Project Title

Centralized Digital Repository for Patient's Document

Project Lead and Members

Project members: Renuka Segaran, Charissa Lee, Ng Xin Ying, Lee Hui Quan

Organisation(s) Involved

KK Women's and Children's Hospital

Healthcare Family Group Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Business Office

Project Period

Start date:

Completed date:

Aims

- To provide a centralized and accessible digital repository of important information and patient's documents.
- Effectively conserves physical storage space, diminishes storage expenses and mitigates the potential for document loss or damage, and enhances the efficiency of document management procedures.
- Allows faster and more efficient retrieval of documents, enhance search functionality, and boosts analytical capabilities.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category* *(refer file attached for more info)*

Technology

Digitalization : Digitization

Care & Process Redesign

Quality Improvement : Workflow Redesign

Keywords

Centralized Digital Repository

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Centralized Digital Repository for Patient's Document

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KK Women's and Children's Hospital
SingHealth

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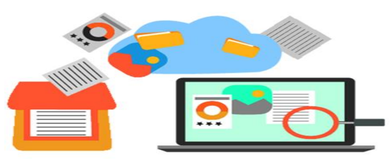
Background

Business Office (BO) has been utilizing Financial Folders (FFs) to store all physical patients' documents for each patient, such as the Care Cost form, Identification Document and Medical Claims Authorization Form (MCAF). However, the manual management of these FFs not only occupies physical storage space but also involves monthly expenses in ordering and storing the folders. In addition, it requires a team of eight people to spend approximately an hour every month to prepare the physical FFs for storage and archiving.

Objective

- To provide a centralized and accessible digital repository of important information and patient's documents.
- Effectively conserves physical storage space, diminishes storage expenses and mitigates the potential for document loss or damage, and enhances the efficiency of document management procedures.
- Allows faster and more efficient retrieval of documents, enhance search functionality, and boosts analytical capabilities.

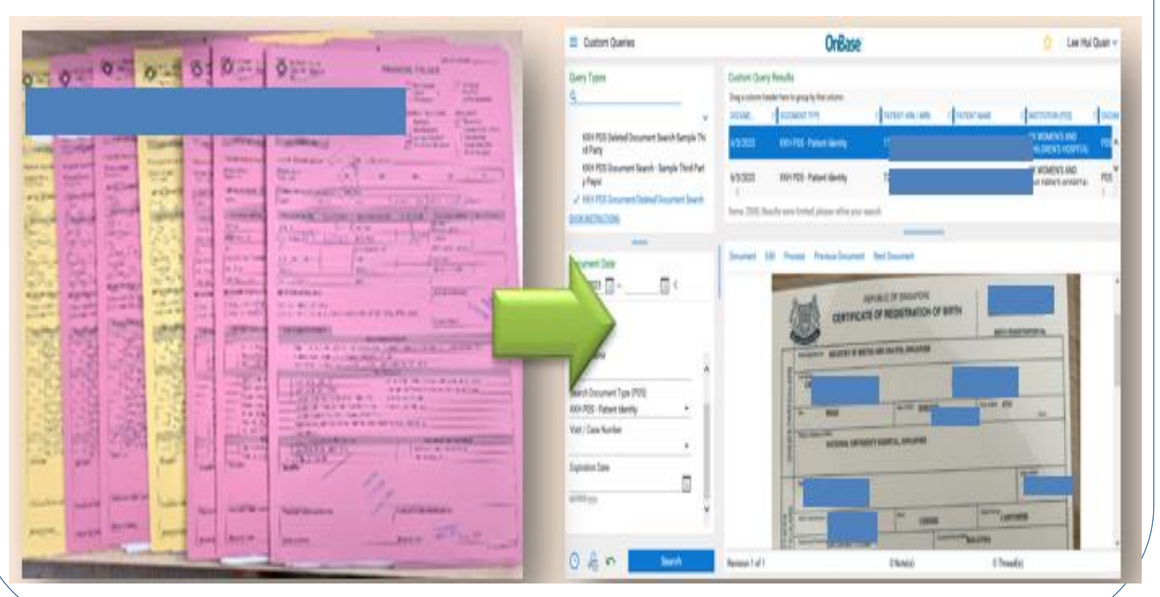
Methodology



- **Scanning and digitization:** Hardcopy document is scanned to create a digital image which is converted into a searchable and editable format such as PDF.
- **Quality assurance**: The digitized document is reviewed to ensure acceptable quality, and all relevant information has been captured accurately.
- **Indexing:** The digitized document is indexed using relevant keywords and metadata to enable easy search and retrieval.
- **Storage:** The digitized document is saved into OnBase system, using secure and reliable storage protocols.
- **Access control:** Access to the digitized document is restricted based on user permissions and security protocols to ensure the confidentiality and integrity of the information.
- **Maintenance:** The digitized documents are regularly backed up and maintained to ensure that they remain accessible and searchable over time.

Result

- Improved efficiency
- Increased accessibility
- Enhanced security
- Reduced storage and associated costs
  Save up to $13,852.44 per year
- Better compliance



Key Learnings

1. **Proper process identification**
   - Identify variations in work process and loopholes
2. **Digitization**
   - Leverage on existing systems (OnBase, SAP)
   - Documents are scanned into OnBase for accessibility
   - Secure patient's confidentiality
   - In line with Sustainability, SG green plan 2030
3. **Harmonized Processes**
   - Inter-collaboration with different sections/departments, ie. Admission Office, Business Office, etc

Conclusion

Overall, storing digitized hardcopy documents in a system such as OnBase can improve organizational efficiency, enhance data security, and provide better access to information for decision making and collaboration. There is a need to digitize the documents to align with the nation's sustainable effort.