tank Room	B1 - Carpark converts to Water Tank Room From 11 Jul 23 to 14 Jun 24				Carpark lots reduced
B1 to L5 - Patient Lift (2 operational lifts only)	B1 to L5 - Patient Lift (2 operational lifts only) From 11 Jul 23 to 14 Jun 24				- Carpark lots reduced - International Patient Services (IPS) relocated to Tong Building. IPS Counter at BO Rm 9 - A&E Resuscitation Room, Dispensary, Nurse Station - OT13, IVF Lab, Male Doctor change room, Female Staff change room & rest area - Ward 4A (CTG) - Dietician Office
L3 - OT Dark Room and Nursing Office	L3 - Centre Corridor From 4 Aug 23 to 4 Jan 24				- OT Dark Room and Nursing Office - Ward 4A - Ward 5A
L4 - Ward 4B convert to new Endoscopy Centre	L4 - Ward 4B convert to new Endoscopy Centre 17 Feb to Oct				- W4B including Neonatal Hearing Screen Room to be decanted - Endoscopy Centre to move in
L1 - Corridor	L1- Corridor 3 Mar 23 to 16 Apr 25				Ongoing
L3 - ICU 1 (11 existing ICU rooms decanted to HDU)	L3 - ICU I 3 Mar 23 to 7 Aug 2023				11 existing ICU rooms decanted to HDU
L3 - ICU 1 (8 existing of ICU rooms decanted to HDU)	L3 - ICU I 8 Aug 23 to 6 Dec 23				8 existing of ICU rooms decanted to HDU
L3 - ICU 1 (4 existing of ICU rooms repurpose for othr use)	L3 - ICU I 2 Jun 23 to 31 Aug 24				4 existing of ICU rooms repurpose to other use.
L5 - Ward 5B convert to Higher Acuity (PHSPL)	L5 - Ward 5B convert to Higher Acuity (PHSPLwork) 3 Mar 23 to Oct				Ongoing