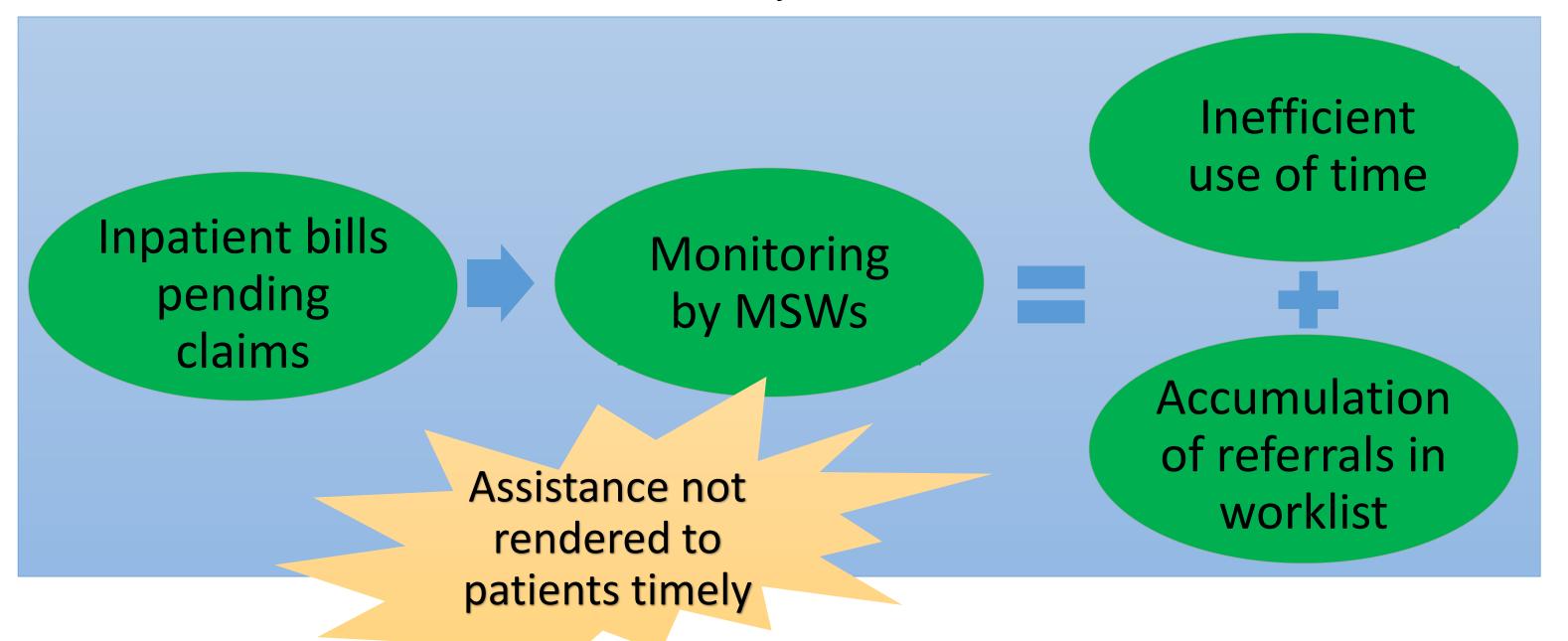




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INTRODUCTION

Medical Social Workers (MSWs) would receive inpatient bills from Business Office that are pending claims from Medisave and insurance. This required monitoring by the MSWs which was not an efficient and productive use of time. It also resulted in accumulation of referrals in the MSWs patient list where assistance was not rendered in a timely manner.



Previous engagement with the Social Work Assistants (SWAs) revealed that they were keen to support the department with patient's financial assistance applications. In doing so, they would be able to free up more outpatient appointment slots for patients who urgently needed MSWs' assistance. This would ease their challenge of finding appointment slots for patients.

The project team brainstormed to include SWAs in the management of Business Office referrals where they could support the department to put up financial applications for these referrals.



Singapore General Hospital

Objective

- 1. Ensure timely patient care
- 2. Improve response time to BO referrals
- 3. Empower SWAs to provide more support in financial assistance applications

METHODOLOGY

Feedback gathered from the department on the current inpatient BO referral work processes

Identified possible solutions in the current process:

- Patients does not require another review from MSW if they have valid assistance
- SWAs could submit financial applications

System setup of a SWA team to triage the electronic inpatient Business Office referrals

Pilot team comprising of SWAs set up and trained to manage inpatient BO referrals

Implemented on 01 March 2017 to a few medical teams and gradually rolled out to more teams

RESULTS

Median Number Of Days
Taken To Attend To BO referrals

10.8 days

88.9%
decrease

1.2 days

Positive Feedback from Staff

- Faster and more timely turnaround time in assisting patients with their inpatient bills
- ✓ SWAs reported more job satisfaction with their daily work as they are involved in assisting the patients
- ✓ Reduction in case listing and tracking required by MSWs

CONCLUSION

Project objectives were achieved...

perform straight
forward financial
assistance applications

Faster response to BO referrals

Timely assistance

rendered to patients

SWAs are up-skilled to

There was increased collaboration between MSWs and SWAs

Next Steps...



- ✓ Second phase of this project would extent to working with BO staff to further finetune referral process to improve turnaround time.
- ✓ Project would be extended to support more MSW teams after the pilot