



Introduction & Background

SHF-KKH Fund is one of the funding sources that provides assistance for KKH needy patients seen by the Medical Social Work department (MSWD). After the application for assistance has been approved by the relevant authorities, the processing of the bills incurred will be done by the MSWD.

Two MSWD staff handle the processing of the bills: the bills incurred within KKH and outside of KKH respectively, to ensure that these bills have a corresponding approved application and the application has sufficient balance after deducting previous claims.

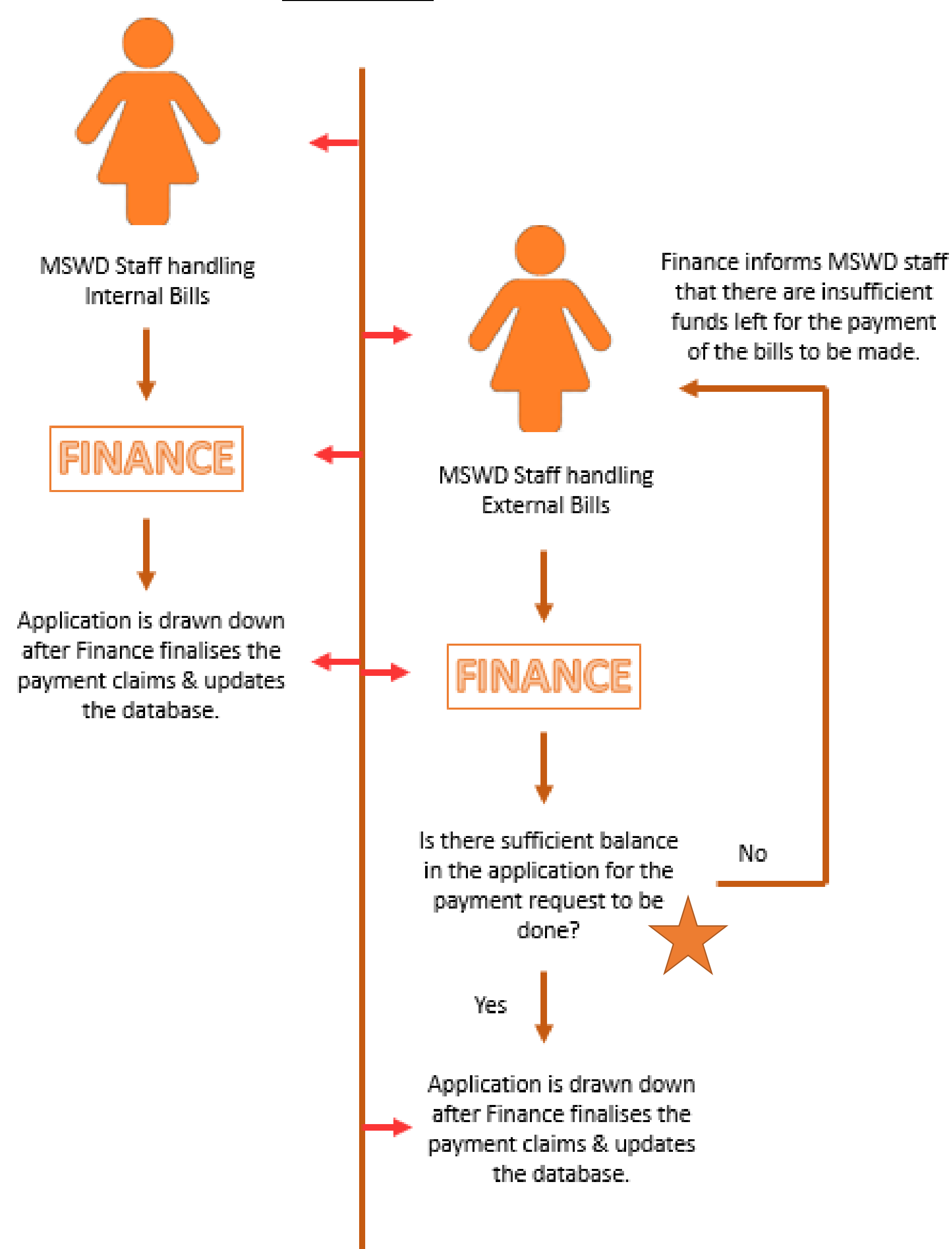
★ Problem

- Instances of insufficient balance of application amount occur after the MSWD staffs submit the claims for payment of the bills incurred.

Methodology

- Understand the workflows of both staff (reference to timeline on the left):
 - Both staff submit their payment claims to Finance at separate timings and the staff submitting the internal bills normally submits it earlier.
 - While processing the claims, the MSWD staff will check the balance left in the application that they are able to claim these bills for. For example, MSW puts up an application to assist a patient with medical consumables from October 2017 to December 2017 totaling \$300. Bills incurred for the months between October – November 2017 have been processed, leaving a remaining of \$100 left in the application to claim. Before submitting the December 2017 bill to Finance, MSWD staff would have to check whether the remaining balance is sufficient to claim for bill incurred.
 - The problem stated above arises when applications have been put up for both internal and external bills. Both MSWD staff are not aware how much each other is going to claim, thus resulting in the situation where the first staff that submits the payment claims to Finance will get their claims successfully processed and paid off.
 - The solution was then targeted at ensuring that both MSWD staff would be able to know how much the other has claimed without waiting for Finance's update to the database.
 - The solution was then designed:
 - Each MSWD staff will paste the list of bills for submission into the database
 - The database will check whether there is sufficient funds left in the application and will provide an immediate result

Timeline



Aim

- To reduce the instances of the problem stated above

Results

- Instances of insufficient balance of application amount have been reduced to 0 from approximately 12 cases per year
- Before: 9-step workflow } See workflow on the right
- After: 4-step workflow }
- Solution does not depend on the time-lag of the staff involved in this work process, thus reducing any form of delay that may occur from any party.

Conclusion

- A simple solution of leveraging on the existing platform of Microsoft Excel which all staff were using for the submission of claims was sufficient to achieve the aims of the project as well as provide additional benefits such as:
 - This did not require significant additional amount of time and reduced the overall time that MSW staff required in the checking process.
 - The outcome of the checking system was immediate and easy to use for MSW staff.
 - Increased staff satisfaction.

