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MEDIA RELEASE

NEW TEAM AT ALEXANDRA HOSPITAL RECEIVES HEALTHY NODS FROM PATIENTS WITH THE MOH PATIENT SATISFACTION SURVEY 2010

New Management team of JurongHealth makes service improvement a core part of its culture to bring about quality patient care and service from its base at Alexandra Hospital

Achieving a patient satisfaction rate of 77% in the Ministry of Health's (MOH) annual patient satisfaction survey, above the national average of 76%, affirms Jurong Health Services' (JurongHealth) commitment and dedication to provide quality care for the community and patients starting from their base at Alexandra Hospital (AH). AH has been managed by JurongHealth since August 2010

Nearly 12,000 patients were surveyed from September - December 2010 on their level of satisfaction with the public healthcare institutions. AH scored an overall satisfaction rate of 77%; and satisfaction rate of 71% at Accident & Emergency department, 79% at Specialist Outpatient Clinics (SOC) and 77% at Wards. A strong showing of 81% of those surveyed said that they would be willing to recommend AH's services to other patients.

Said Mr Foo Hee Jug, Chief Executive Officer of JurongHealth, "The survey was conducted shortly after JurongHealth took over the management and operations of Alexandra Hospital. We are a new team and with our diverse mix of staff coming from both healthcare and non-healthcare sectors, we knew from the beginning that there would be challenges. However as a start-up, we also knew that we would attract like-minded individuals who want to co-create not just a new organisation, but to shape a new culture. Collectively as a team, we made the commitment that despite the complexity of running a hospital operation, there should be no disruption to patient care and absolutely no compromise to patient safety. With seamless planning with the previous Alexandra Health team which now runs the Khoo Teck Puat Hospital, we managed to change over successfully."

At AH, monthly patient satisfaction survey conducted by an independent consultancy; patient feedback lunch; patient focus group sessions; service excellence training and service quality awards are some of the regular initiatives implemented to better understand the needs of patients as well as their caregivers. These resulted in some of the improvement initiatives - including the increase in the frequency of the shuttle bus services as well as an on-going construction of a shelter for the shuttle bus area. Taking ownership to ensure the quality of patient care and service as well as patient safety is routinely built in as a core culture as the staff go about their day-to-day operations.

At the Emergency Medicine Department (EMD), the senior doctors drive the importance of quality care and service. The nurses and Patient Service Associates also undergo training to improve patient engagement skills. Efforts are also made to ensure that the staff are happy with their work environment and team mates, which in turn boosts patient care.

At the SOC, a system has been set up to track compliments and feedback for the clinics. Each month at a dedicated-SOC Service Culture Day, staff from the various clinics gather to discuss service improvement initiatives based on feedback received, as well as to acknowledge staff who have been complimented for their efforts.

Mr Foo added, "To me, this first patient satisfaction survey is an affirmation of the effort of the entire JurongHealth team to maintain the high standards of patient care. We take feedback seriously and along the way, we have finetuned our processes. The Chief Operating Officer, Director of Nursing, Director of Communications and Service Quality and I read the feedback forms daily to get closer to the pulse on the ground in addition to taking regular walks and engaging in interactions with our staff and patients. Alexandra Hospital is an important starting line for us. Such constructive feedback from the ground are important resources for us to build on as we plan for a hassle-free healthcare hub in the West with the Ng Teng Fong General Hospital and Jurong Community Hospital."

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About Jurong Health Services

Jurong Health Services (JurongHealth) is Singapore's new public healthcare cluster formed to facilitate the integration of services and care processes within the hospital and across the community to better serve the healthcare needs in the West.

About Ng Teng Fong General Hospital and Jurong Community Hospital

JurongHealth is building the 700-bed Ng Teng Fong General Hospital which will be twinned with the 286-bed Jurong Community Hospital to provide holistic care for patients. Slated for completion from 2014, the hospitals will form an integral part of the Jurong Lakeside District Masterplan, with easy access to public transport services (Jurong East MRT Station, Jurong East Bus Interchange) and retail/ entertainment hubs. Working with partners such as healthcare providers like General Practitioners, polyclinics, community hospitals, long term care providers and voluntary welfare associations, we aim to bring health and wellness one step closer to home.

JurongHealth is currently operating Alexandra Hospital, a 400-bed acute general care hospital, till 2014 when the new hospitals are ready in the West. From our base at Alexandra Hospital, we offer patients a comprehensive range of clinical services in a tranquil and healing environment including Orthopaedic Surgery, General Surgery, Urology, Dental, Eye, ENT, Cardiology, Respiratory Medicine, Geriatrics, Endocrinology, General Medicine, Nursing and Allied Health.

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