



Improving the Workman Compensation Objection Report Workflow to Enhance Patient's Experience

Nor Haslindawati Asmoni, HIMS, SGH
 Teo Yaling, HIMS, SGH
 Koh Mei Qi, SOC, SGH
 Anne Goh Nai Ming, HIMS, SGH
 Tina Phua Yen Tin, SOC, SGH

1. Background

Health Information Management Services (HIMS) processes all medical report application by requestors including the initial assessment for Workman Compensation (WMC) Cases. However, WMC Objection Reports are processed by Specialist Outpatient Clinics (SOC) as they require an appointment to be made for an assessment by 2 doctors. For patients who are unaware and apply at the Medical Report Counter for the said report, being referred to SOC after waiting led to patient unhappiness and complaints.

At SOC, frontline staff receive these requests and payment but are unable to deposit the money until the assessment is done, usually 1-2 months later. This causes audit and security issues. SOC also has to act as the custodian of the forms and completed reports which takes up space, resources and manpower to maintain.

2. Objective

To streamline the Workman Compensation Claims workflow to enhance patient's experience within 6 months



3. Problem Analysis

The table summarises the workflows for processing of WMC Cases for Changi General Hospital, Tan Tock Seng Hospital and Singapore General Hospital. While both CGH and TTSH's MROs process both the Initial and Objection reports, only SGH's SOC processes the WMC Objection Reports.

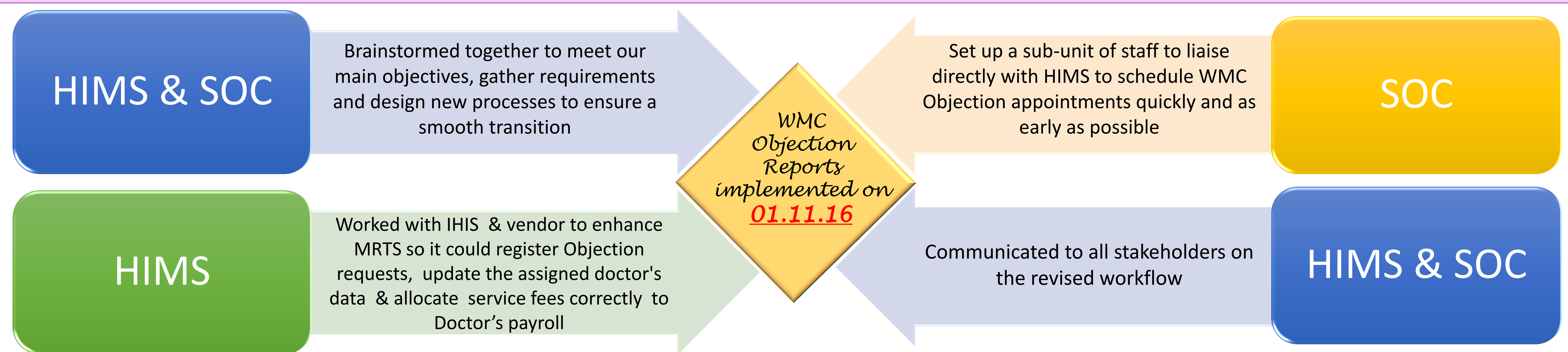
Workflow	CGH		TTSH		SGH			
	MRO	Clinical Dept	MRO	Clinical Dept	MRO	Clinical Dept	SOC	
Collection of payment for initial assessment	😊		😊		😊			Initial Assessment
Scheduling of initial assessment date for the workman		😊		😊		😊		
Mailing of initial report back to MOM	😊		😊		😊			
Maintaining records and handling of queries related to WMC cases	😊		😊		😊			
Application and receipt of payment for WMC Objection Report	😊		😊				😊	Objection Assessment
Scheduling of WMC Objection assessment		😊		😊			😊	
Mailing of appointment letter to workman	😊		😊				😊	
Mailing of WMC Objection Report to MOM	😊		😊				😊	
Maintaining records and handling of queries of WMC Objection cases	😊		😊				😊	



Medical Report Tracking System (MRTS) used by HIMS was not designed to register cases assigned to 2 doctors and split doctor's medical report fees equally into their payroll.



4. Solutions



5. Results



Patient	MOM	HIMS	SOC	SGH
<ul style="list-style-type: none"> Only has to visit HIMS for all medical report needs Improved patient satisfaction and experience 	<ul style="list-style-type: none"> Single point of contact for all medical report matters 	<ul style="list-style-type: none"> One-stop centre for all medical report services 	<ul style="list-style-type: none"> Frontline staff can focus on core activities within SOC Resources & manpower freed from tracking applications & completed reports 	<ul style="list-style-type: none"> Workflow is aligned with other healthcare institutions

6. Conclusion

A one-stop centre for medical report services increases patient's satisfaction, reduces manpower costs and improves staff efficiency.

Open communication and feedback from all stakeholders is integral and should be leveraged upon to improve patient and staff satisfaction.

