Improving Efficiency in SOC Payment Collection Workflow

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INTRODUCTION

As part of our continuous efforts in enhancing work, the cross institutions 'payment collection was implemented through system and workflow changes. The enhancements were further extended to ease off the tedious process of bad debt collection.

Intensive training was conducted for all outpatient billing staff to familiarize themselves with the Outpatient Administrative System (OAS) Miscellaneous Receipting.
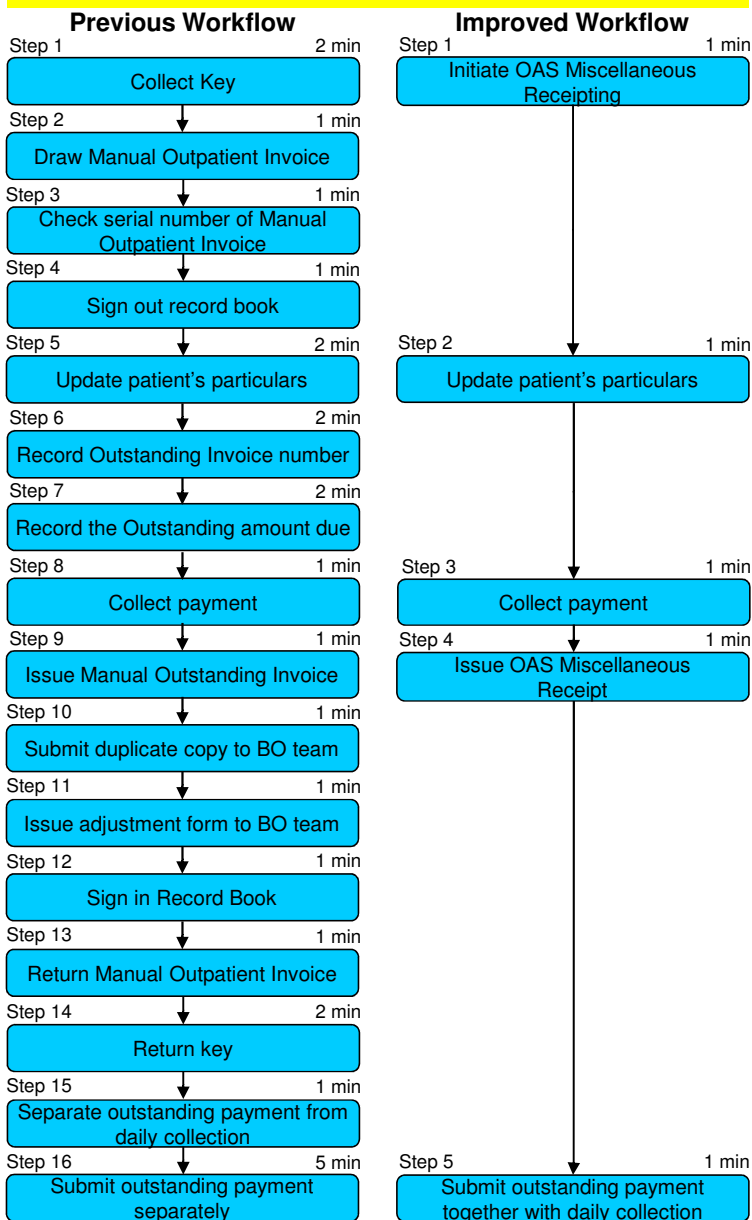
METHODOLOGY

Previous Workflow		Improved Workflow	
Step 1	2 min	Step 1	1 min
Collect Key		Initiate OAS Miscellaneous Receipting	
Step 2	1 min		
Draw Manual Outpatient Invoice			
Step 3	1 min		
Check serial number of Manual Outpatient Invoice			
Step 4	1 min		
Sign out record book			
Step 5	2 min	Step 2	1 min
Update patient's particulars		Update patient's particulars	
Step 6	2 min		
Record Outstanding Invoice number			
Step 7	2 min		
Record the Outstanding amount due			
Step 8	1 min	Step 3	1 min
Collect payment		Collect payment	
Step 9	1 min	Step 4	1 min
Issue Manual Outstanding Invoice		Issue OAS Miscellaneous Receipt	
Step 10	1 min		
Submit duplicate copy to BO team			
Step 11	1 min		
Issue adjustment form to BO team			
Step 12	1 min		
Sign in Record Book			
Step 13	1 min		
Return Manual Outpatient Invoice			
Step 14	2 min		
Return key			
Step 15	1 min		
Separate outstanding payment from daily collection			
Step 16	5 min	Step 5	1 min
Submit outstanding payment separately		Submit outstanding payment together with daily collection	

Figure 1.1 Flowchart of previous and improved workflow for collection of outstanding payment

RESULTS

Allowing staff to use the OAS Miscellaneous Receipting workflow to collect outstanding payments from bad debtors had reduced 16 complicated steps to just 5 steps. (See Fig 1.1)

The total transaction time for such cases was reduced from 25 minutes to under 5 minutes as highlighted in Fig 2.1
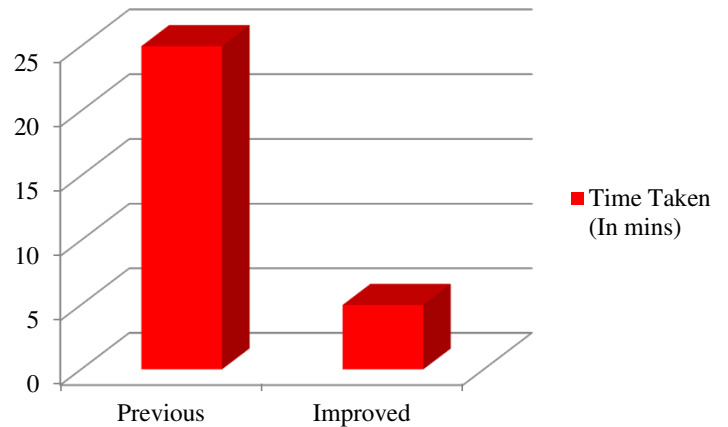
AVERAGE BILLING TRANSACTION TIME

Time Taken (In mins)

Figure 2.1 Average Billing Transaction time for previous and improved workflow

CONCLUSION

During the initial launch, a total of 11 transactions were recorded where patients paid their cross institutions' bills conveniently in KKH and this possibly reduced the amount of outstanding payment.

With the streamlined process, a total of 240 work hours is saved per year, which is equivalent to $84,000 in savings a year. The billing time per patient was shortened and staff productivity had also increased.

All existing billing staff who had completed their training are now competent to use OAS Miscellaneous Receipting to collect outstanding payment more frequently.

This workflow has been incorporated into the job-specific training for all new staff since Mar 2014.