



Singapore Healthcare Management 2016

Productivity and Efficiency in GME Finance Operations

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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.



Old billing method using spreadsheets

Re-charging of Toughbook Leasing Cost For SHS Residents

SHP	Apr-16
SHP - Outram	3
SHP - Queenstown	3
SHP-SengKang	1
SAP -SHP SengKang	1
SHP - Geylang	6
SHP - Tampines	5
SHP - Polyclinic	0
Total Headcount	19
Norm Cost (\$72*12mths)/366days=\$2.361	2.361
35days-19pax	1,570.065
Amt	1,570.07

Automate with database software

Finance Menu

Demographics Contact PGY1 Billing ToughBook Billing Reports

Month: January

Year: 2016

Generate Report

Generate Report (2016)

EXCEL Report (2016) - SGH

Reports

Overall-Toughbook Billing-FY2015 YTD as at May - 2016

BillingInstitution	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEM
BVH	\$622.00	\$622.00	\$72.00	\$72.00	\$72.00
Headcount	1	1	1	1	1
CGH	\$83,348.00	\$83,970.00	\$9,432.00	\$9,648.00	\$9,720.00
Headcount	134	135	131	134	135
DPH					
Headcount					
HCA				\$72.00	\$72.00
Headcount				1	1
HSA					
Headcount					
IMH					
Headcount					
KKH	\$73,396.00	\$78,372.00	\$9,288.00	\$9,000.00	\$9,288.00
Headcount	118	126	129	125	129
KTPH					
Headcount					
MOH					
Headcount					
NCC	\$14,306.00	\$13,684.00	\$1,584.00	\$1,512.00	\$1,368.00

Save Time & Money

Automated Billings & Finance reports with 1 Click of button

PGY1 Billing

Month: January 2016

Year: 2016

Institution: Hospital A

Toughbook Billing

Month: January 2016

Year: 2016

Institution: Hospital A

Monthly PGY1 Billing Report

Month: January 2016

Year: 2016

Institution: Hospital A

No.	Fullname	Societys Program	MCB	Rotation Instar	Cohort
1	Resident A	Emergency Medicine	M12345H	Hospital A	2015
2	Resident B	Emergency Medicine	M12345C	Hospital A	2015
3	Resident C	General Surgery	M9988E	Hospital D	2015
4	Resident D	Internal Medicine	MP4567A	Hospital G	2015
5	Resident E	Internal Medicine	M78945J	Hospital H	2015
6	Resident F	Internal Medicine	MP4567A	Hospital G	2015
7	Resident G	Internal Medicine	M78945J	Hospital H	2015
8	Resident H	Internal Medicine	MP4567A	Hospital G	2015
9	Resident I	Internal Medicine	M78945J	Hospital H	2015
10	Resident J	Internal Medicine	M78945J	Hospital H	2015
11	Resident K	Emergency Medicine	M12345C	Hospital A	2015
12	Resident L	General Surgery	M9988E	Hospital D	2015
13	Resident M	Internal Medicine	MP4567A	Hospital G	2015
14	Resident N	Internal Medicine	M78945J	Hospital H	2015