

1 Background

In KK Women's and Children's Hospital, our employees and eligible dependants enjoy **cashless medical treatments** each time they used their staff medical benefits cards during their visits to any SingHealth healthcare institutions.

On a yearly basis, KKH HR staff process close to **58,000** staff medical bills transactions.

Medical Benefits Administration has been:

1. Laborious
2. Time Consuming
3. Error Prone

It is observed that Outpatient Administrative System (OAS) generates outpatient specialist bills, which constitutes **more than 55%** of the total number of bills processed annually.

We explored the **interface of OAS with Human Resource Information System (HRIS)**, with the objective to improve operational efficiency.



2 Objective

Leverage on system interface to:

1. **Improve and simplify** medical claims processing in the Hospital to gain operational efficiency
2. **Improve** service quality and employee satisfaction

3 Methodology

The fish bone diagram (Figure A) was used to identify the possible attributes contributing to the slow processing time of KKH staff medical bills.

From the root cause analysis, the **key attributing factors** to laborious processing of the staff medical claims are:

1. High transactional volume of claims
2. Verifying and filtering of data
3. Manual massaging and entering of data

Interface solution (Figure B) between OAS and HRIS was identified to help automate and simplify processes to:

1. Enhance staff productivity
2. Reduce risk of human errors
3. Improve processing time
4. Facilitate accurate salary deduction

5 Conclusions

The introduction of the system interface between OAS and HRIS helps to **improve the efficiency** of the work process for staff outpatient bills processing.

There is a **significant reduction** in time and resources with the automation of manual processes, which enables HR staff to focus on other important tasks for better service quality to our employees.

The interface programme also **enhances the productivity** of HR staff and **increase employee satisfaction** as bills are processed timely and accurately, which allows staff to closely monitor and track their claims deduction through employee self-service portal.

4 Results

A. Cost Savings

1. Bill processing time was reduced by almost **50%**
2. The estimated cost savings over a 5-year period is **\$148,000**

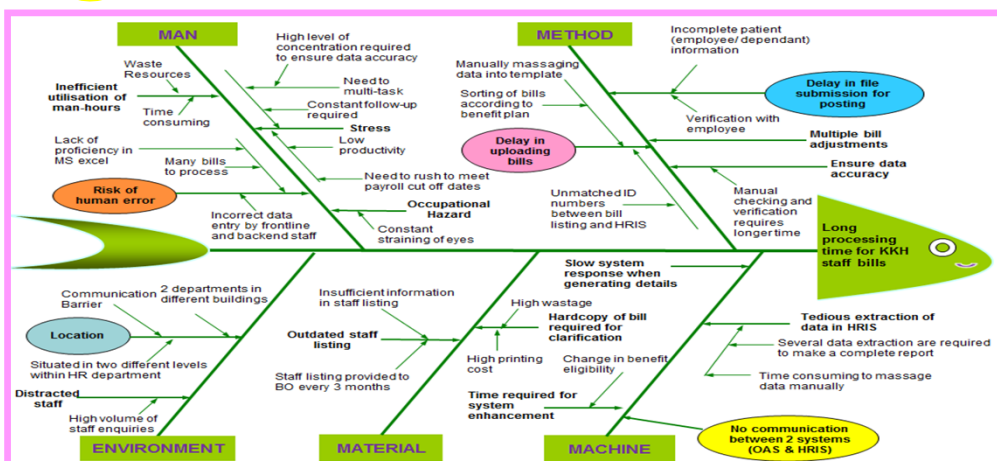
B. Improve Employee Satisfaction

1. Access **accurate claims information promptly** through employee self-service
2. **Enable staff to monitor** their medical reimbursements and deductions

C. Better Time Utilisation

1. KKH HR no longer required to re-organise billing data for processing through HRIS
2. Enable HR staff to take on higher value-added roles without increase in manpower resources

3.1 Methodology (Figure A: Fish Bone Diagram)



3.2 Methodology (Figure B: New Workflow)

