



Service Priorities and Programmes Electronic Presentations

Convention ID: 76

Submitting author: Y L FONG, POH/TSWH WM(SOPD) Use of friendly signage message with picture for easy navigation in SOPC Y L

Post title: The satisfaction survey with 20 patients and 20 staffs were conducted in March 2017 and positive results were received. More than 90% of patients strongly agree the enhancement of colour coded floorplan; zone signage and room status facilitated to navigate, NTWC, Ms

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Keywords:

Enhance Signage in SOPC POH

Enhance Signage in SOPC to facilitate patient's visit experience

Three major areas for Signage improvement in SOPC

Navigation, communication, zone & room status

a tailor-made colour code floorplan

synchronize the communication board by showing a new patient journey

Introduction

Specialist Out-patient Department

Objectives

In all types of healthcare settings, patient satisfaction is strongly associated with their visit experience. Many factors such as Registration process, Staff service and Signage can affect the patient visit experience, and resulting patient satisfaction.

SOPC Signage is the one of important wayfinding systems, it will identify the most effective way to direct people (Specialist Clinics wayfinding guideline, 2008). In POH SOPC, there are three major problems identified for improvement. They are focused on navigation around SOPC, synchronization of communication & education board, enhancement of zone signage and room status.

Methodology

Three identified areas for improvement and Solutions
1. Difficult to navigate around SOPC
Colour coded Floorplan
Colour Signage at each zone to indicate different specialties
Use common code compliance around SOPC
Friendly signage message with picture for easy understanding the meaning
2. Communication and Education
Provide information to patient
Design a patient journey placed at high patient traffic area.
Regular updates to ensure constant appeal to visitors

Colour coded floorplan located at entrance of SOPC corresponds with signage at respective clinics for easy identification
3. Zone Signage & Room Status
Use Colour coded and common code compliance signage to illustrate the zone and room function
Well label the room function and status to lower the barrier of wayfinding

Result

In order to address the areas for improvement, solutions were proposed in August 2016 and the following interventions were implemented in October 2016. Firstly, coloured coded floorplan was well designed by top management and qualified sign company to work out a tailor-made colour coded signage at each zone to indicate different specialities. Friendly signage message with picture created for easy navigation. Secondly, for enhance better communication and education, a new patient journey placed at main entrance (high patient traffic area) and showed colour coded floorplan in the board to enhance the illustration of different location and the flow of SOPC. Thirdly, use of common code compliance signage to illustrate the zone signage and room status. The well labelling to lower the barrier of wayfinding and embarrassment. The improvement work was completed in February 2017.