

**Experience Day 6:**  
**Greening Healthcare, Healing Lives - Integrating Sustainability and Innovation  
in Patient Care & Leading Change: How Grassroots Innovation Shapes  
Organizational Continuous Improvement Journey**

Time	Activity
8:10	Arrive at Suntec Singapore <i>Collect your badge from the badge printing kiosk near the Registration desk.</i>
8:20	Meet at Experience Day 6 Meeting Point <i>Collect your wristband and check-in with the chaperone</i>
8:30	The group leaves Suntec for Ng Teng Fong General Hospital (NTFGH)
9:00	Arrival & Light Breakfast
9:15	Welcome Address
9:20	Corporate Presentation & Video <i>(Hospital design, innovation, smart systems &amp; sustainability initiatives)</i>
10:20	Transition to tour starting point
10:30–12:00	Participants split into <b>Group 1</b> and <b>Group 2</b> for guided rotating hospital tours: <ul style="list-style-type: none"> <li>● Explore smart ward layouts and technologies that support patient care (e.g. RFID supply tracking, digital patient boards, VitalScout system)</li> <li>● Visit Singapore’s first combined ICU &amp; High Dependency Unit (HDU) critical care facility</li> <li>● Tour the Eye Clinic and Healing Garden designed to enhance patient experience</li> <li>● Walk through the outdoor Mobility Park that simulates real-life environments for rehabilitation</li> <li>● Get a behind-the-scenes look at the logistics hub and kitchen operations supporting the hospital</li> </ul>
12:00-13:00	End of Tour & Lunch
13:00-13:30	Travel to KK Women and Children’s Hospital
13:30	Arrival at KK Women and Children’s Hospital <i>Welcome and kick-starting the session</i>
13:35 - 14:05	Sharing of KKH’s High Reliability and Safety, Target Zero Harm Journey: <ul style="list-style-type: none"> <li>● <i>Deferring to the expertise - to ensure what really matters.</i></li> <li>● <i>The 5 ‘Cs’ in Galvanising Change.</i></li> </ul>

14:05-15:45	Visiting Our Initiatives in Action <i>See firsthand how our ground-up problem-solving via Synergy Boards and Gemba Walks drives improvement across departments using KKH's QI Methodology to walk our Target Zero Harm Journey</i>
15:50 - 16:30	Participants' Reflection - sharing their observations, thoughts or raising queries about the visit. Light refreshments served
16:30	End of visit <i>We will also be travelling as a group back to Suntec following the experience day. The estimated return time is 17:00</i>