

Enhancing Patient Experience: Designated Parking Space and Drop-Off Point for Caregivers of Paediatric Patients requiring Multiple Medical Equipment



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Introduction

Caregivers from SingHealth Patient Advocacy Network (SPAN)@KKH provided feedback that our homecare patients' caregivers often feel rushed when arriving/leaving at the Level 1 drop-off point due to heavy traffic flow, caused by various vehicles and shuttle buses. Caregivers would require around 15 minutes to unload/load equipment when coming to/leaving the hospital. Caregivers who drive and park encounter difficulty finding spacious parking spots near the lift lobby to unload/load equipment. Unloading in front of the lift lobby entrance may obstruct carpark traffic.

Methodology

- Involved multi-stakeholders which included Homecare clinicians and Carpark and Security team to deliberate on target population and implementation process. (Fig. 1)
- Established specific criteria to evaluate patient/caregiver eligibility, including the development of an application form for doctors to determine if the patient qualifies for the designated parking lot. (Fig. 2)
- Identification of the designated parking lot (Fig. 3) and drop-off point (Fig. 4) with optimal accessibility.
- Car decal issued to eligible users of carpark lots.
- Communication and coordination with caregivers for scheduled hospital visits.

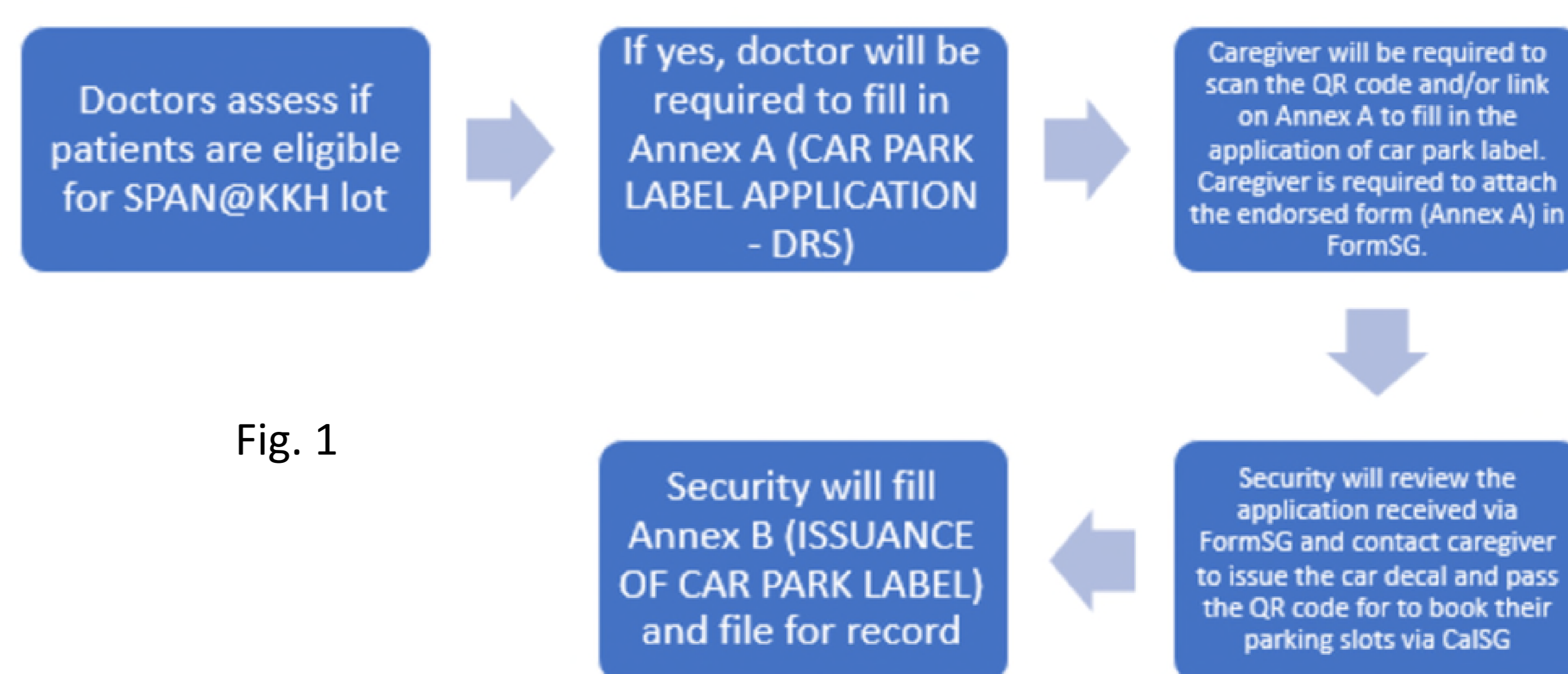


Fig. 1

Annex A
HOME CARE CAR PARK LABEL APPLICATION
(Internal - To be completed by a Doctor only)

IMPORTANT NOTES

- The assessing Medical Professional must complete all fields and countersign against any amendments and/or ambiguity made on the report. Failure to do so will deem that the report as incomplete.
- The mobility report is valid only for this application.
- This is only for outpatient appointment parking.

A. PATIENT'S PARTICULARS

Name: _____
(as in birth cert)
Date of Birth: _____
(DD/MM/YYYY)
Identification Number: _____

B. ASSESSMENT

1. Mobility Aid (please tick where applicable)

Multiple health support equipment such as

- Continuous feeding pump
- Frequent suctioning
- Mobility devices (buggy/wheelchair)
- Others (please specify): _____

2. Usage of Parking Lot

Temporary (< 6 months) Long-Term (> 6 months)

C. CONFIRMATION OF ASSESSMENT BY ASSESSING MEDICAL PROFESSIONAL

I confirm that the assessment done for the above patient is accurate. We reserve the right to make the final decision on the application outcome and reject any application if the information is found to be inaccurate, or if any relevant information has been withheld by the patient.

Signature & Stamp of Medical Professional _____ Date _____

QR Code

Fig. 2

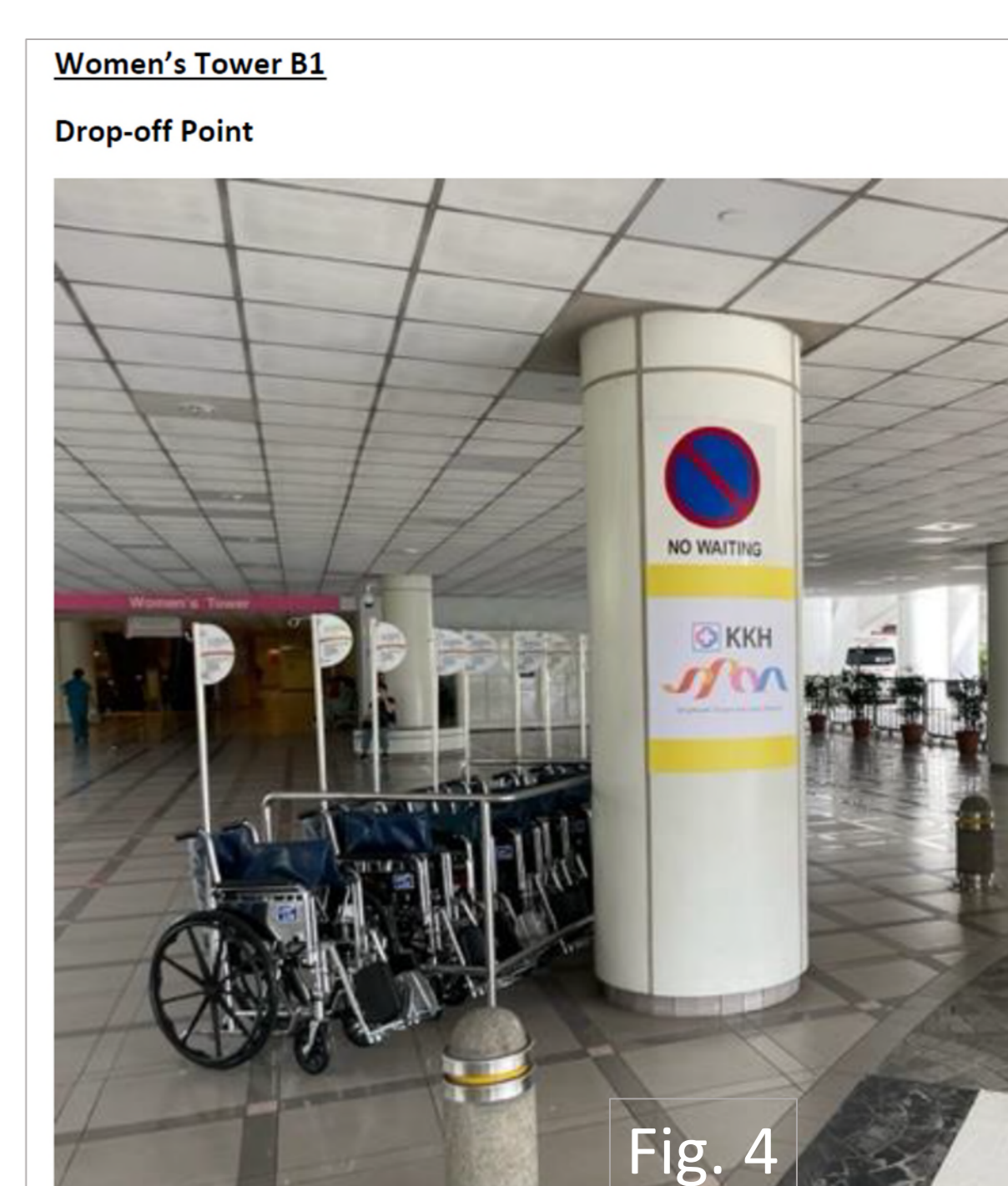
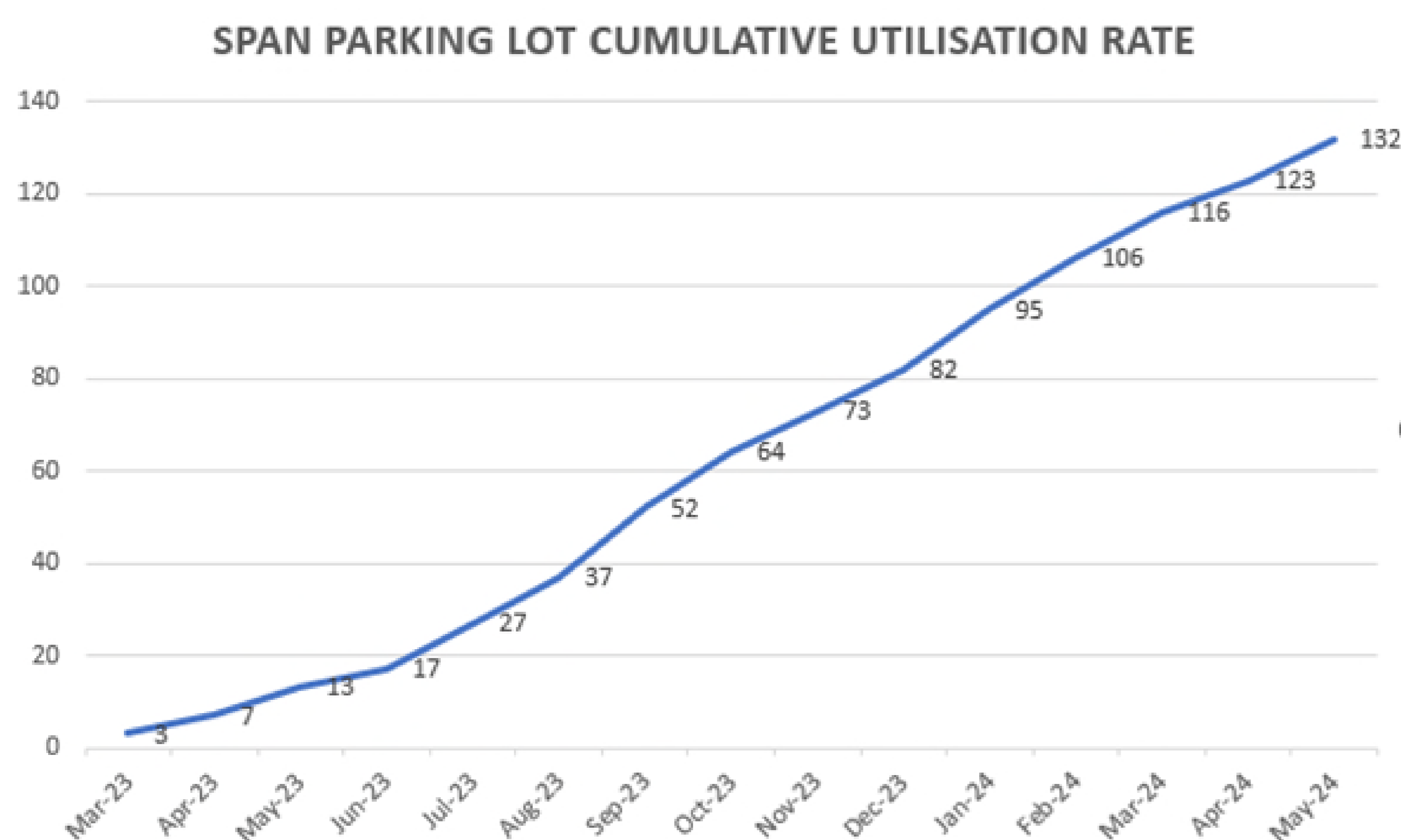


Fig. 4

Results

- The initiative was rolled out in March 2023. It has benefitted 9 Homecare patients and their caregivers, with more than 120 hospital visits till date.



Conclusion

We have successfully addressed the challenges and stress faced by during hospital visits. The positive feedback from caregivers underscores the effectiveness of this initiative in meeting the needs of our patients and their families.

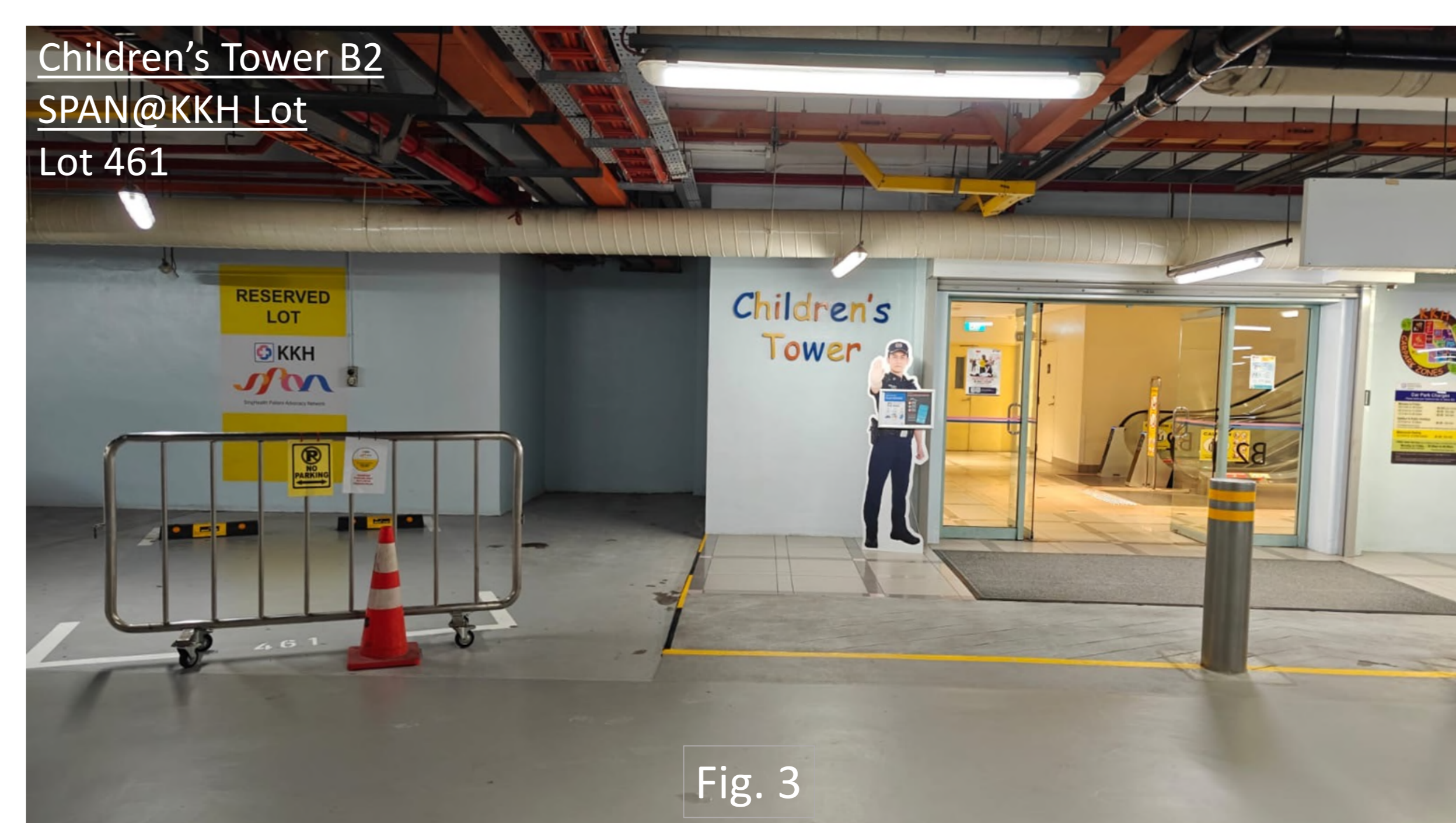


Fig. 3

Positive patient/caregiver experience

"I would like to express my appreciation for the SPAN scheme. This scheme has greatly benefited me and my special needs child as we are able to get to our appointment on time without being delayed due to the lack of parking lot at KKH. This lot being next to the lift lobby has also greatly reduced the inconveniences..."

– Caregiver