

Project Title

Survivor Kit in Outpatient Billing (3rd Party Payor)

Project Lead and Members

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Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Specialist Outpatient Clinic; Department of Radiology; Pharmacy

Project Period

Start date:

Completed date:

Aims

To promote “self-help” by increasing staff awareness on the 3PP information that is available in PFS Infopedia page.

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)*

Training & Education

Learning Approach : Team Based Learning; Collaborative Learning

Keywords

Third Party Payor

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Survivor Kit in Outpatient Billing (3rd Party Payor)

Singapore Healthcare Management 2023

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1. Patient Financial Services 2. Specialist Outpatient Clinic 3. Department of Diagnostic Radiology
4. Finance 5. Pharmacy 6. Process Transformation and Improvement

Introduction

Third Party Payor (“3PP”) listing consists of multiple corporate payor codes which are relevant and essential for the outpatient billing teams at Specialist Outpatient Clinic (“SOC”), Department of Diagnostic Radiology (“DDR”) and Pharmacy to complete the billing. Staff may not be familiar with the 3PP listing and often contact Patient Financial Services (“PFS”) team for information. Lack of knowledge and information may result in delays in billing and bill cancellations due to rework.

Aim

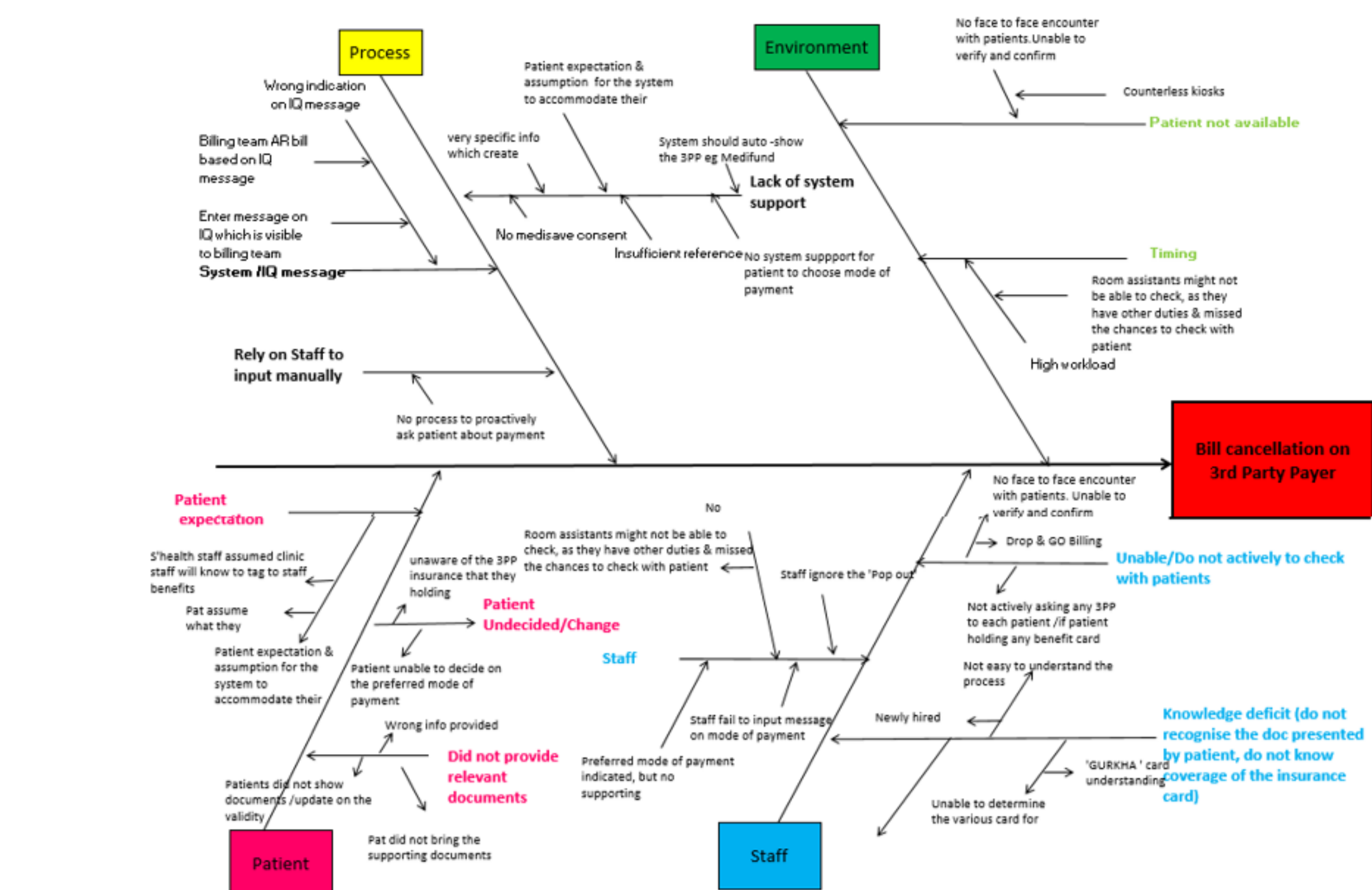
To promote “self-help” by increasing staff awareness on the 3PP information that is available in PFS Infopedia page.

Methodology

The process was intensively discussed by the workgroup with representatives from SOC, DDR, Pharmacy and PFS using quality tools such as the Fish Bone Diagram and Driver Diagram. The main issues were identified:

- 1) Lack of knowledge
- 2) Information shared verbally during roll calls are not accessible online

Summary Pain Points for Bill Cancellation on 3rd Party Payer



Scoring

Finest bones		Brainstroms idea for discussion				
Concepts to address root causes		Criteria #1	Criteria #2	Criteria #3	Criteria #4	
Specific Solutions		Time Saving	Cost Saving	Feasible	Sustainability	Total Score
Didn't know how or where to check	Standardized proper training for all	34	33	38	39	144
	Drop down list for selection in OAS system	37	28	34	30	129
	Enhance Intranet to be user friendly	33	29	36	34	132
	Alert for CSC / Staff Benefit would be beneficial as these groups fully coverage	41	37	40	38	156
	Common Keywords search (SAFARIDEF MCPs), Clinic lingo, CTR, F, shortcut	35	34	40	39	148
	Favourite the link of the Intranet (shortcut)	44	39	43	44	170
Human Error/Miscomm	Email blast as refresher	28	32	29	26	115
	Training course	31	29	33	30	123
	Kiosk to have option of payment selection by the patient	41	25	28	40	134
	Select and print out options	31	26	29	23	115
	Whats App blast	30	36	35	30	131
	Standardize the same practice throughout clinics (LOO validity/breathcare)	33	33	29	28	123

Figure 1: Methodology

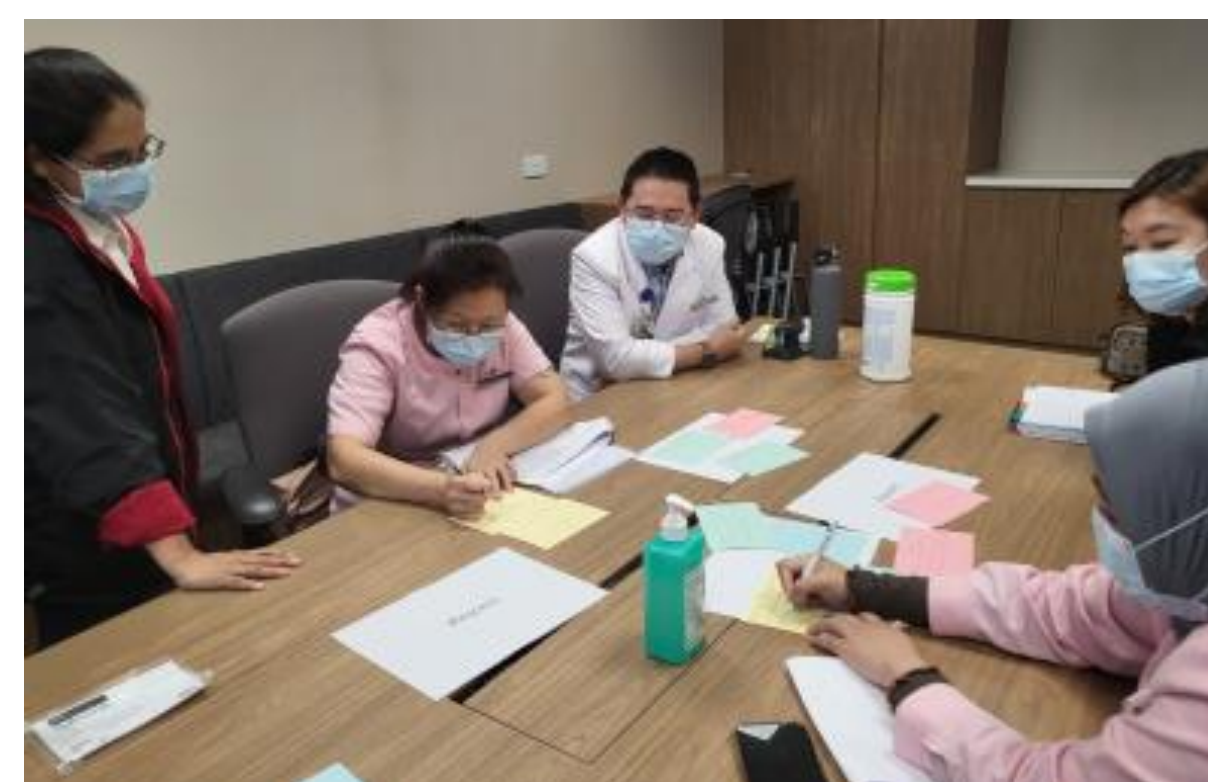


Figure 2: Workshops sessions

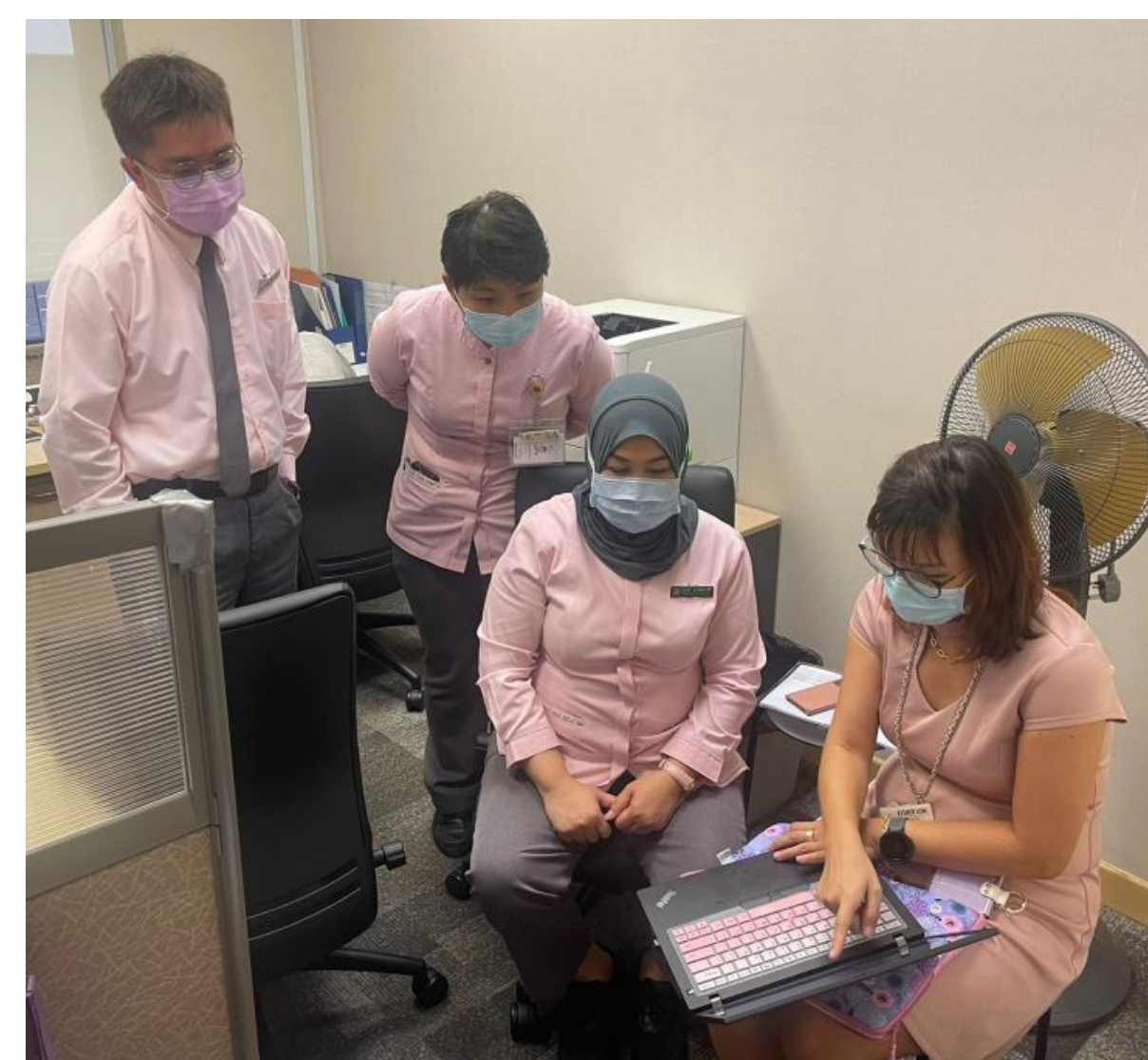
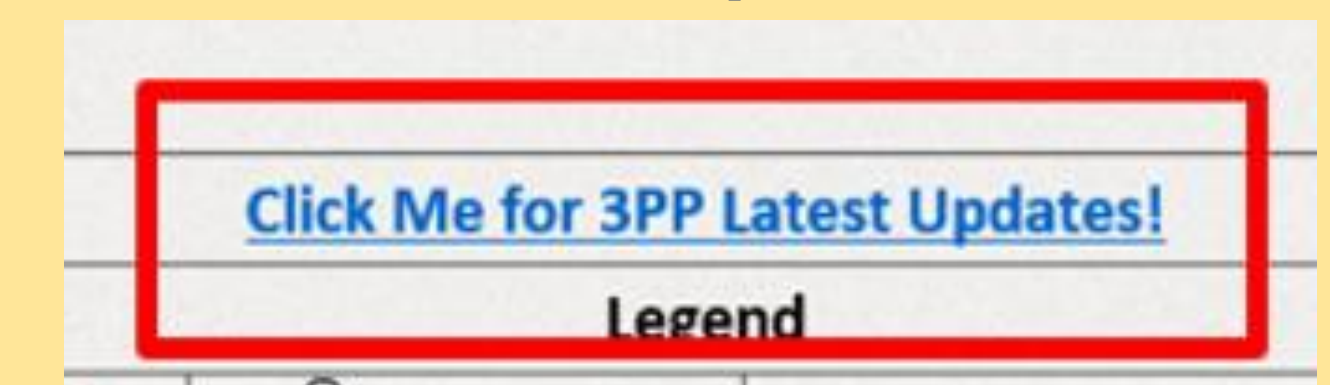


Figure 3: Pre/Post Implementation Assessment

Results

Improved communication through latest updates^[1]



Training Slides with step-by-step guide and video on Self-Help^[1]

Walkthrough on New Look on 3PP webpage @Infopedia



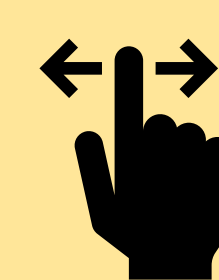
[1]: The initiatives were cascaded via roll calls and department meetings for Outpatient stakeholders

Poster related to 3PP displayed at various Outpatient locations



Idea and concept by Parameswari D/O Venugopalan (DDR)

**Average 556
webpage views**
Post implementation



Self-help by staff

Increase by 25%

**Average 419
webpage views**
Pre-implementation

Data source:
Pre implementation: Aug 22 ; Post implementation: Jan 23

Post Implementation Findings:

16 staff^[1] participated in an assessment where they were quizzed and timed to test their self-help skill on 3PP website



Level of awareness on 3PP



Average Scoring of 94%^[2]

[1]: Emergency Medicine ("DEM"), Ambulatory Surgical Centre ("ASC"), Diabetes and Metabolism Centre ("DMC"), Centre for Digestive and Liver Diseases ("CDLD"), Department of Diagnostic Radiology ("DDR") and Pharmacy.

[2]: Based on post implementation assessment. Average scoring for pre-implementation: 57%

Figure 4 : Results achieved

Conclusion

This project was implemented to improve the billing knowledge of the outpatient billing teams. Staff has been provided with online resources for billing to 3PP information that is found in PFS Infopedia page. Through self-help, staff is able to bill correctly at the first instance which helps to reduce bill cancellations. This ensures that billing is completed on a timely basis which contributes to Joy At Work. A simple guide to available resources can create a significant impact for all ground staff in this digital era for staff to perform their daily task with confidence, joy and pride.