

Architectural Design Practice and Projects

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Srazali Aripin



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BRIEF INSIGHTS ON THE POST OCCUPANCY EVALUATION (POE) OF MALAYSIAN PUBLIC HEALTHCARE FACILITIES

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ABSTRACT

This paper provided a brief insight on the history of Post Occupancy Evaluation (POE) for Malaysian public healthcare buildings from post independence to date; the POE team formation, the proceedings of the POE, the findings of the POE; and its impact on the decision making in the quest towards improving the later facilities and meeting the needs of the patients and other users of the facilities as a place for wellness, motivated and a home away from home.

Keywords: Evaluation, Post Occupancy, Teamwork, Decision-Making, User Participation, Social and Cultural

INTRODUCTION

In Malaysia, public healthcare is the backbone of the healthcare delivery to the Malaysians from all walks of life. Private healthcare, until recently, made a mark in the market, but only for those who can afford or patronize them through company's health insurance arrangement or personal health insurances. The recent economic downfall had witnessed the turning back of the private sector employees to the government sector or the Ministry of Health Malaysia (MoH) healthcare facilities, thus the focus of this paper on the public healthcare.

This paper provided a brief background on the healthcare set up of Malaysia, the initial and present stages of the POE exercises on the public healthcare facilities throughout the country and its impact to the operational policies, planning and design of the facility. The aspects on POE team formation, basis of evaluation and setting up of survey forms, findings including the peculiarities of the locality and staff background will also discussed in the paper.

The summary of the paper as the conclusion, denoted the importance of POE as part of planning and development process in any project; as a research tool for a better and flexible healthcare facility of the future; the importance of various users participation for better rewards and life enhancing experience in making the place a place of healing and wellness for