Introduction
Mediclaim coders submit all inpatient /day operations diagnosis codes to CPF* board for medisave/insurance claims upon patient’s discharge. Bills are processed by CPF board, and if there is discrepancy with the diagnosis/surgical codes, Mediclaim queries will be raised. An average of 102 queries were received per month. Mediclaim coders will then need to verify and resubmit the codes promptly for the finalized bill to be generated on time for patient, hospital and insurance claimant.

Objectives
►To reduce CPF queries related to Mediclaim coding by 20% within 6 months from May 2018 to Oct 2018.
►Eliminate re-coding and re-submission of diagnosis code to CPF board for faster turnaround claiming of bill for patient, insurer and hospital.

Methodology
►With CPIP methodology, the team conducted a gap analysis using the cause-and-effect diagram to identify the root causes and the pareto chart to group the most important factors that should be addressed first.

Results
Through the team’s efforts, the following results were achieved:
►Number of CPF Mediclaim queries were reduced by 20% within 6 months from May to October 2018, from a monthly average of 102 cases to 82 cases per month.

Coding errors reduced from 2.3% in May 2018 to 0.9% in Oct 2018.

Coding reference guideline & Standard Template

A solutions approach was used and evaluated at the experimental phase to test the change and further refined toward full-scale implementation which:
- Focus on core process
- Review and enhancing the study session
- Develop coding reference guide & template

The reduction in CPF Mediclaim queries have resulted in a time saving of 25min/average case (replying queries and re-coding) which is equivalent to a saving of 6.3 working days for 121 cases (May18-Oct18).

Conclusion
Learning Value: The project has provided better insights and broadened the staff perspectives, that with the right solution to the root causes, an effective plan and a series of small scale changes can result in great achievement. The team also recognised the value of standardisation that could enhance capabilities, empowering them with confidence to do the job differently. In order to sustain this improvement, continuous learning is key and, an ongoing measurements and audits should be conducted to ensure data integrity and sustainability.