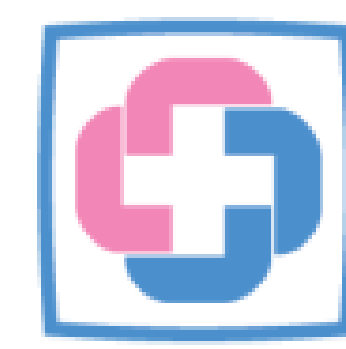




FINANCIAL FOLDER ALERT



KK Women's and Children's Hospital
SingHealth

Singapore Healthcare Management 2017

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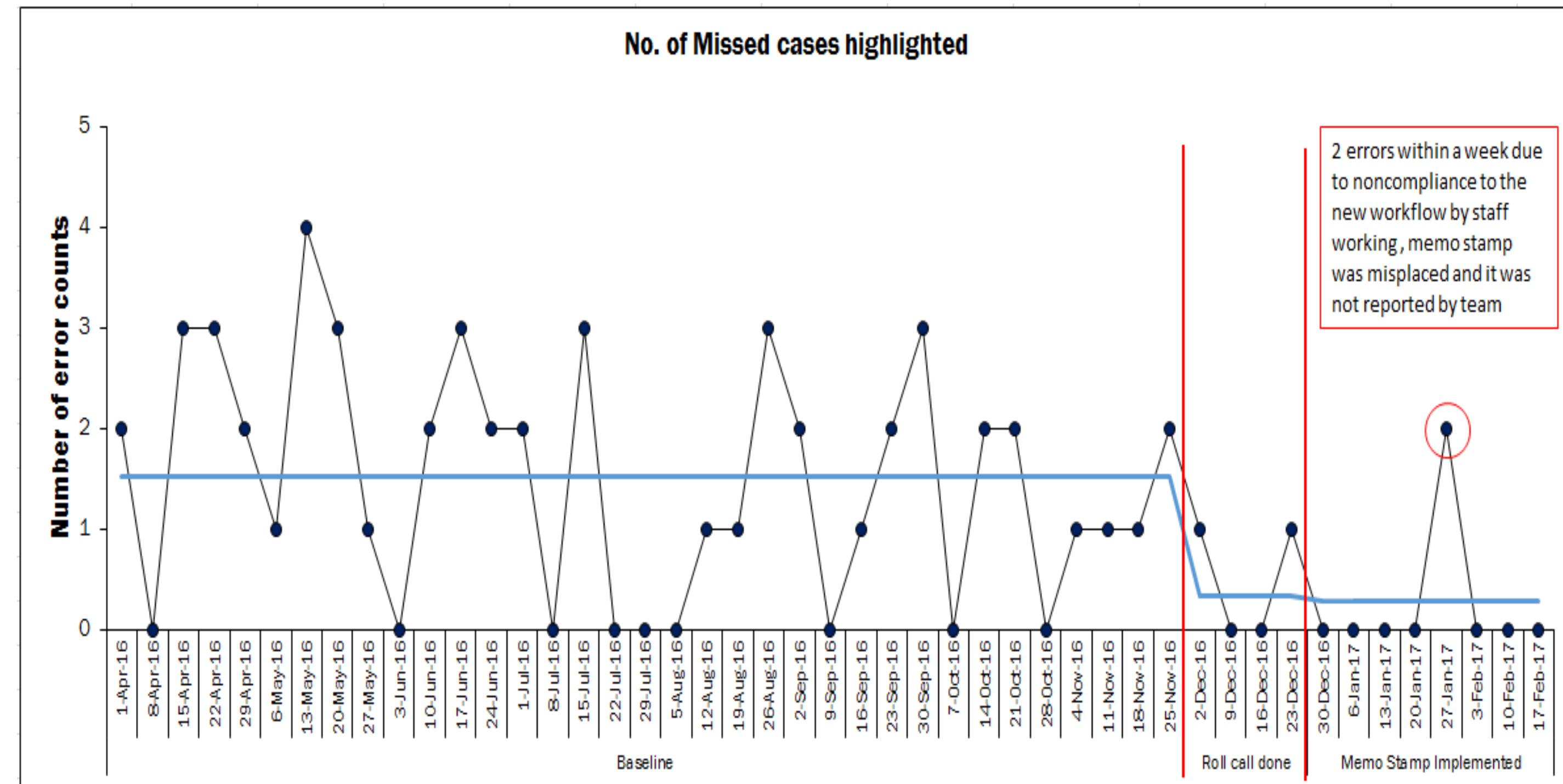


INTRODUCTION

To reduce number of missed cases which need follow up urgently during patients' stay.

To improve communication with internal colleagues by giving clear financial alerts on the folders.

ACHIEVEMENTS



PROBLEMS

Financial Folder Alert Message is not clearly written and this may cause Business Office staff to overlook the alert and therefore did not follow up with patients while still inflight.

Post Implementation:

Reduce to 1 case per month highlighted by Business office which need urgent follow up.

Stamp cost: \$40

Expected Average Revenue

Recovered: **\$2600 monthly**



Team will face difficulty in getting the required documents/payments after patients are discharged.

Need outsourced collection agents and faced revenue loss from bad debts.



METHODOLOGY

Team comprises of Admissions office and Business office colleagues reviewed the root causes of the missed cases using the Fishbone diagram and Pareto chart to solve the 80% of the root causes.

Decision matrix was used to select the best solution using "See Memo" stamp.



BENEFITS

- Standardize practices
- Eliminate illegible handwriting
- Better communication with internal teams
- Prompt follow up with patients for pending documents/payments



CONCLUSION

Team is able to reduce the number of missed cases due to the easy and standardized practice for all staff.

With the prompt follow up with patients, team is able to reduce public relation issues and improve debts recovery.