Project Title

REDUCE, REVIEW and REVAMP the Bill Cancellation Workflow in Specialist Outpatient Clinics (SOCs)

Project Lead and Members

- Chiew Pei Pei, Patient Financial Services
- Shirley Loh, Patient Financial Services
- Kemas Muhd Zulhaimi, SOC Ops
- Poonam D/O Vas Dev Bajaj, SOC Ops
- Yeo Shuan Khiag, SOC Ops

Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group Involved in this Project

Healthcare Administration

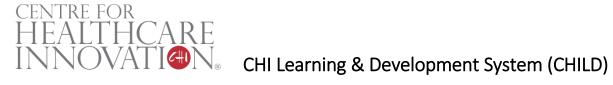## Specialty or Discipline (if applicable)

Finance, Operations

Aims

- To reduce bill cancellations that leads to reworks
- To improve our staff's satisfaction and efficiency – setting aside time for more value-added work such as focusing on process improvements.

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project (Finance Category)

Project Category

Care & Process Redesign, Quality Improvement, Workflow Redesign, Technology, Digital Health

Keywords

Billing Management, Interactive Dashboard, Tableau

Name and Email of Project Contact Person(s)

Name: Chiew Pei Pei

Email: singaporehealthcaremanagement@singhealth.com.sg

REDUCE, REVIEW and REVAMP the Bill Cancellation Workflow in SOCs

Chiew Pei Pei, Patient Financial Services
Shirley Loh, Patient Financial Services
Kemas Muhd Zulhaimi, SOC Ops
Poonam D/O Vas Dev Bajaj, SOC Ops
Yeo Shuan Khiag, SOC Ops

Singapore Healthcare Management 2021

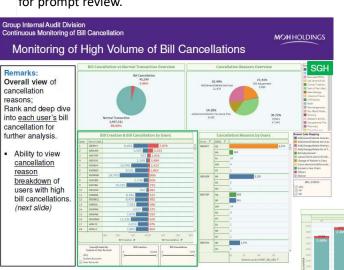**Singapore General Hospital — SingHealth**

INTRODUCTION

SGH has one of the highest bill cancellations and it is also been an audit concern. Hence, MOHH Group Internal Audit Division (GIA) was engaged to perform billing analytics and monitoring the high volume of bill cancellation on a continuous basis.

OBJECTIVES

- To reduce bill cancellations that leads to reworks;
- To improve our staff's satisfaction and efficiency – setting aside time for more value-added work such as focusing on process improvements.

METHODOLOGY

Engaging the stakeholders to understand the existing bill cancellation process, and the role of the staff performing this scope of work. Root-cause analysis was carried out to identify the areas for intervention and review. Stakeholders were updated and implementation action plans were endorsed by HODs. Close follow up and monthly monitoring system was established to track the progress and update to HODs at monthly meeting.
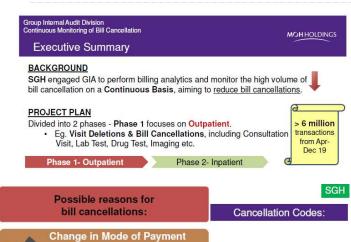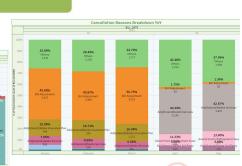Audits are performed and reported to all stakeholders for prompt review.

RESULTS

An interactive dashboard using Tableau was created to allow respective department to have an oversight of their department's performance. Timely intervention can be implemented to ensure bill cancellations are at their lowest.

CONCLUSION

It's always important to make our processes better and remove "muda" from our system. With this mindset, we will be able to provide a more quality and efficient service to both our internal and external customers.