



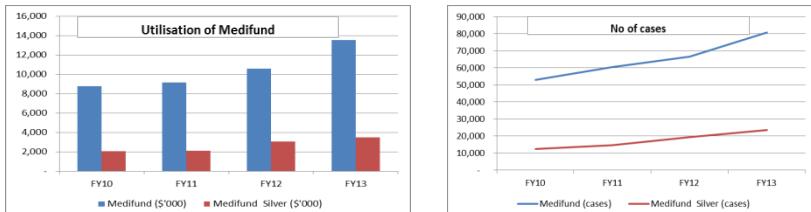
Presentation of Medifund Applications to Medifund Committee Via Tablets



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BACKGROUND

Due to the increasing number of needy patients seeking Medifund assistance, the number of Medifund Committee meetings have been increasing from 5 meetings in the past to 8 meetings a year currently. The number of cases has grown by about 21% year on year.



Existing method of presenting Medifund applications to the Medifund Committee involved :-

- Printing;
- Filing;
- Shredding.

Cost of preparation for Medifund Meeting	Quantity	Cost
A4 paper @ \$2.50 per ream	200	\$ 500
Printing cost @ \$0.01 per copy	100,000	\$ 1,000
Manpower cost required - 10 mandays per mtg	80	\$ 18,545
Total cost for 8 meetings per year		\$ 20,045

In each Medifund meeting, at least two 3 inch arch files will be prepared for each Medifund Committee member. There were 6 members. These files consist of individual Medifund applications to be presented in the meeting for Medifund Committee's approval. Approximately, 25 reams of A4 papers are required in each meeting and about 200 reams are used a year. The Medifund applications will be shred after each meeting.

These administrative tasks required at least 10 man-days of preparations per meetings or 80 man-days per year. With a total of 8 meetings in a year, total cost incurred is approximately \$20,000 per year.



While the cost may not be significant, the use of technology will make a positive change to the environment. We all know that papers starts with trees, so the less paper we used, the fewer trees will need to be cut down. When fewer trees are cut down, there are more trees available to act as the lungs of this planet.

OBJECTIVES

- Improve the turnaround time in the preparation of Medifund meetings
- Increase Productivity in terms of manpower resources.
- Cost savings in terms of stationery & printing costs.
- Do our part for the nature to be more environment friendly.

SOLUTION APPROACH

The following were used to identify the areas for improvement and eliminate the redundant steps:-

- Identify the key wastes, e.g. Stationery cost & Manpower cost.
- Explore with the IT Department on the possibility of presenting patient's Medifund applications via iPad/tablets.
- Work with external vendor to customise the presentation of Medifund application forms and reports in PDF format instead of physical hard copies.
- Solution was tested based on past patients' Medifund applications. The solution was reviewed, improved and fine-tuned.



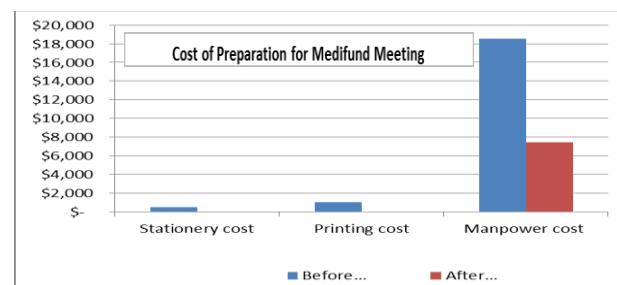
IMPLEMENTATION

- Purchase 6 tablets and liaise with IT Department to upload the necessary Microsoft applications into the tablets.
- Prepare and upload the Medifund presentation slides & previous minutes of meeting into the tablets.
- Organize and upload the Medifund applications into the tablets in PDF copies instead of printing physical hard copies.
- Share the new method of presenting Medifund applications with Medifund Committee members, respective Medical Social Workers and Finance team.

RESULTS

With the help of technology, we are now able to:

- Increase Productivity**
 - Improve the turnaround time on the preparation of Medifund meetings from 10 man-days to 4 man-days by eliminating the time taken to photocopy, file & shred the printed Medifund applications.
- Reduce Cost**
 - Eliminate the use of Stationeries - reams of papers and ink cartridges.
 - Eliminate the time taken to print the Medifund application forms and shred the forms after each Medifund meeting.
 - Manpower can be better utilized to perform other more meaningful tasks.



- Be More Environmental Friendly**
 - No physical hard copies of the Medifund application form is presented at the Medifund meeting, we can do our part for the nature to be more environmental friendly. 1 tree is equivalent to approximately 16 reams of papers, we can save about 11 trees a year.
- Reap Other Qualitative Benefits:**
 - Less tangible benefit like improved the ability to easily refer to information from past Medifund meetings.
 - It increases satisfaction among Medifund Committee members, respective Medical Social Workers and Finance team.
 - It boosts staff morale for the staff who prepares the Medifund meetings.
 - The Medifund Committee members have given positive feedback on this approach of tabling Medifund applications as they can easily navigate from one application to another.



SUSTAINABILITY & KEY SUCCESS FACTORS

Sustainability:

- Quarterly reviews with staff to understand the work process, obtain feedback, understand challenges faced by staff, and further fine-tune the workflow.

Key Success Factors:

- Shared goals and commitment from staff that the work process has improved and their workload has lightened.
- Strong support and involvement from management & Medifund Committee members.