



**Singapore Healthcare Management 2017**

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# Workmen Compensation Process

## Background

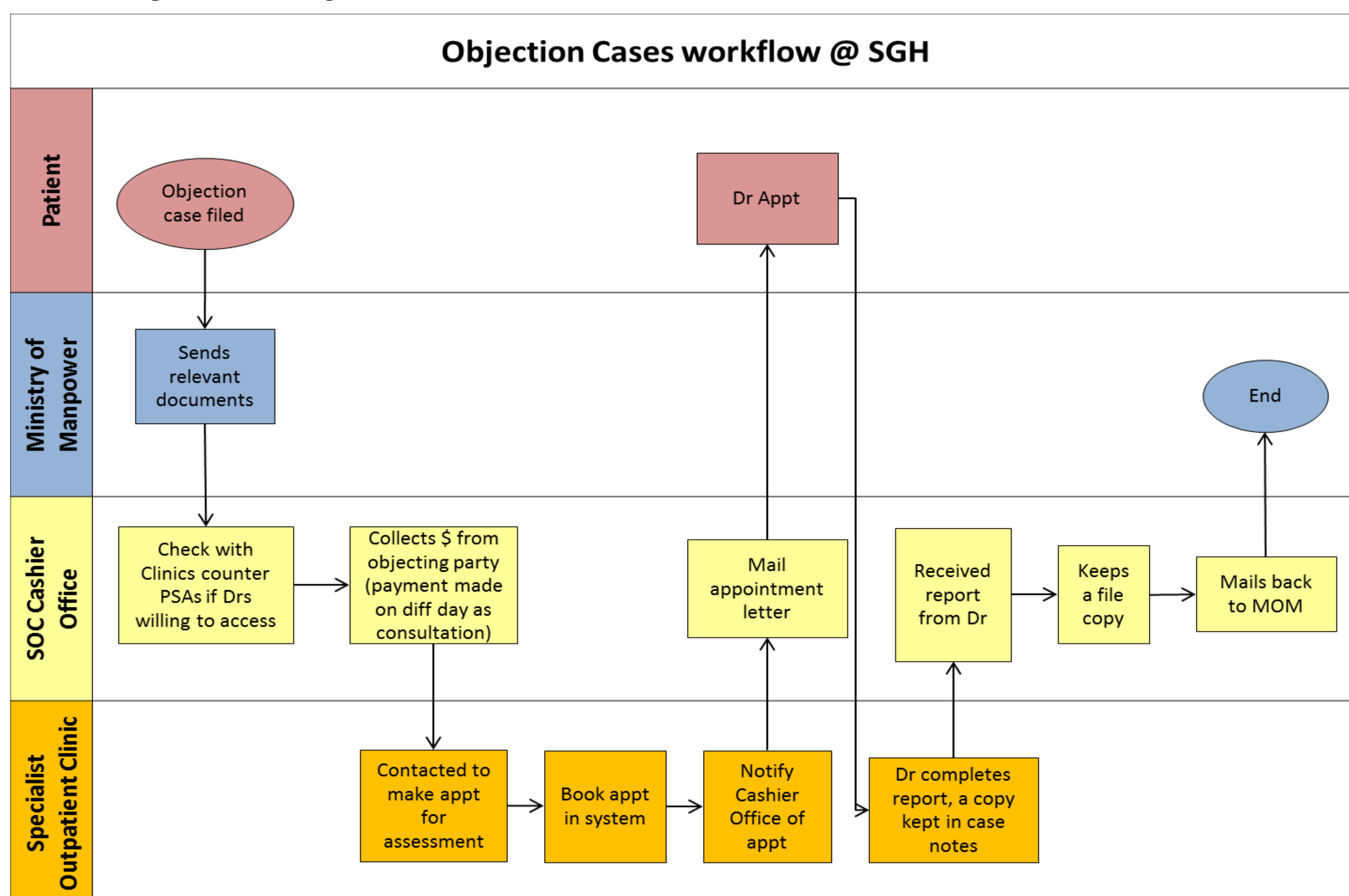
Workmen Compensation (WMC) consists of 2 categories; initial assessment and medical board assessment (objection) cases. For initial assessments, patients are required to make pre-payment at Health Info Management Services (HIMS) and the Ministry of Manpower (MOM) would liaise with HIMS for the initial assessment reports. For objection cases, pre-payment is to be made at SOC Cashier Office and MOM would have to liaise with SOC Cashier Office for objection case reports.

As patients of objection cases need to be reviewed by 2 specialists appointed by the Work Injury Compensation Medical Board on the same day, SOC Cashier Office has to facilitate to ensure that appointments are promptly arranged by the clinics.

## Mission Statement

To provide a 1-stop service point for Workmen Compensation claims and enhance patients' experience in SGH in 6 months.

## Analysis of problem



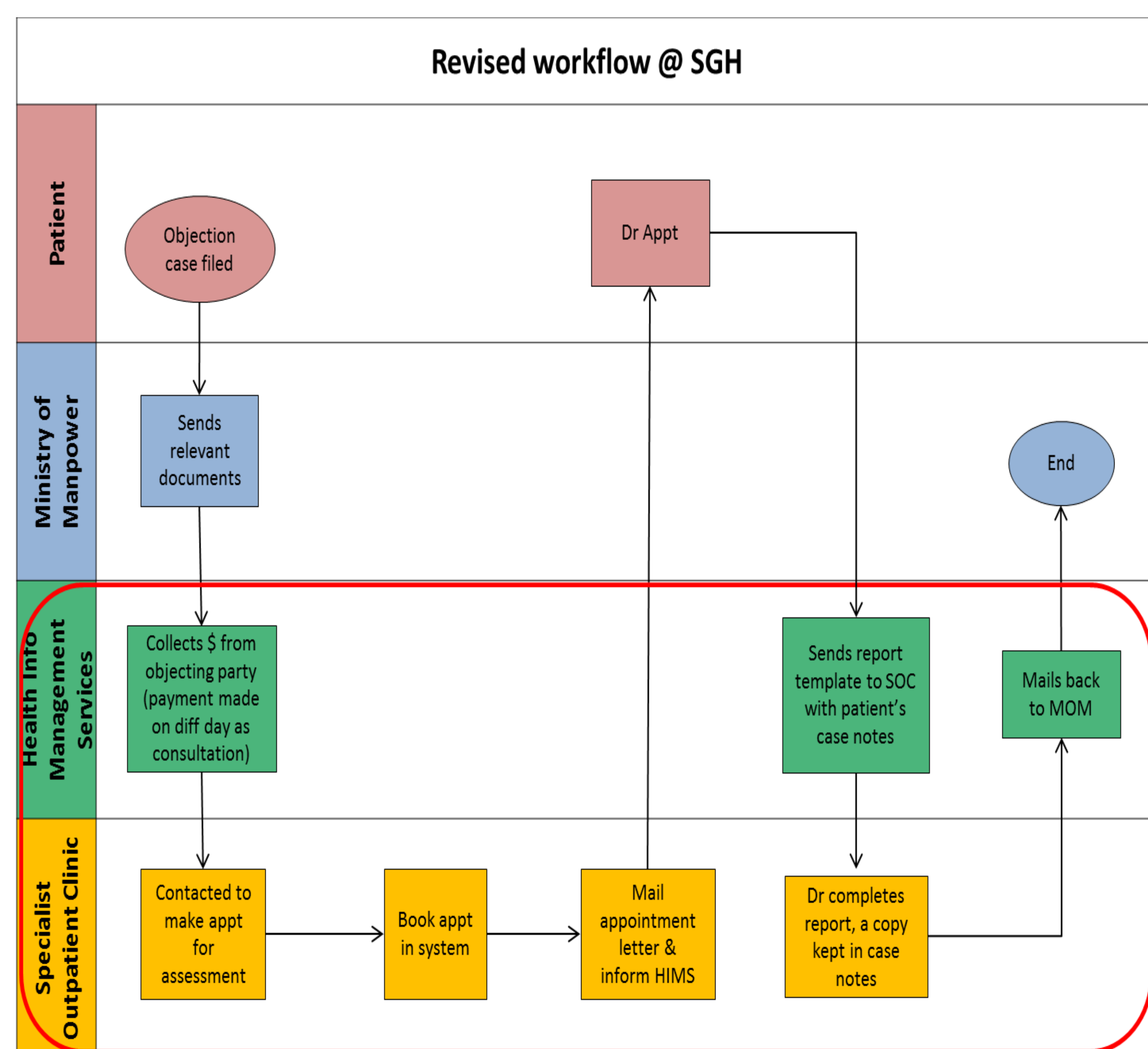
- i. Patient is confused with the two payment locations
- ii. Non-standardization of workflow with other healthcare institutions and MOM

Description	Changi General Hospital		Tan Tock Seng Hospital		Singapore General Hospital		
	MRO	Clinical Department	MRO	Clinical Department	MRO	Clinical Department	SOC
Collection of payment for initial assessment for Workmen compensation	✓		✓		✓		
Scheduling of initial assessment date for the workmen	Initial Assessment			✓		✓	
Mailing of initial Assessment report back to MOM	✓		✓		✓		
Collection of payment for objection cases	✓		✓				✓
Scheduling of workmen's Medical Board assessment	Medical Board Assessment			✓			✓
Mailing of appointment letter to workmen	✓		✓				✓
Mailing of Medical Board Assessment report back to MOM	✓		✓				✓

- iii. Two different systems used for collecting payment of the same service
- iv. Mailing of appointment letter requires a lot of manual intervention from various parties
- v. Duplication of work done by SOC Cashier Office, HIMS & SOC Clinic staff

## Interventions / Initiatives

- ☐ Organized a meet up and brainstormed with all stakeholders involved in the process
- ☐ Aligned the objective among the stakeholders
- ☐ Communicate to all stakeholders on the revised workflow
- ☐ Enhancement of HIMS's Medical Record Tracking System (MRTS) to allow collection of pre-payment and allocation of service fee properly allocated to the respective doctors
- ☐ This streamlining of processes would standardize the workflow with other healthcare institutions



## Results

1. Clear instructions and communications to patients, MOM and respective stakeholders
2. Cashier Office saved approximately 60mins/mth to focus on their core activities like reconciliation payment collections and back end billing matters
3. Workflow is aligned with other healthcare institutions
4. Improvement in patients' experience and expectations

## Conclusion

With only 1 payment location, patients are less confused hence increasing patient's satisfaction. There is also less confusion for the Ministry of Manpower (MOM) with this single point of contact for them.

Open communication and feedback from stakeholders is an important source of information that can be leveraged upon to improve patient and staff satisfaction