



Singapore Healthcare Management 2017

Standardising Third Party Billing Training for New Staff at Singapore General Hospital (SGH) Outpatient Pharmacy

Susan Lim Suyu, Tay Xin Ying
Nah Szu Chin, Seah Sok Eng
Wong Jane Ai, Tan Mui Chai



Singapore General Hospital
SingHealth

Background of the problem

Third party billing is an intrinsic component of the daily operations in Specialist Outpatient Clinic (SOC) Pharmacy. Thorough understanding of the various third party billing schemes is necessary to process prescriptions efficiently and ensure accurate charging of medications. All new staff are required to undergo third party billing briefing. Feedback gathered from trainers and trainees after previous briefing sessions included poor understanding of the billing schemes and poor satisfaction with briefing. Currently, there is no structured third party billing training program.

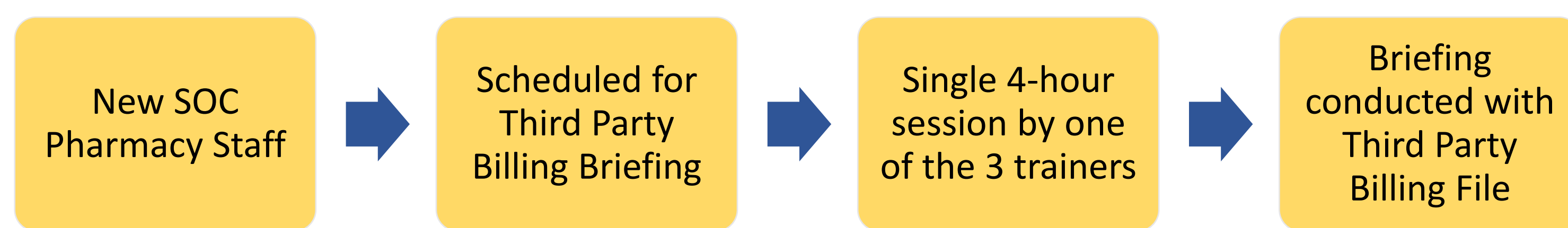


Fig. 1: Training program for new staff

Analysis

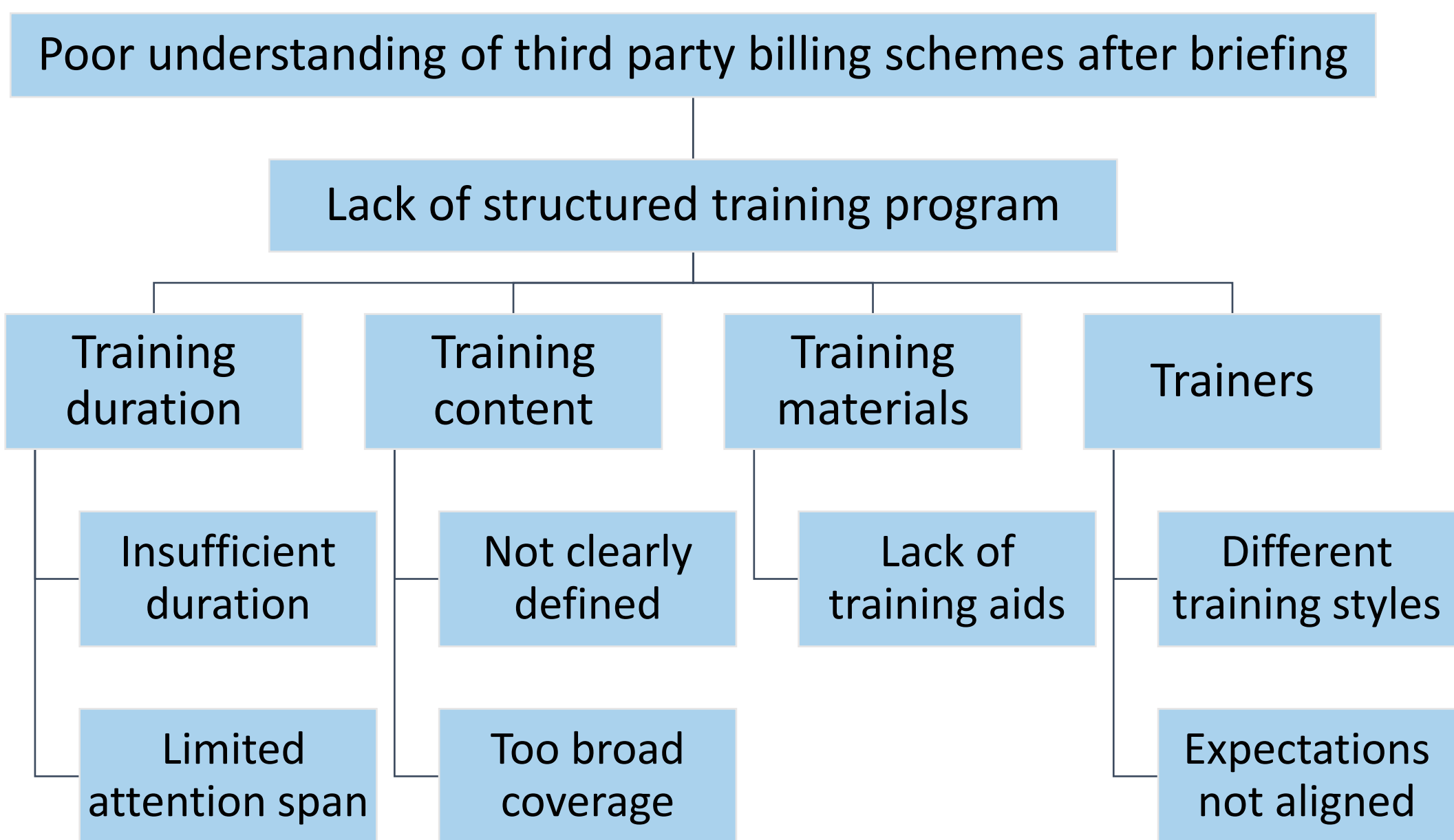


Fig. 2: Issues with current training format

Mission Statement

- Develop and standardize third party billing training program for new staff
- Enhance third party billing trainer and trainee satisfaction with training

Interventions / Initiatives

Training Schedule

- Re-schedule training program into three 1.5-hour sessions
 - Lengthen overall training session by 0.5 hour
 - Spilt sessions to sustain trainers' and trainees' attention

Training Content & Materials

- Each session to focus on 1 billing topic (i.e. Medisave, Medifund)
- Create training slides with quizzes to facilitate structured training and promote interactive learning
- Formulate a trainer's checklist to ensure standardized and comprehensive coverage of assigned topics

Trainers

- Briefing for all trainers on new training program and materials
- Pharmacy technician supervisor would observe the trainers' first training session and provide feedback for improvement

Fig. 3: Training checklist

Question 1
Which of the following funds is eligible for Singaporeans only?

- Medifund
- Hospital Remission Fund
- Medication Assistance Fund
- Medication Assistance Fund Plus

Fig. 4: Quiz to engage trainees

Fig. 5: Question sheets to reinforce understanding

S/N	Implementation Plan	Responsible	Date
1	Gather feedback on existing training program through self-developed questionnaires	Susan, Xin Ying, Yu Yan	Dec 2015 - Jan 2016
2	Develop training slides, quizzes and trainer's checklist	All process owners	Feb 2016
3	Conduct briefing session for trainers	Susan, Yu Yan	Mar 2016

Results

Trainee Survey on Third Party Billing Training

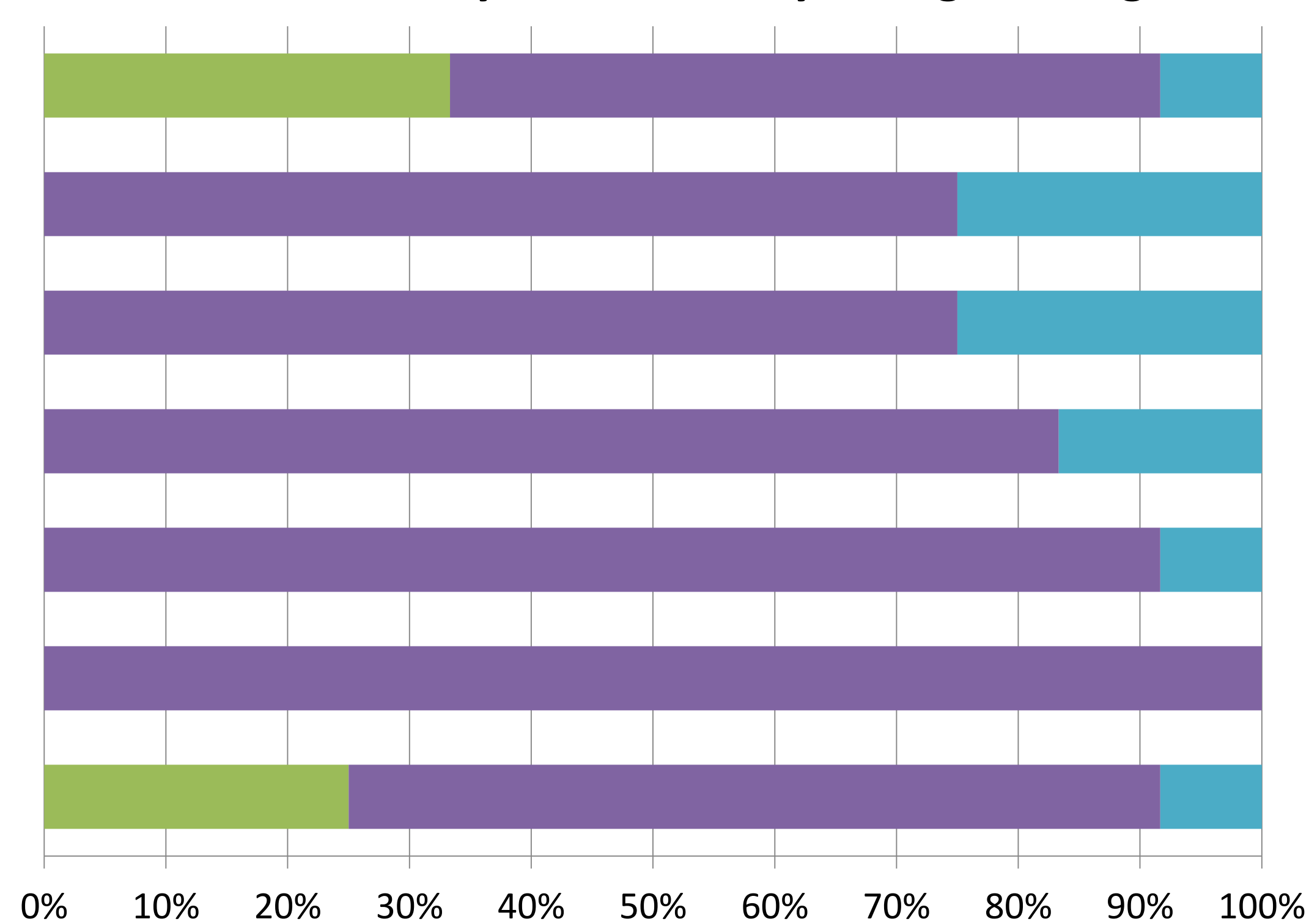


Fig. 6: Trainees' feedback on Third Party Billing Training

- 13 new staff were trained in the standardized third party billing training program
- 12 of the 13 trainees responded to the post-training survey (response rate 92.3%)
- 9 respondents (75%) agree or strongly agree that they are satisfied with the training program

Trainer Survey on Third Party Billing Training

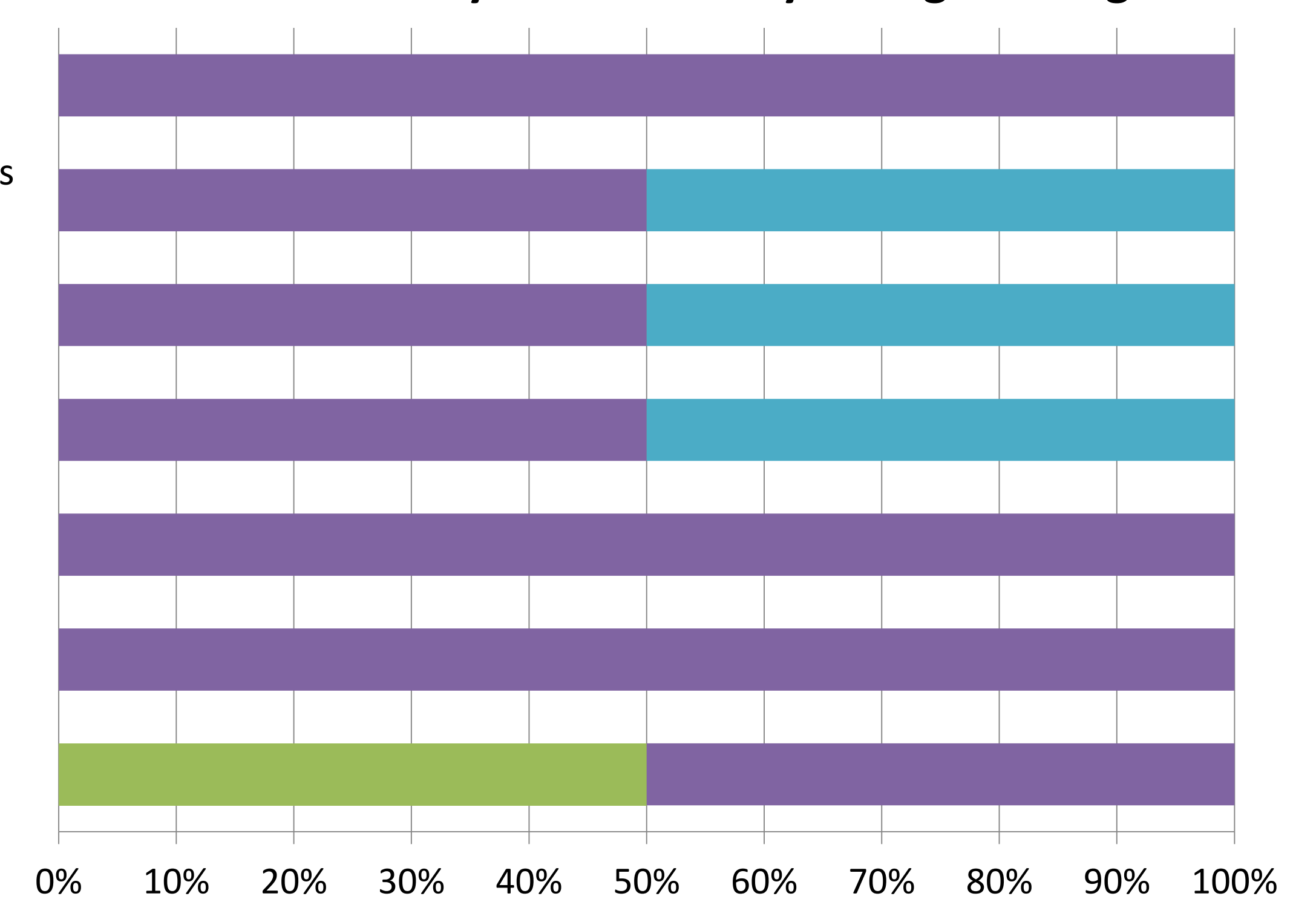


Fig. 7: Trainers' feedback on Third Party Billing Training

- 2 experienced trainers who provided feedback on the previous third party billing training sessions were surveyed
- Both trainers agree or strongly agree that the training content and training aids were appropriate and useful

Conclusion & Sustainability Plans

- Overall, majority of the third party billing trainers and trainees are satisfied with the standardised training program
- Further work include:
 - Improving on the training program based on the feedback provided in the survey
 - Enhancing Maxcare Typing Training Program and overall third party billing competency of new staff