

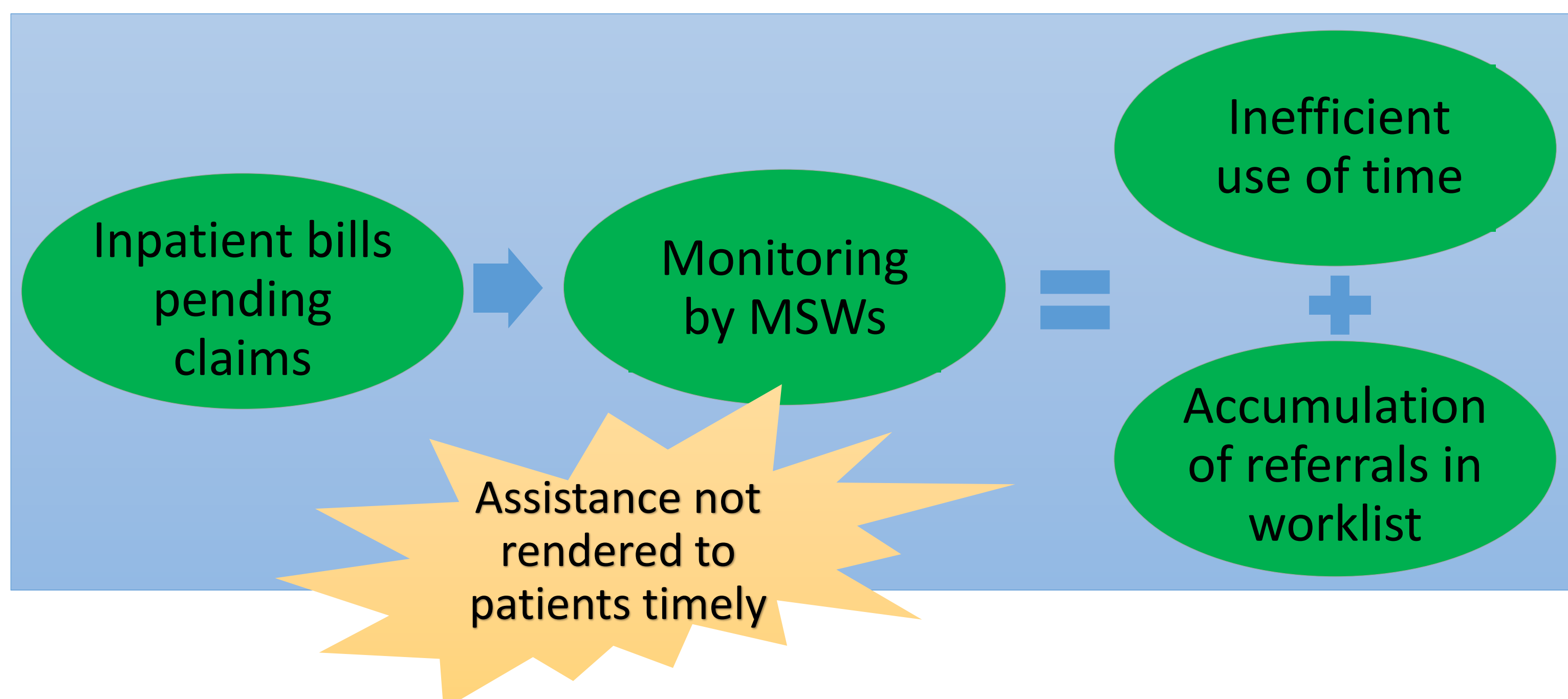


Reviewing the Medical Social Services Department's Management of Inpatient Business Office Referrals

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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.

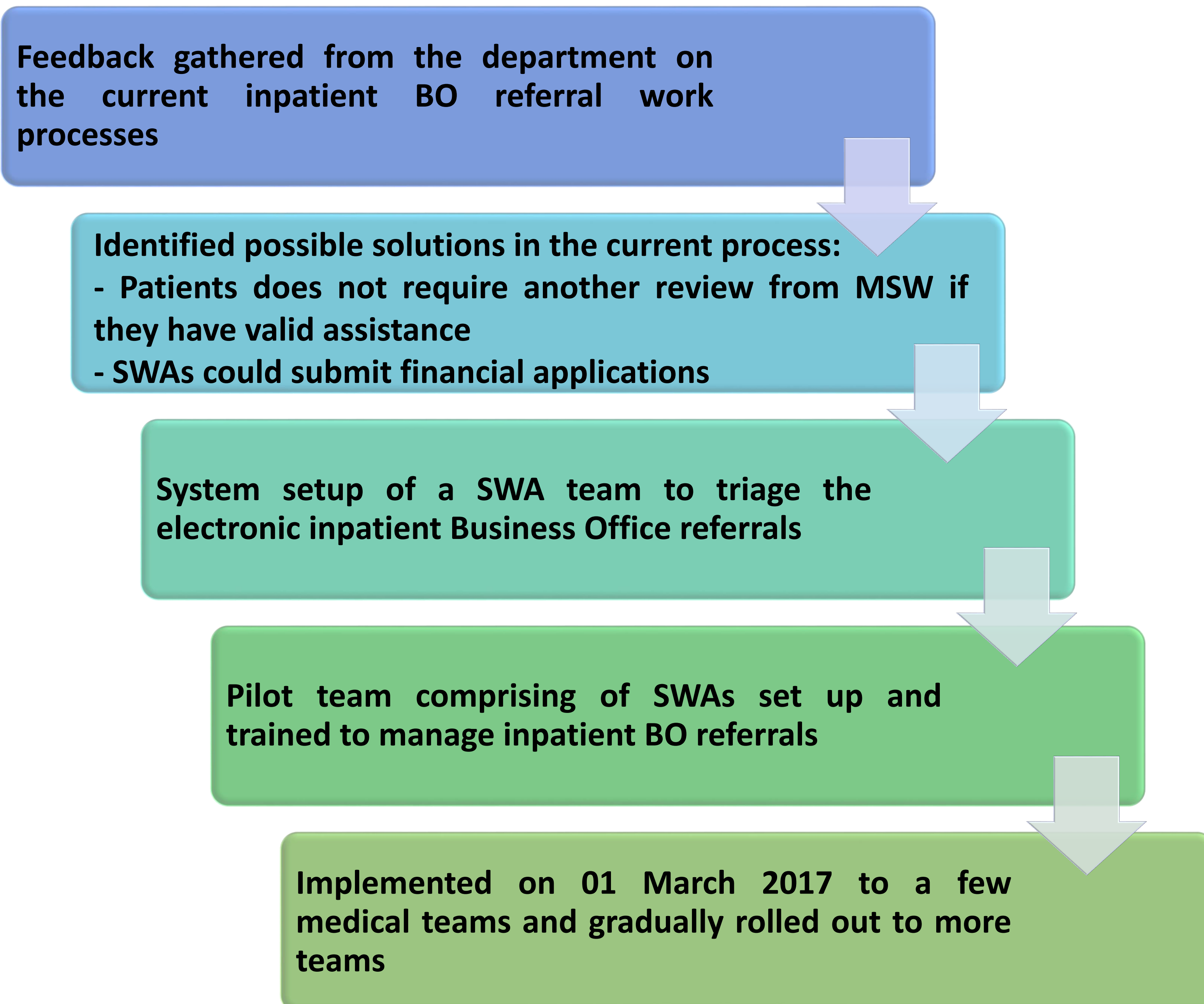
The project team brainstormed to include SWAs in the management of Business Office referrals where they could support the department to put up financial applications for these referrals.



Objective

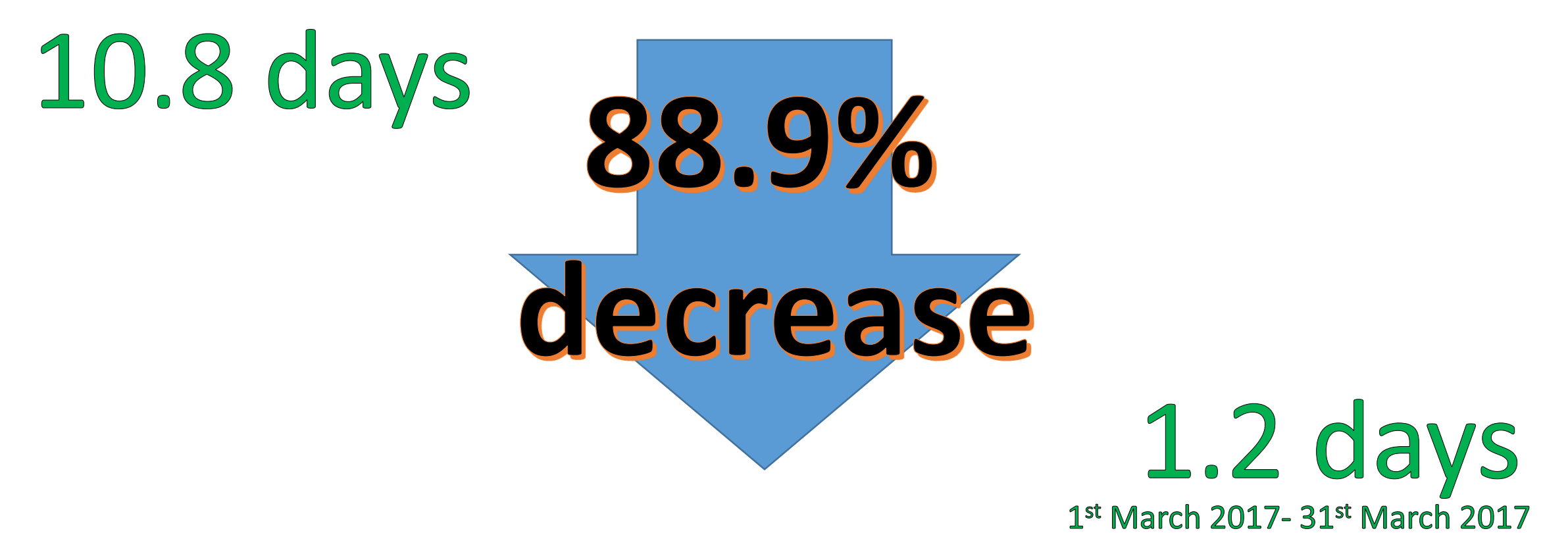
1. Ensure timely patient care
2. Improve response time to BO referrals
3. Empower SWAs to provide more support in financial assistance applications

METHODOLOGY



RESULTS

Median Number Of Days Taken To Attend To BO referrals

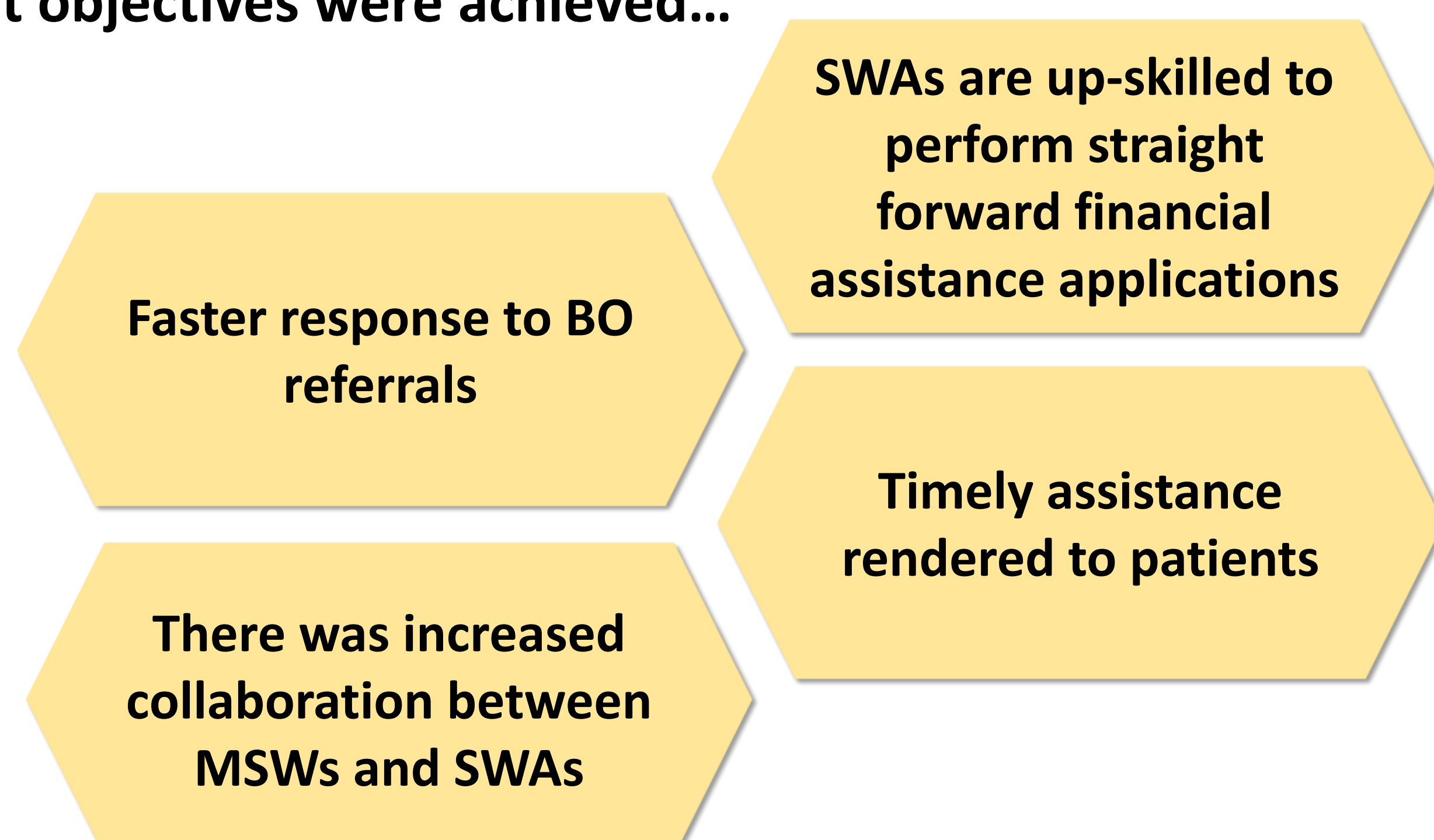


Positive Feedback from Staff

- ✓ 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...



Next Steps...



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