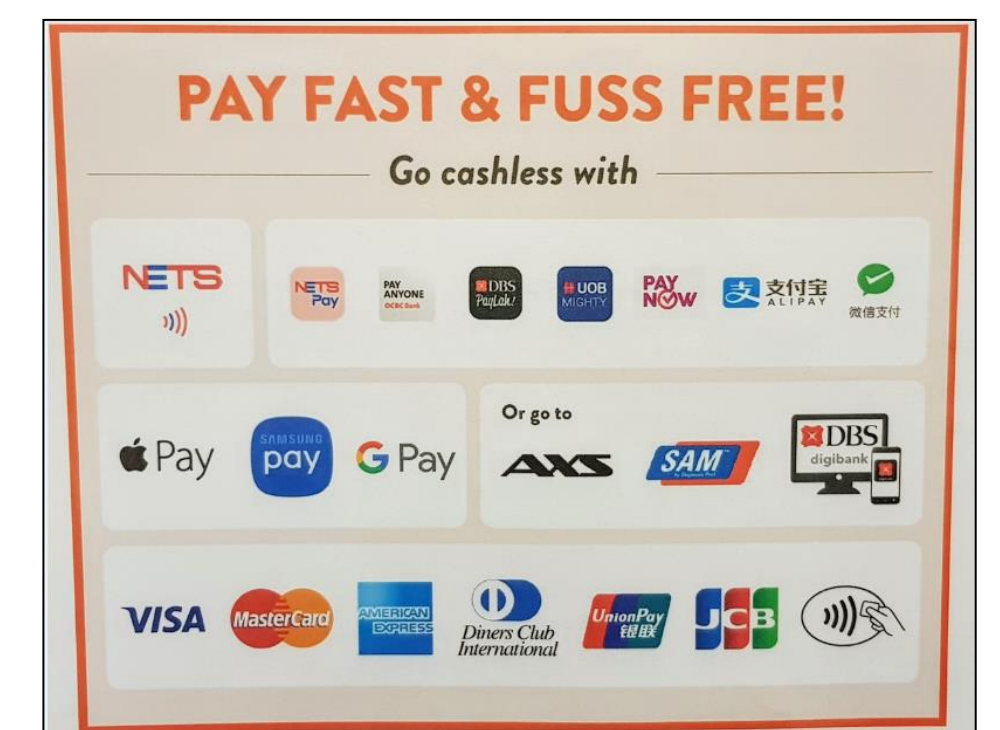


IMPLEMENTING CASHLESS INITIATIVES @ BLOCK 3 SPECIALISTS OUTPATIENT CLINICS (SOCs)

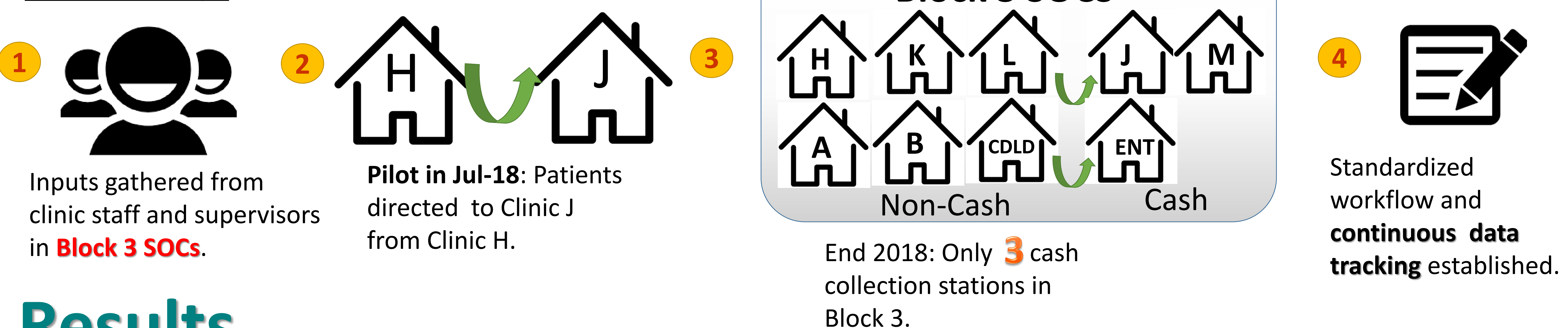
ALVIN IGNATIUS TAN WEI SIANG, SOC OPERATIONS
TINA PHUA YEN TIN, SOC OPERATIONS
CHIEW PEI PEI, SOC OPERATIONS
KAELYN TAN HUI YUN, SOC OPERATIONS
JESSY ONG, SOC OPERATIONS

Introduction

As Singapore is striving towards a **Smart Nation**, Specialist Outpatient Clinic (SOC) is advancing towards **non-cash payment modes** for patients. With the vast array of non-cash payment modes at our disposal, it is timely that patients are strongly encouraged to consider these non-cash options. This will allow for the payment process at SOC to be a **fast, easy and seamless** one. Such initiative would also serve to minimise cash discrepancies in SOCs.



















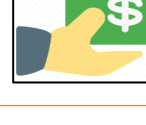



















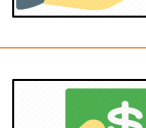


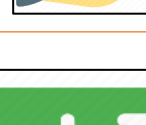
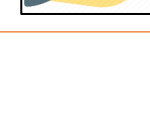





Methodology



Results



CASH COLLECTION POINTS

BEFORE IMPLEMENTATION OF CASHLESS INITIATIVE			
BLK 3	CASH COLLECTION COUNTERS ()	BLK 3	CASH COLLECTION COUNTERS()
SOC A	   	SOC A	
SOC B	  	SOC B	
CDLD	     	CDLD	
ENT	   	ENT	   
SOC H	   	SOC H	
SOC J	  	SOC J	 
SOC K	  	SOC K	
SOC L	  	SOC L	
SOC M	  	SOC M	  
TOTAL	 X 33	TOTAL	 X 9

REDUCTION



"The cashless initiative has allowed us to save time when we close our counters at the end of the day."

Nurhazah Sanmwan (PSAE, SOC L)



"Payment of non-cash methods is a much faster process and removes possibilities of wrong change given."

Pang Kai Ling (PSA, SOC A)

Conclusion

- To achieve operational excellence, the role of leadership is to establish direction for the organization, motivate and mentor staff, and reveal breakthrough thinking. Success in these areas requires specific behaviors that are very different from the traditional way leaders operate.
- We have to keep thinking of continuous improvement so as to align with the Nation's and organization's goal. In order to achieve this, there is a need to fully understand the existing processes in place and be open to feedback from all stakeholders. There is no shortcut for improvement but to focus on communication, clarifications, seeking inputs and working as a team.
- The reduction in cash collections minimises the possibility of "Shortage Excess Discrepancies" (SEDs) in SOCs and the efforts required for cash counting.