



Singapore Healthcare Management 2022

NHCS@SKH Outpatient Journey Transformation

A cross-institutional initiative between SKH and NHCS to improve Patient Experience at SKH Medical Centre

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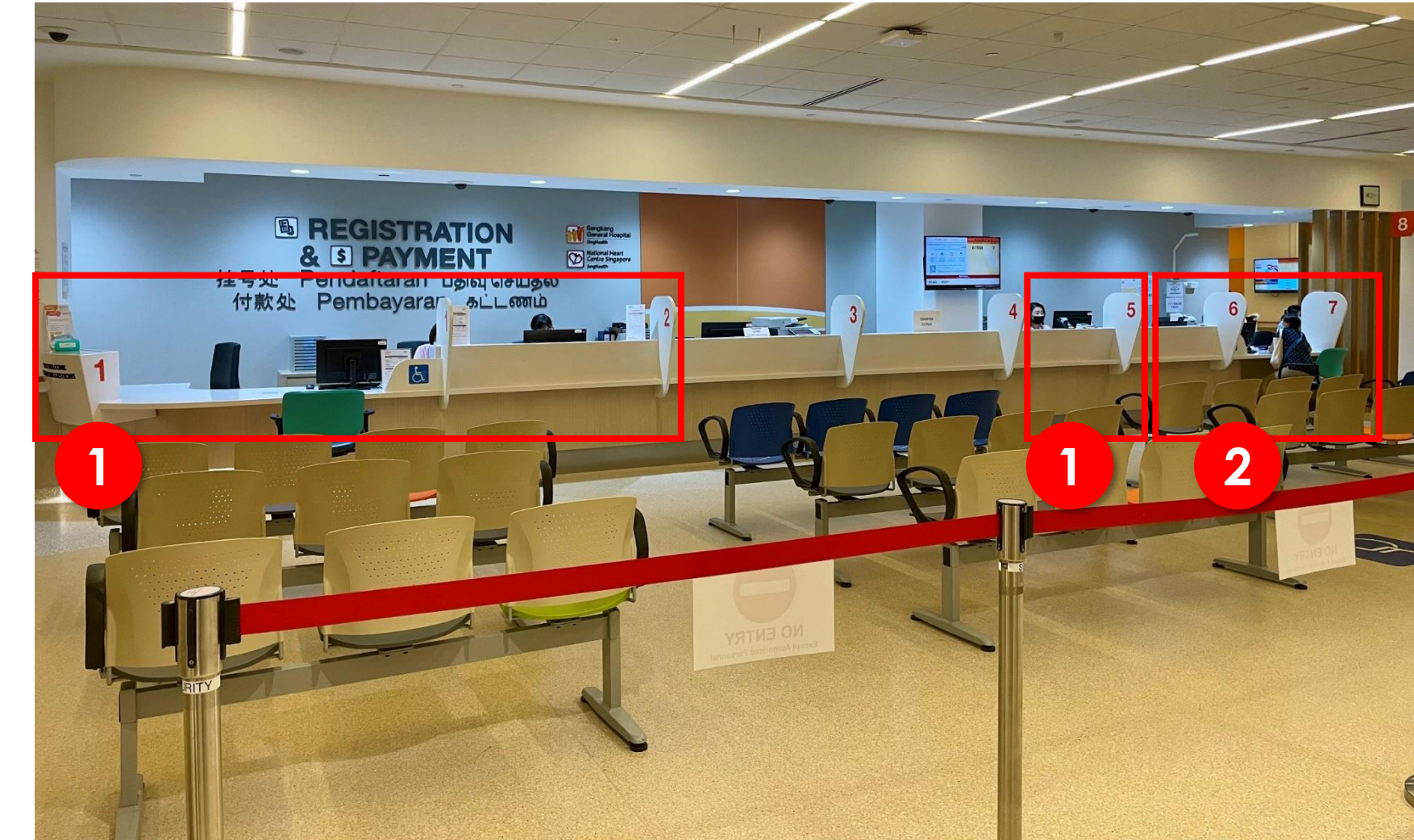
Background & Objectives

As part of SingHealth, SKH established a partnership with NHCS to set up a satellite clinic (NHCS Cardiology @ SKH Clinic) within SKH Medical Centre Level 4 (MC L4) to provide quality and holistic Outpatient Cardiology services to the Northeast region. Since its setup in Y2018, the clinic had been operating based on a 'hub-and-spoke' shared subvention model by tapping on the 2 institutions' OAS system for charging of services (see table 1). Separate NHCS registration / payment counters were also being set up at MC L4 to support the clinic (see picture 1). As such, the clinic had received feedbacks from Patients / NOKs:

| Under NHCS OAS System | Under SKH OAS System |
|---|---|
| Doctor's Consultation | Blood Tests |
| Cardiac Lab Tests (e.g. Treadmill, etc) | Other Nursing Services (e.g. Wound Dressing, etc.) |
| | Medications |
| | Radiology Scans (e.g. CT Angiogram, Myocardial Perfusion Imaging, etc.) |

Table 1: OAS system used for visit creation and charging of services provided to NHCS@SKH patient

Picture 1: SKH and NHCS reg/payment counters at MC L4



1: SKH Reg Counter 1 & 2 SKH Payment Counter 5
 2: NHCS Reg / Payment Counters 6 & 7

My q ticket tells me to go to Counter 6/7. Why can't Counter 1 or 2 help to register my NHCS@SKH appointment?

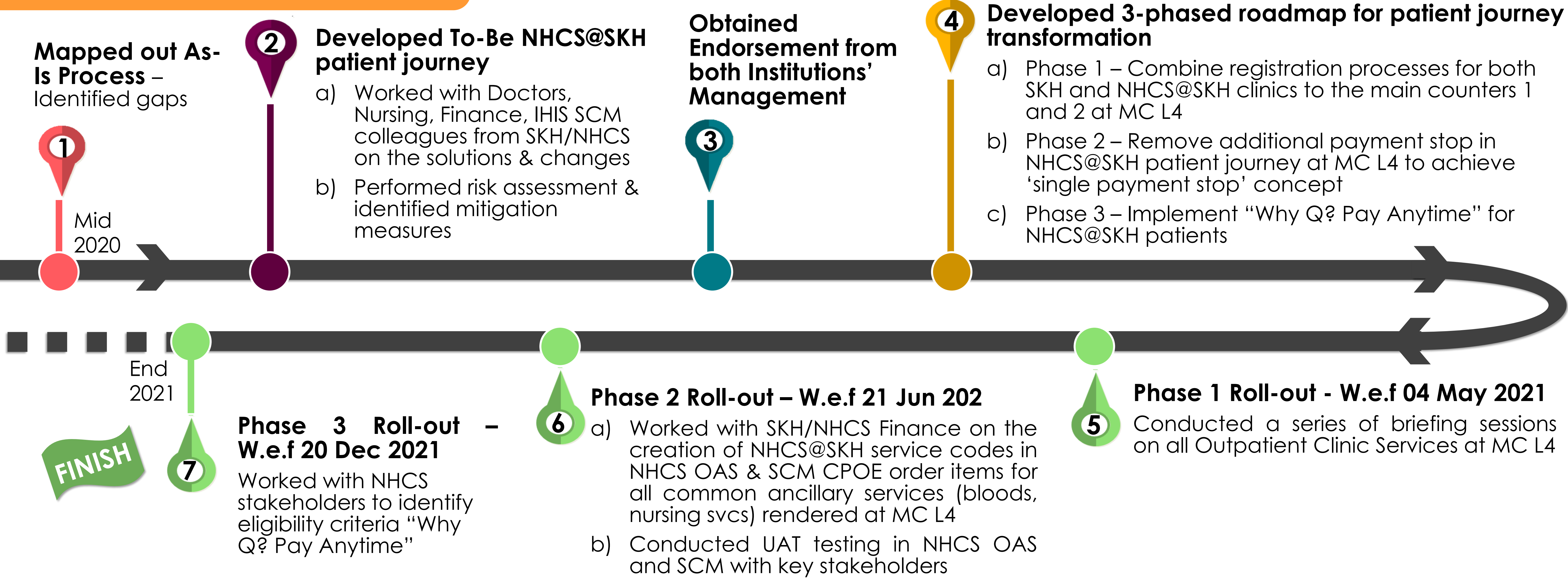
Why do I need to make payment at 2 counters and receive 2 tax invoices – 1 SKH and 1 NHCS?

Why do I need to wait for payment? Can I go off and make payment at home?

To address the above and provide NHC Cardiology @ SKH patients with a seamless experience, below objectives were established:

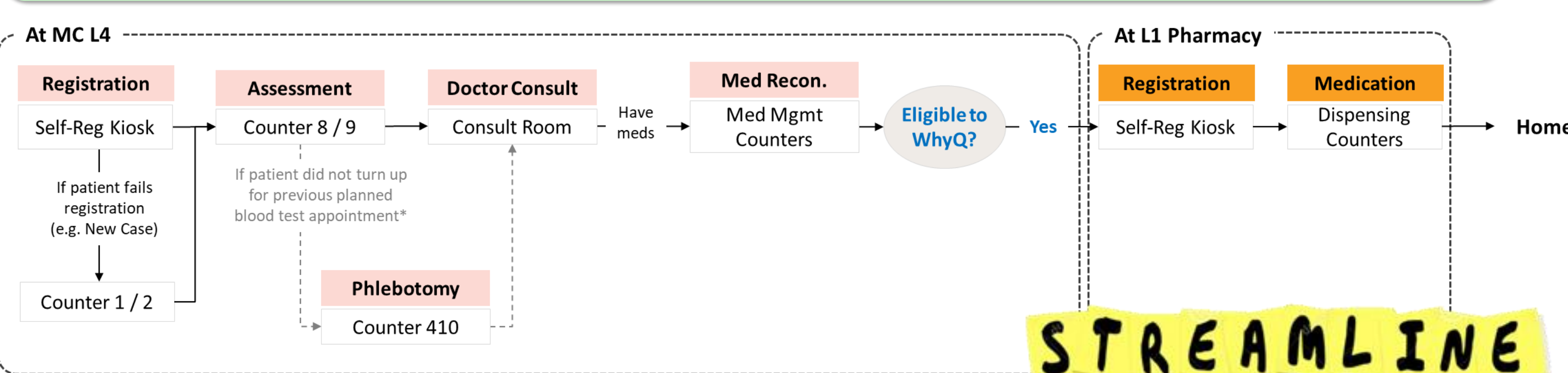
- A Centralise all registration processes at MC L4 for both SKH and NHCS@SKH Clinic**
- B Implement a "single payment stop" concept**
- C Reduce the amount of time spent physically at the clinic by patient to complete payment transactions**

Methodology



Results

Improved Patient Experience at Medical Centre Level 4



Conclusion

Through this transformation project, we acknowledged the impact and role which our outpatient business and clinical systems play in enabling a seamless patient experience and journey. Hence, this can also be taken as a case study for future setups of similar nature as Ministry introduces new Capitation Funding Model where an increased importance and emphasis is placed on promoting a "One Singhealth cluster" concept.

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0 Patient Complaints received thus far

100% Staff Satisfaction

\$0 Cost involved in this transformation