Residents in the western part of Singapore can look forward to Ng Teng Fong General Hospital’s launch this December. The structure with a topping-out ceremony on Jan 25.

Work on the superstructure had been proceeding smoothly since September 2012, and Mr Ho Hee Teng, chief executive officer of Jurong Health Services (JurongHealth); A/Prof Cheah Wei (director of clinical operations, JurongHealth); Mr Lim Yong Wah (chairman, JurongHealth); Mr Foo Hee Jug (chief executive officer, JurongHealth); Ms Ellen Lee (Government Parliamentary Committee for Health and MP for Sembawang GRC); A/Prof Muhammad Faishal ibrahim (Parliamentary Secretary for Development Council, the People’s Association and the Health Promotion Board. Currently with 3,000 staff, JurongHealth will need another 1,000 staff on the topping-out day.

This hassle-free system will allow patients, with just one queue number and one bill, to receive all the treatment needed even if it involves multiple medical disciplines and tests.

As the public health-care cluster in the west of Singapore, JurongHealth is building and will run the new integrated health-care hub comprising the 700-bed NTFGH and the 400-bed Jurong Community Hospital (JCH). It currently manages Alexandra Hospital and Jurong Medical Centre.

The one-tonne slab bore over 4,000 signatures and well-wishes from the community, collected in an earlier event that will be permanently cast in concrete, he says. “Each time I come to the site, my heart skips a beat when I see the structure steadily taking form and shape over the months.”

“The public health-care cluster in the west of Singapore, JurongHealth is building and will run the new integrated health-care hub comprising the 700-bed NTFGH and the 400-bed Jurong Community Hospital (JCH). It currently manages Alexandra Hospital and Jurong Medical Centre. Currently with 3,000 staff, JurongHealth will need another 1,000 staff when both hospitals open. Activity rolling out those who have the heart and passion for transformative care, Mr Foo says. “It is very important for us to have the right people who genuinely care for others in health care. We are building our hospital on the ‘best interest of our patients’ premise and to build a high level of trust with our community so we can work together to improve their health.”

PHOTOS: JuRONGHealTH

PHOTOS: CHONG JuN lIaNG
Delivering a seamless experience for patients

Building Ng Teng Fong General Hospital and Jurong Community Hospital simultaneously has enabled JurongHealth to plan an integrated journey for patients across the acute and community hospital settings, and to maximise opportunities to share substantial support services, reports Narendra Aggarwal.

Emergency Department

With the ageing population, we have also built in elder-friendly features. Fan-shaped Wards for entry, there will be a dedicated ambulance drop-off from Boon Lay Way and swift access into the core of the emergency department for resuscitation bottlenecks. The central registration desk will be replaced with kiosks and hazardous materials.

Fan-shaped Wards

For entry, there will be a dedicated ambulance drop-off from Boon Lay Way and swift access into the core of the emergency department for resuscitation bottlenecks. The central registration desk will be replaced with kiosks and hazardous materials.

Emergency Department

When you arrive at the emergency department, you will immediately notice the spacious, comfortable and conducive environment, says Dr Nor Lysian, head of the Department of Medicine in Singapore. "Our Emergency Department is designed with a window for every patient. Patients in private wards will have the choice of an air-conditioned room with natural lighting to help intensive care patients during their recovery, he adds that there is a separate dedicated floor with 74 out patient beds to promote healing for critically ill patients.

Exhibit A: Emergency Department

The ICU has a dedicated floor with 74 out patient beds to promote healing for critically ill patients.

Courage, Commitment, and Cooperation

The ICU has a dedicated floor with 74 out patient beds to promote healing for critically ill patients.

Jurong Community Hospital

What is new and special at Jurong Community Hospital is the Interventional Operating Theatre. "Theatre 3 is a first-in-the-region hybrid theatre designed to accommodate minimally invasive general surgery, gastrointestinal surgery, vascular, interventional radiology and subspecialties," says Mr. Abdul Rashid Jailani, assistant director of service operations. "Theatre 3 has been designed with lead lining to cater to the higher demand for minimally invasive surgery, as well as a separate dedicated sluice room which is used for sterile and soiled instruments.

Experience' will make your visits to the Specialist Outpatient Clinics more convenient. As a result, the consultation rooms will both have sight of what is shown or discussed on the screens. Patients in private wards will have the choice of an air-conditioned room with natural lighting to help intensive care patients during their recovery, he adds. The emergency department has been designed with a window for every patient. Patients in private wards will have the choice of an air-conditioned room with natural lighting to help intensive care patients during their recovery.

Exhibit B: Specialist Outpatient Clinics

Specialist Outpatient Clinics

Theatre 3 is a first-in-the-region hybrid theatre, designed to accommodate minimally invasive general surgery, gastrointestinal surgery, vascular, interventional radiology and subspecialties.

At the Specialist Outpatient Clinics, the coordinated experience is supported by an interactive two-way television system. The presence of patient service coordinators is also created to serve as key points of contact for patients who require a coordinated approach to their care. Patients will also be able to access patient administration services at a virtual admission centre located on the site which will be a convenient place for a coordinated approach.

"Our goal is to reduce the number of ambulatory clinics in hospitals according to our patients’ needs and preferences. We believe that this new model of patient care will improve the service delivery experience for patients, in alignment with the Government’s efforts to achieve a better patient experience, a better experience for health-care staff and a better experience for the hospital. A new ambulatory clinic will be opened for patients who are referred to us for consultation, with clear and consistent guidelines on the best way to reach us. This will enable us to better manage our resources, ensuring that we are able to provide the best possible care to our patients," says Mr. Abdul Rashid Jailani, assistant director of service operations. The expedition of a plan care pathway will be supported by patient access to new ambulatory clinics in the integrated hospital settings.

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Specialist Outpatient Clinics

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Fast facts

Here are some new features to look out for in the upcoming Ng Teng Fong General Hospital and Jurong Community Hospital.

**Fast facts**

- There will be 700 beds at Ng Teng Fong General Hospital.
- There will be 400 beds at Jurong Community Hospital.
- There will be 15 gardens including a Community Garden for the public to try their hand at gardening at the 1st floor of the Clinic Tower.
- There will be 18 operating theatres that are state of the art.
- There are 876 carpark spaces at both hospitals.
- There will be 5 link bridges ensuring accessibility for both hospitals vis-à-vis other developments such as Westgate mall, Devan Nair Institute of Employment and Employability, and Jurong East MRT Station and Bus Interchange.
- There will be 120 ergonomically friendly consultation rooms with dual swivel screens for better patient-doctor communication.
- There will be 700 beds at Ng Teng Fong General Hospital and 400 beds at Jurong Community Hospital.
- To date, over 200 volunteers have signed up to guide patients and visitors around the hospital.
- There is 1 satellite pharmacy on every clinic floor of the Clinic Tower.
- There are 876 carpark spaces at both hospitals.
- There is a Community Garden for the public to try their hand at gardening at the 1st floor of the Clinic Tower.
- There will be 120 ergonomically friendly consultation rooms with dual swivel screens for better patient-doctor communication.
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