



## JURONG HEALTH SERVICES Jurong General Hospital

11 February 2010

For immediate release

### **MEDIA RELEASE**

#### **Healthcare Job Seekers Among First to Preview Innovative Ward Design of Future Jurong General Hospital**

*Recruitment drive to showcase life-size ward mock-up of Jurong General Hospital - a breakthrough in ward design with a "A Window for Every Patient" concept*

Jurong Health Services (JHS), which operates Jurong General Hospital (JGH), and e2i (Employment and Employability Institute) are collaborating to take early steps to train and recruit healthcare workers for the new 700-bed hospital, slated to open in 2014 in the West part of Singapore.

JGH will be twinned with a 200-bed community hospital to provide holistic integrated patient care as part of the Jurong Lakeside District Masterplan. Between now and 2014, JHS will serve patients at the Alexandra Hospital (AH). JHS will build and grow its base from AH while it plans for its new hospital.

At today's recruitment exercise, job seekers will have the unique opportunity to walk through a life-size ward mock-up to have a first-hand experience of what the future working environment has to offer. The ward mock-up has been identified as the setting for the recruitment drive jointly organised with e2i on 11 February 2010. As JHS prepares to progressively assume full operations at AH by August 2010, JHS will be partnering e2i on a series of recruitment drives to fulfill ancillary manpower needs.

Employability coaches from e2i will assist with screening candidates to ensure the right job fit. Those shortlisted by e2i will be referred to attend pre-employment training sessions before they go for second round of interviews at a follow-up job fair on 8 March 2010. These candidates will be trained in communications and relationship management and service skills (please see Annex B for details on the training courses).

"I am glad that JHS is starting their recruitment outreach for Jurong General Hospital early. For a major public service investment such as JGH, manpower planning, training and recruitment need to be done early, in tandem with the physical development of the premises. I hope more organisations will take this approach and collaborate with e2i. Today's recruitment drive is the first of many to come. We look forward to placing more

qualified candidates as the hospital prepares to be operationally ready when it moves to Jurong,” said Mr Ong Ye Kung, Chairman of e2i and Assistant Secretary-General of NTUC.

JHS currently has a total staff strength of close to 700. JHS is targeting to ramp up recruitment with another 200 ancillary staff to gear up to be operationally ready for AH.

Said Mr Foo Hee Jug, Chief Executive Officer, JHS & JGH: “We are not waiting till 2014 to hire. We are building the team now! In fact, moving into AH is an excellent opportunity for us to establish our footprint and grow our base. The JHS team is committed to continue with the excellent patient care and service in AH. JHS will not only offer rich training opportunities, it will also provide the rare opportunity for our staff to have a stake and be directly involved in the planning of our new hospital. The unconventional ward is just the start of more patient-centred concepts which will be translated into the design of our new hospital. By providing a sneak preview of the ward, we hope to inspire more like-minded individuals to join our founding team.”

The proposed new ward design breaks away from the norm with its innovative fan shape. This revolutionary design, which provides a window for every patient, is expected to significantly improve ventilation in the ward as well as maximise natural light. These attributes will not only enhance patient comfort and recovery, they also allow for improved infection control and more spacious and conducive working areas for hospital staff.

As part of its hospital planning process, mock-ups of selected key areas for the new hospital will be replicated to test the feasibility of the design and to solicit feedback on the concept.

“So far, we have gathered very useful feedback to help us fine tune our ward concept. In fact, the other hospitals have been very supportive in our hospital planning and manpower needs. Working with these hospitals as well as partners such as e2i is critical in ensuring the JHS team is operationally ready. We are very thankful to all our partners in helping us build our team,” added Mr Foo.

With the help of e2i, JHS plans to recruit Patient Service Associates, Patient Information Assistants and other ancillary posts at this recruitment event. The next industry Preview will be held in March 2010. Job seekers who are interested to find out more about the positions available can call the e2i hotline at 6474 3777 from 11 to 23 February 2010.

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## **Media Contact**

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### **About Jurong Health Services**

Jurong Health Services was formed on 11 June 2009 with the vision to integrate and transform care to bring health and wellness within reach of the community in the West. We will do this in collaboration with community partners, including primary care providers such as GPs and polyclinics, hospitals, long term care providers, and voluntary welfare organisations.

### **About Jurong General Hospital**

Jurong General Hospital is part of Jurong Health Services. It will be a 700-bed acute hospital twinned with a 200-bed community hospital to provide holistic integrated care. Slated to open in 2014, these two hospitals will be 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.

Between now and 2014, we will be serving patients at the Alexandra Hospital, from which we will also build our base to grow. Starting March 2010, we will begin to work alongside Alexandra Hospital colleagues to provide Specialist Outpatient Clinics in Alexandra Hospital and assume full operations of the Hospital by August 2010.

Please visit [www.jgh.com.sg](http://www.jgh.com.sg) for more information.

### **About e2i (Employment and Employability Institute)**

e2i (Employment and Employability Institute) is a one-stop, skills-based institute for jobseekers, employers and training providers. It has a job vacancies bank of over 12,000, and has assisted over 50,000 jobseekers through training and finding new and better jobs in 2009. To ensure that jobseekers meet the hiring requirements of employers, e2i conducts employment coaching, career coaching and conducts employability and skills training. e2i serves all segment of workers, from rank and file to professionals, managers, executives and technicians. e2i an initiative of the National Trades Union Congress (NTUC), supported by the Workforce Development Agency (WDA), the Singapore Labour Foundation (SLF), and the Singapore National Employers' Federation (SNEF). For more details on e2i, please visit [www.e2i.com.sg](http://www.e2i.com.sg).

## Annex A: Mandarin Translation of Key Names and Terms (中文名称与词汇)

Jurong General Hospital (JGH)	裕廊综合医院
Jurong Health Services (JHS)	裕廊保健集团
e2i (Employment and Employability Institute)	就业与职能培训中心
Mr Ong Ye Kung Chairman, e2i Assistant Secretary-General, NTUC	王乙康 就业与职能培训中心主席 职总助理秘书长
Mr Foo Hee Jug Chief Executive Officer, JHS & JGH	符气若 总裁 裕廊保健集团 裕廊综合医院
Patient Service Associate	患者服务专员
Patient Information Assistants	顾客信息服务专员 (电话服务中心)
Employability Coach	职能培训员
Employability Camp (EC)	职能训练营
Communication & Relationship Management (CRM)	沟通与关系管理
Provide Go-the-Extra-Mile for Service (PGEMs)	提升卓越服务

## **Annex B: Training Courses to be held from 23 February - 5 March 2010**

### **1. Employability Camp (Personal Effectiveness) – 2 days**

- To prepare job seeker with the right mindset for work in Healthcare
- Enhance personal and career management skills

### **2. Communication & Relationship Management (CRM) – 2 days**

- To help job seeker improve teamwork and communication skills in the workplace

### **3. Provide Go-the-Extra-Mile for Service (PGEMs) – 2 days**

- To equip job seeker with skills to deliver a positive customer experience
- To equip job seeker with knowledge to improve professional presentation

## Annex C: Artist impressions of the new Jurong General Hospital Ward Design

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Visual 2



FROM THE END, LOOKING BACK.



BEDS EYE VIEW.

Visual 3