

Productivity and Efficiency in GME Finance Operations

Ong Seow Ping Ivy . Samad Bin As'ad Alice Tan Li See . Wong Seow Keong



INTRODUCTION

In GME Finance operations, there are 2 billing workflows:

- a. Residents' manpower costs (PGY1 billing)
- b. Leasing costs of Residents' Laptops (Toughbook billing)

PGY1 billing is done quarterly and billed to 3 to 4 institutions depending on where the residents are rotated to. Toughbook billing is billed monthly to about 8 institutions based on the residents' postings.

AIM

At steady state, there are more than 1000 residents rotated and posted to various institutions in SingHealth. The billings of PGY1 manpower costs and lease costs of Residents' laptops are tied closely with the residents' rotation schedule.

Residents' rotation schedules were tracked manually via spreadsheet. Since it is the source data, subsequent billing needs were also based on these data using manual filtering, cut and paste of the required information.

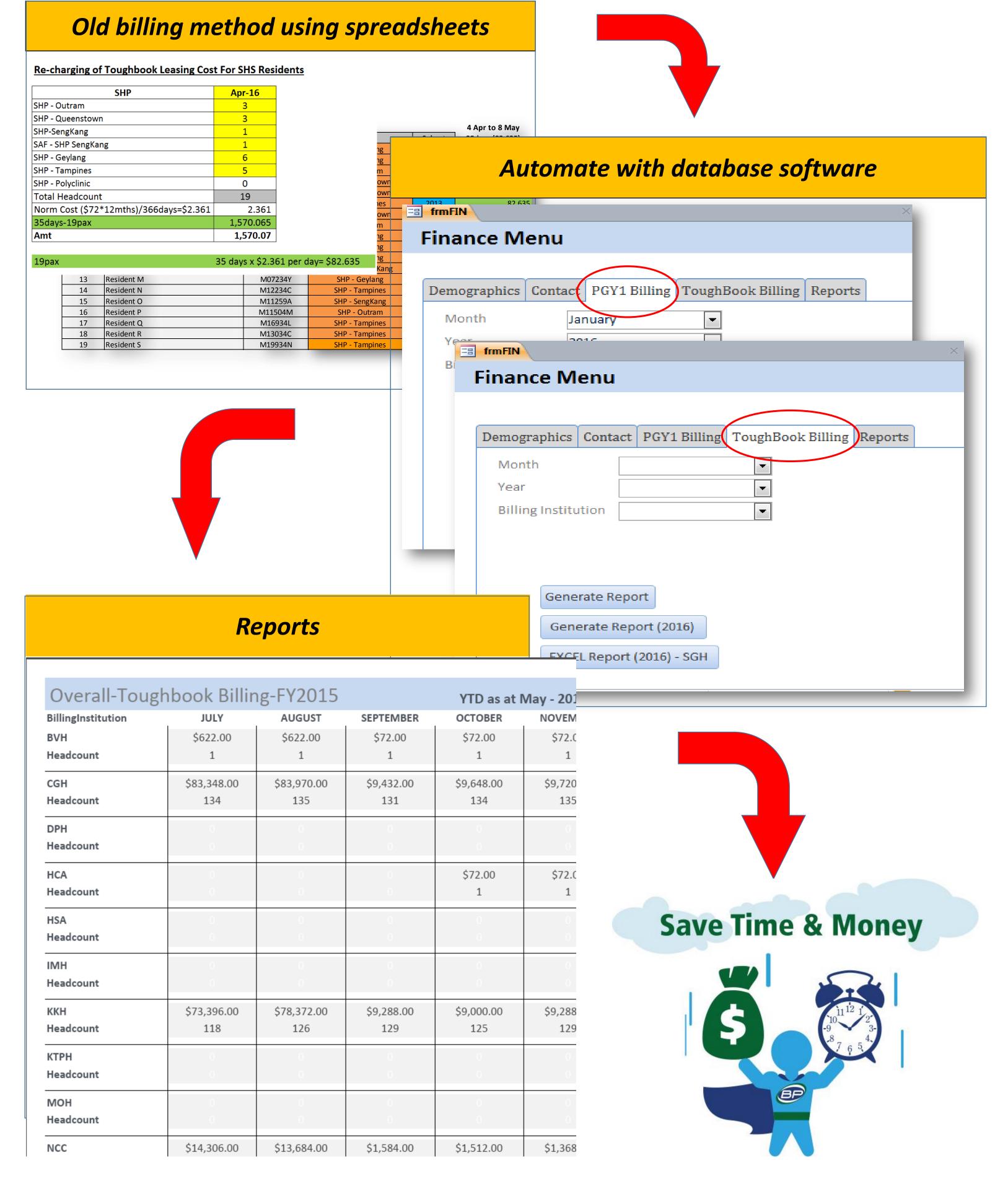
As the number of Residents grow and their rotation schedules increase in complexity, this manual method is clearly not sustainable, inefficient and prone to errors.

The aim is thus, to automate the billing process to remove manual cut, paste and transcriptions to improve productivity, efficiency and data accuracy.

METHODOLOGY

The Resident Demographics Database (RDDB) is the source data for Residents' rotations, which billings are based on. Data from the RDDB was imported into a database software to form the backbone for the billing process.

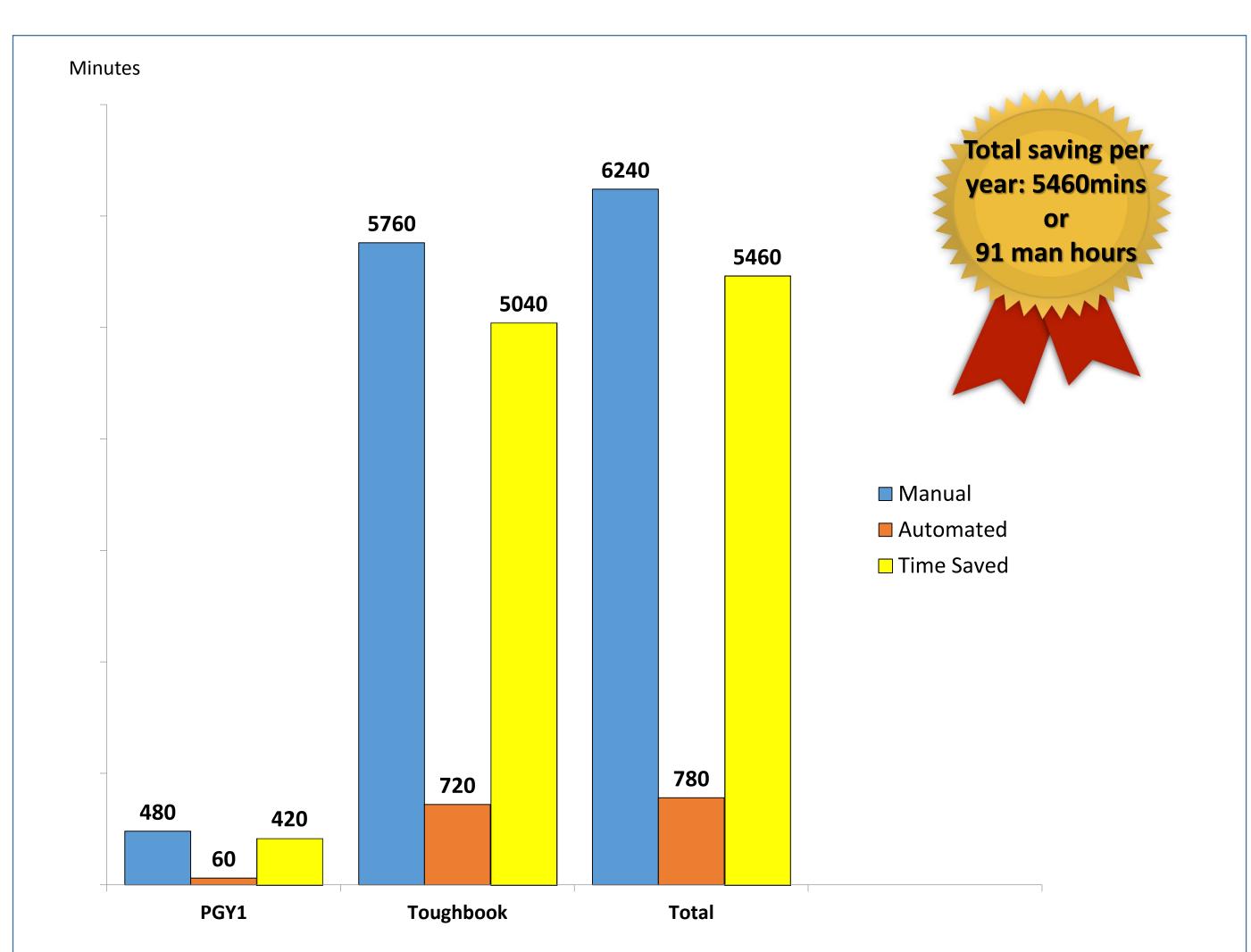
From there, billing parameters were built in to automate and streamline the whole billing process. To ensure billing accuracy, both manual and automated billing reports were run parallel for about 6 months to identify potential errors and streamline processes. Based on the consolidated data, billing statistics and reports can be collated in one click of a button.



RESULTS

With the automated billing processes, tremendous time savings was achieved. The total time spent per year on both billing processes were reduced from 480 minutes and 5760 minutes for PGY1 and Toughbook billings respectively using manual method to just 60 minutes and 720 minutes. The savings derived per year from automating both billing workflows was 5460 minutes or 91 man-hours.

Time Savings Derived from Manual to Automated Billing



CONCLUSION

With the automation of the billing processes, productivity and efficiency for GME Finance has clearly improved tremendously as evident with the time and cost savings. In addition, management reports on billing statistics can now be generated with a click of a button. This has greatly enhanced management oversight on the billing functions and provided up to date statistics for management decisions.



