



Reducing Amount of Charge Forms Used in SGH SOC G by 80% in 6 Months



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Introduction

- Specialist Outpatient Clinic (SOC) G used about **2500 charge forms per month**. Clinic staff had expressed difficulty in finding storage space for this substantial quantity of charge forms.
- This resulted in unorganized filing as the staff would find any available storage space by opening all the drawers or cabinets.
- Hence there were time wastage and lower work efficiency of staff.
- It was found that **85%** of the charge forms used did not have any service code indicated on them (Fig. 1). Hence, usage of the majority of charge forms was a waste.

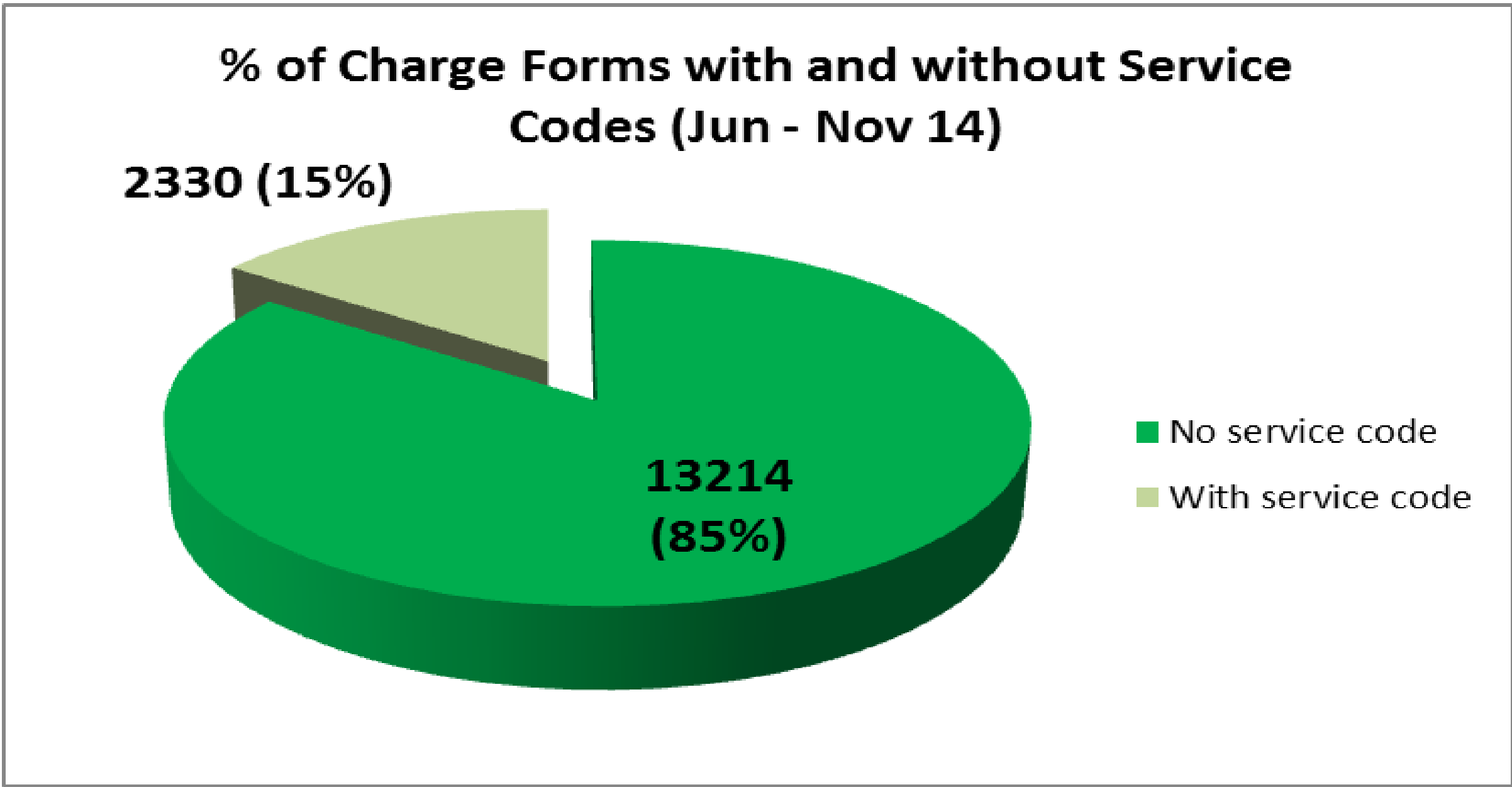


Figure 1. % of charge forms used in SOC G with and without service codes from Jun to Nov 14.

Objectives

- To reduce amount of charge forms used in SGH SOC G by 80% in 6 months

Methods and Interventions

- The team made use of QI tools such as **Tree Diagram** and **Pareto Chart** to understand causes of the problem, and to formulate relevant solutions and interventions.
- The selected interventions were to :
 - **Remove charge form usage** at each service point
 - Have service providers **key in required additional service codes into the Outpatient Administrative System (OAS)** at relevant service points (Fig. 2)
- Charge forms will only be used for audit compliance when there is cancellation of registration, or waiver of doctor’s professional fees.

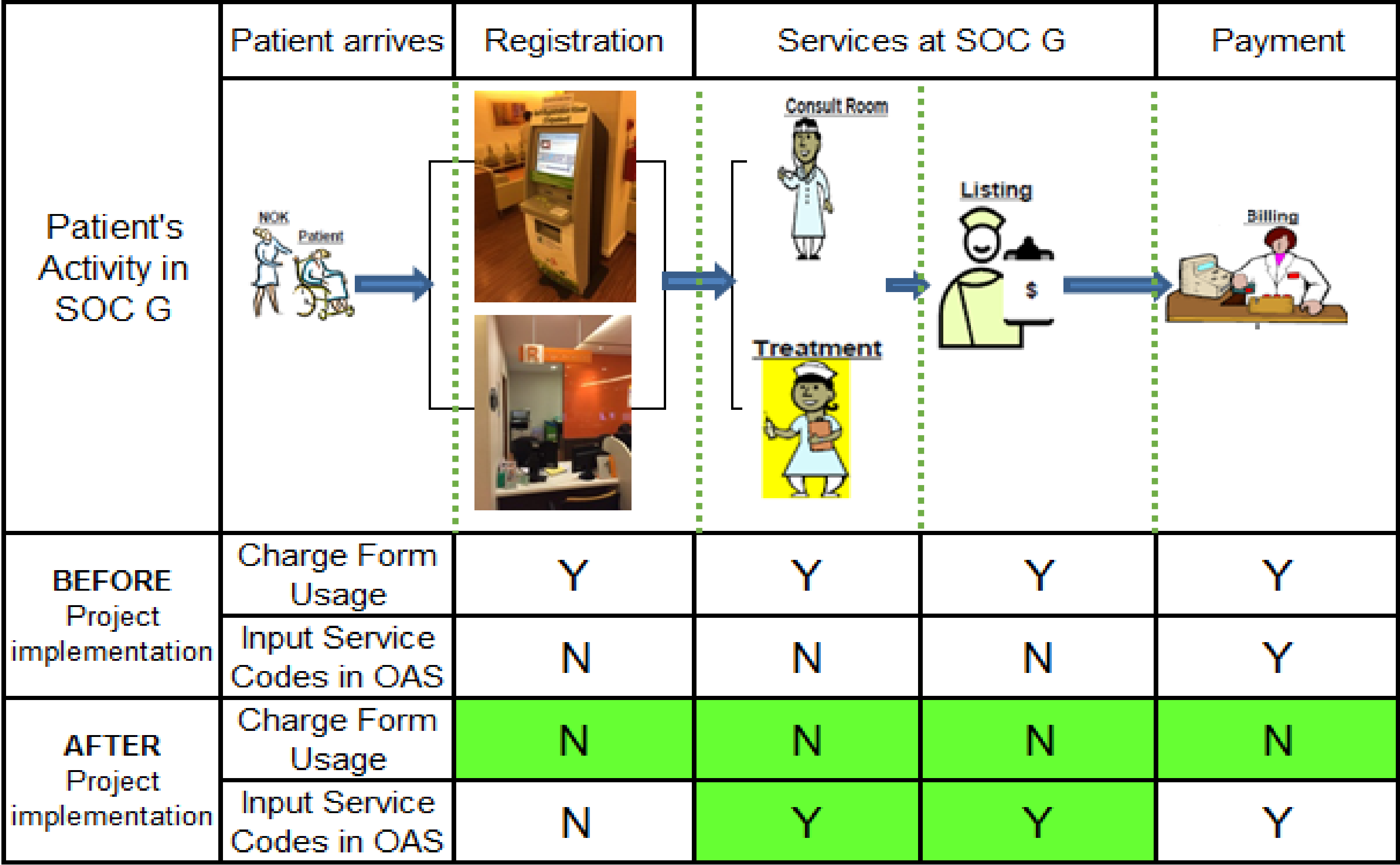


Figure 2. Flowchart of patient activities in SOC G, comparing charge form usage and service code input in OAS at various service points before and after project implementation.

Results

- 98% reduction in amount of charge forms used**

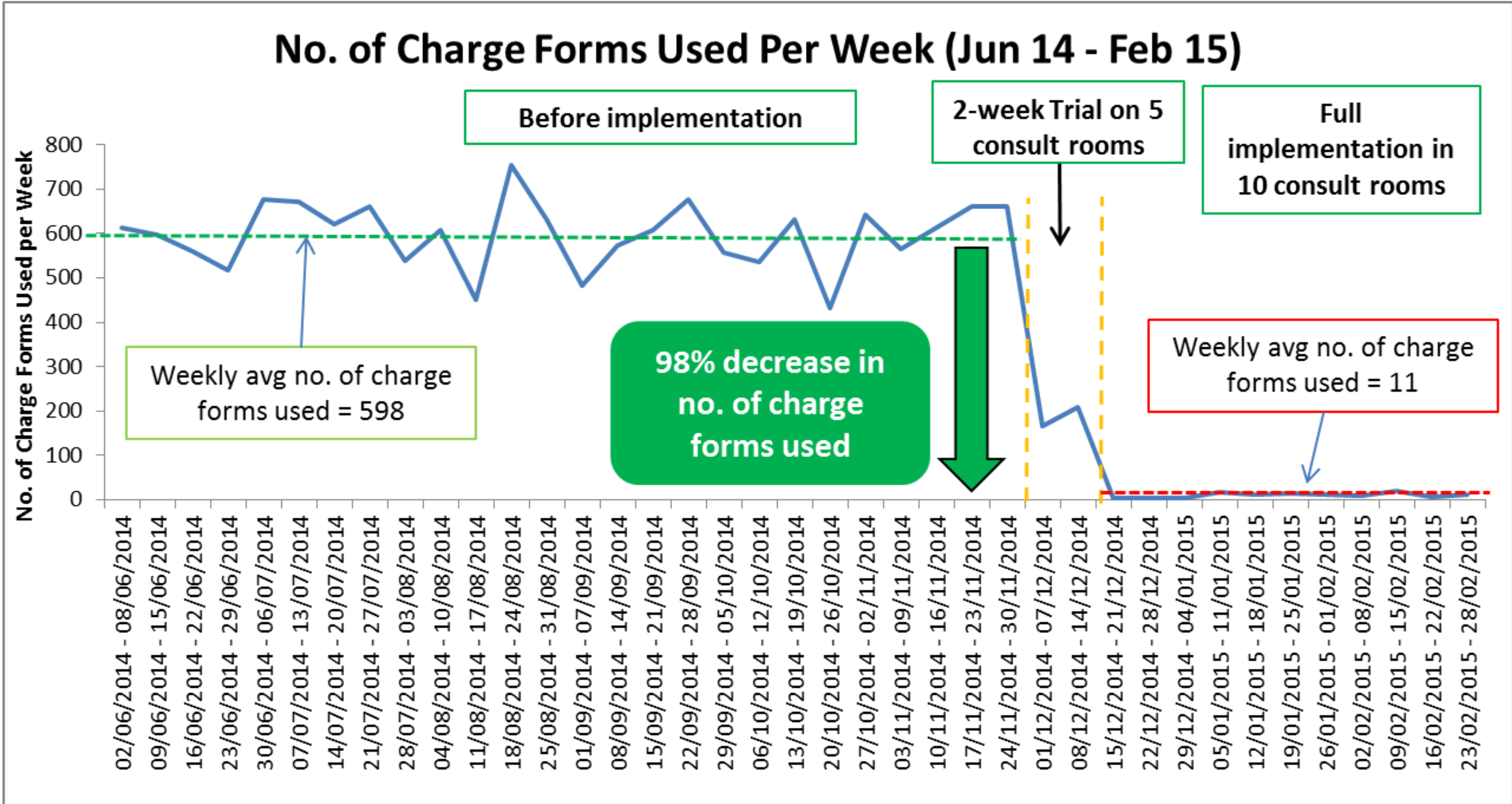


Figure 3. Amount of charge forms used per week in SOC G for Jun 14 – Feb 15.

- 98% cost savings from charge forms being removed from usage**

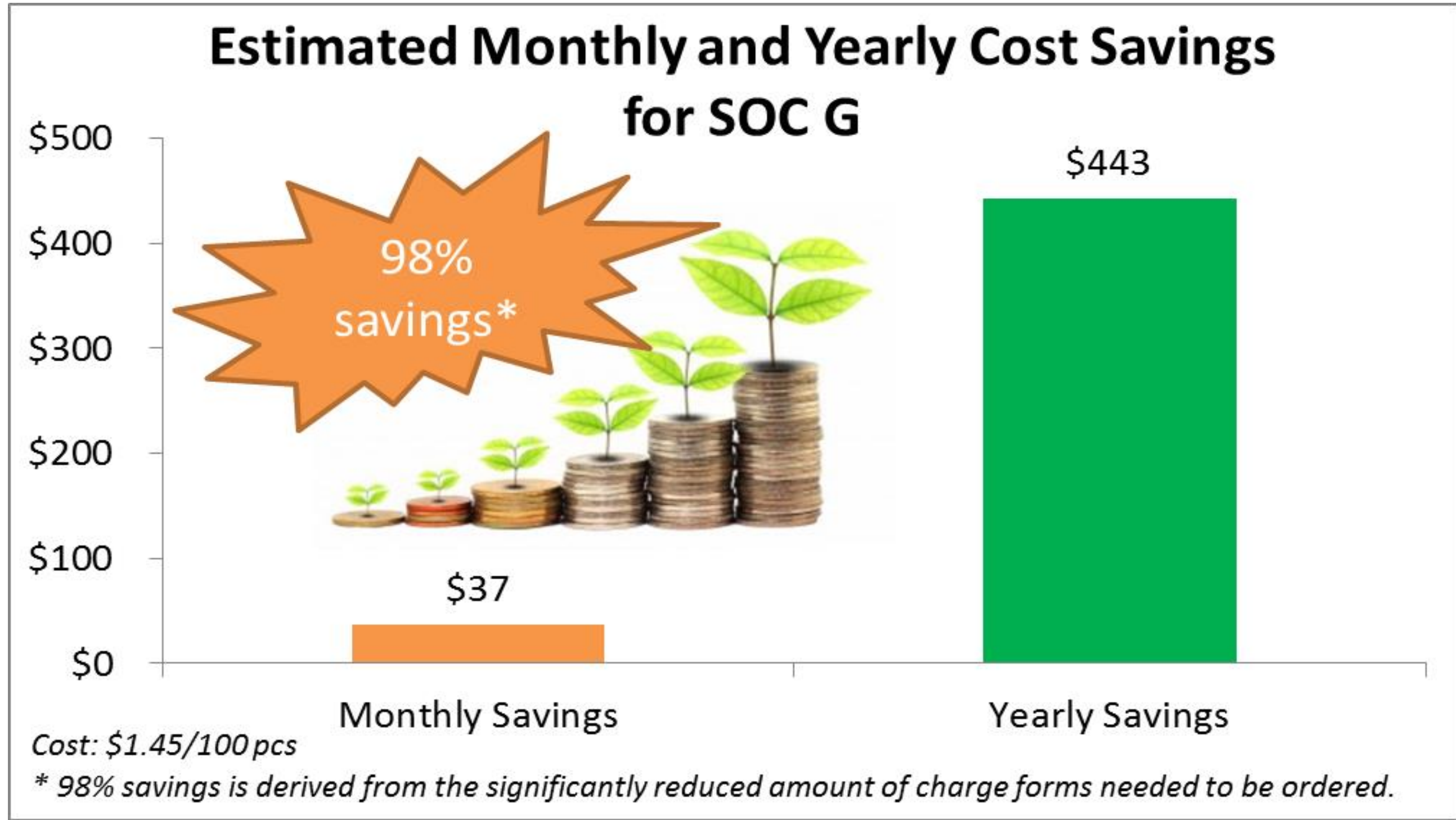


Figure 4. Estimated monthly and yearly cost savings for SOC G from removal of charge form usage.

- 12 drawers worth of space freed up for other storage usage**

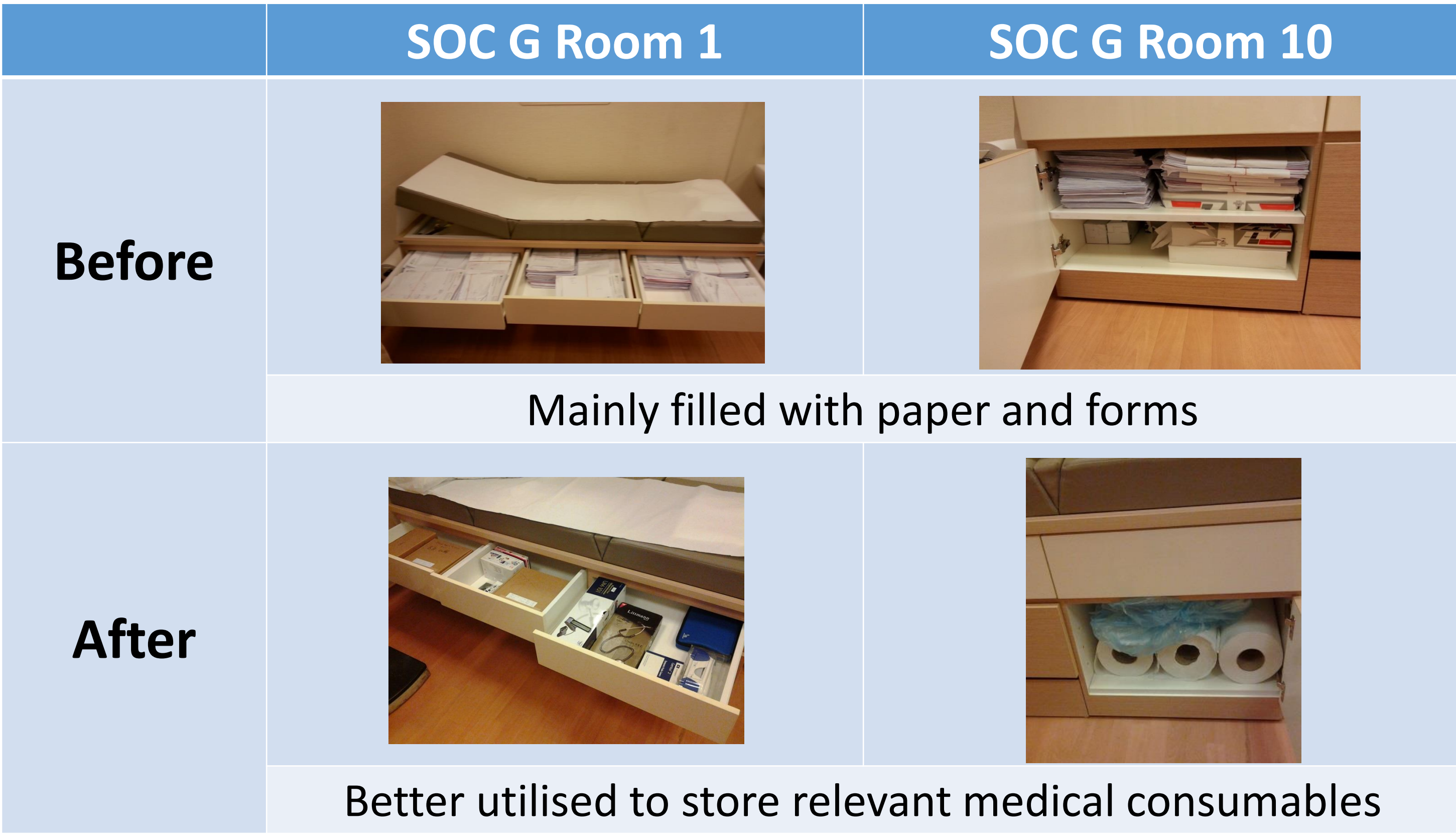


Figure 5. Status of drawer and cabinet space in SOC G Rooms 1 and 10 before and after project implementation.

- Based on post-implementation staff survey, counter work processes have also improved, with **less stress and hassle** faced by clinic staff.

Conclusion

- Removal of charge form usage has improved job satisfaction of clinic staff, and hence patients get to experience more efficient care.
- This project managed to reduce waste, lower operational cost, and free up storage space in the clinic for other suitable usage.
- These are aligned with SGH’s initiative of being cost effective, going green, and achieving “Best Outcome, Best Experience”.