



Singapore Healthcare Management 2018

Automation of Inpatient/Day Surgery Bills from the Inpatient/Day Surgery Billing System to the HR Information System (HRIS)

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 On behalf of SingHealth Medical Benefits Workgroup :
 (Institutions' Reps from Human Resource,
 Business Office and Admission Office as well as iHIS)



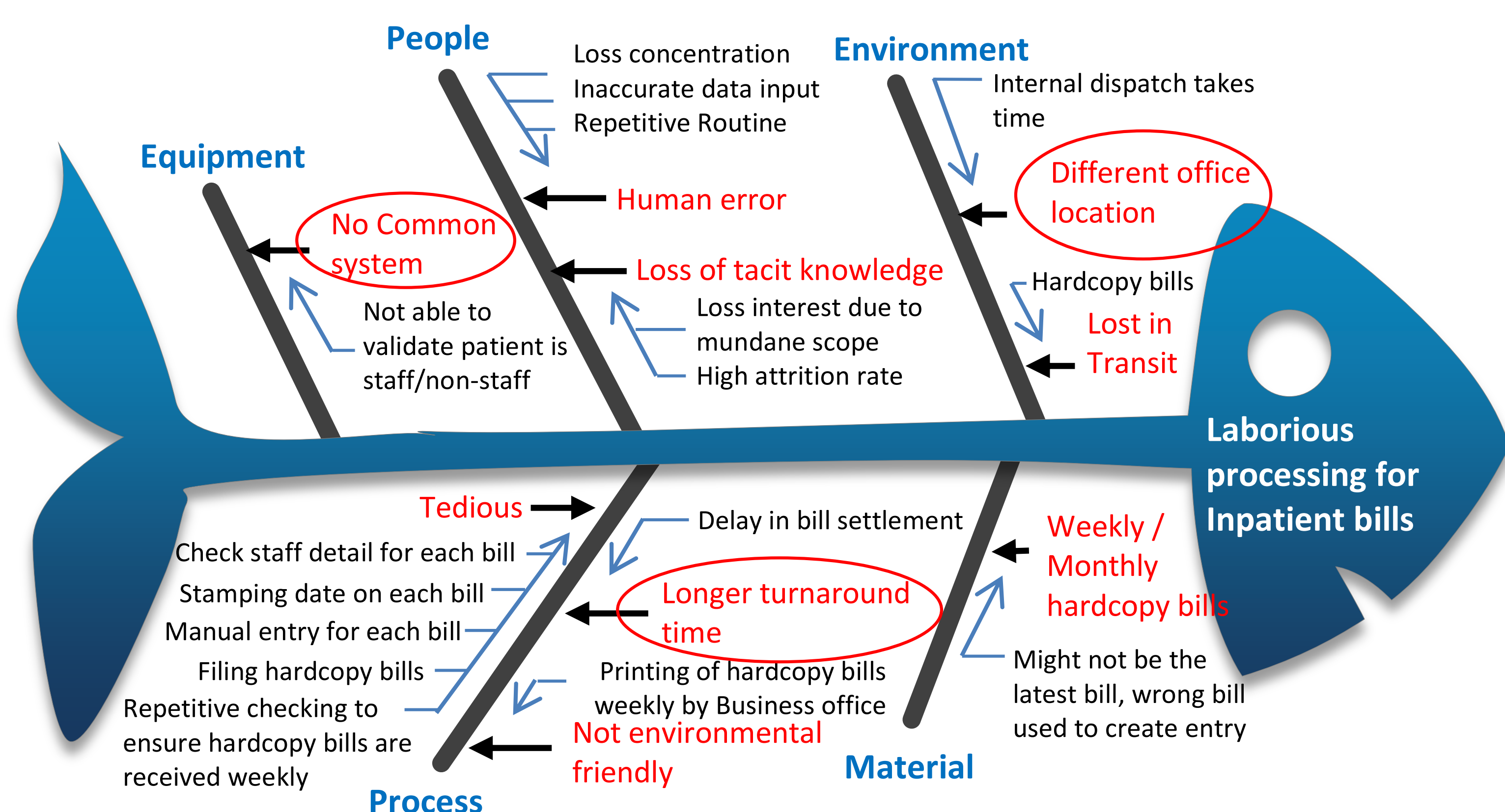
Introduction

- SingHealth's institutions HR medical benefits administrators processed about 4800 inpatient/day surgery bills annually. It took an average of 17 days for the hardcopy bills to reach HR, and administrative overheads were laborious when the bills were misplaced.
- The automation project was embarked to reduce the processing time for the inpatient medical bills and to enhance the staff validation process for the Business Office / Admission Office colleagues.

Methodology



- The Cause and Effect (Fishbone) Diagram was used to identify and select the root causes :



- The Workgroup identified the following root causes :
 1) Long turnaround time
 2) Different office locations
 3) No common validation system
- The Workgroup brainstormed ideas and used a 'Decision Matrix Table' to select the most feasible solution. The scale of '1 to 6' was used with '6' being the most expensive/difficult solution.

Solution / Option	Ease of Use	Cost	Existing Resource	Implementation Timeline	Total Score
1. Self collect by institution representative	6	5	6	1	18
2. Print direct to the institution HR printer	3	4	5	4	16
3. Email softcopy bill to institution HR	4	3	4	4	15
4. Bill interface	1	6	1	6	14

- Based on the scoring, the Workgroup selected the fourth option of implementing the Bill interface program.

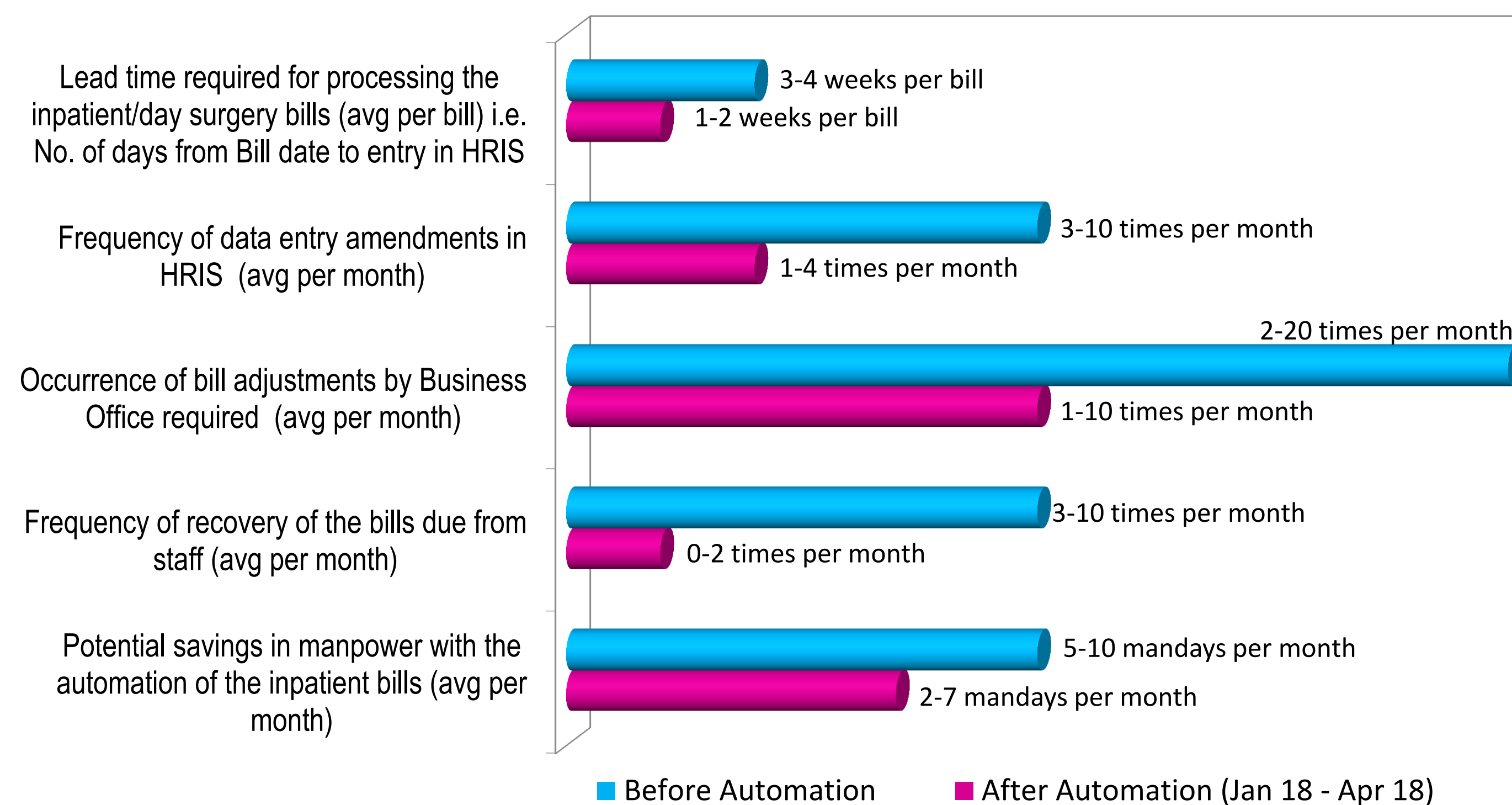
Results

- ✓ Interface programs were created to integrate the inpatient bills data from the inpatient system into Human Resource Information System (HRIS).
- ✓ Automate-computation rules, e.g. co-payment amounts were programmed.
- ✓ Greater efficiency in HR processing of the medical bills and reduced the possibility of errors.
- ✓ Softcopy inpatient/day surgery bills were generated and emailed to the respective institution's HR team.
 - ❖ Reduced the delivery time to 4 days ; and
 - ❖ Eliminated the effort and cost for bills printing and dispatching.
- ✓ Staff validation helped our BO colleagues to better manage collection of payment.



Institutions' Evaluation and Feedback

(Note : The workload and transaction varies between Hospitals and Specialty Centres)



Conclusion

With the implementation of the bills automation, there were improvements in the work processes and created greater efficiency :

- ✓ Expedite the turnaround time in inpatient/day surgery bills processing ;
- ✓ Reduce efforts and errors in manual bill computation and data entry into HRIS ;
- ✓ Reduce occurrence of bill adjustments by Business Office ; and
- ✓ Prompt recovery of the bills due from staff.

