



**Singapore Healthcare Management 2016**

# Effective Use of Information Technology for Efficient and Timely Submission of Accrual Financial Reports from Pharmacy Store



**KK Women's and Children's Hospital**  
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## Aim

To use existing data in Pharmacy Maxcare System, to present Goods Received Note (GRN) List in a complete, accurate and timeliness manner; so that prompt payment can be made to the vendors.

## Methodology

### PURCHASING PROCESS

Pharmacy Purchasing Office



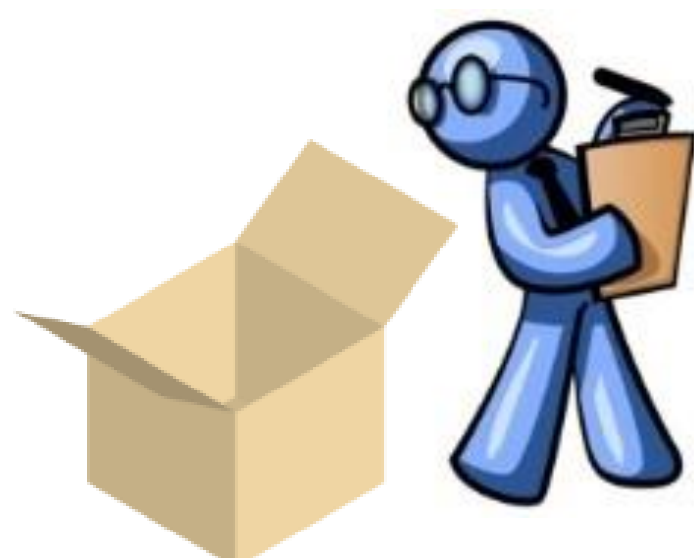
- Stocks ordering
- Purchase Order (PO) creation

Vendor



- Delivery of Goods
- Vendor's Invoice or Delivery Order (DO)

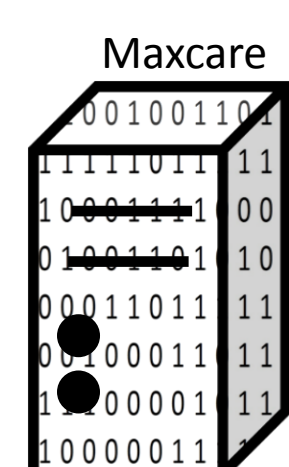
Pharmacy Store



- Upon receiving of goods from vendor,
- Pharmacy will check Open PO in Maxcare
  - Retrieve PO
  - Check Goods
  - Endorse Acceptance
  - Goods stored in Storage Area
  - Enter the goods' PO details into Maxcare, for Goods-Received Notes (GRN) creation
  - Consolidate the PO/DO, Invoices and GRN
  - Mail to Finance for accounting purposes.
  - This entire cycle usually take 2 - 4 work-days.



### PREVIOUS



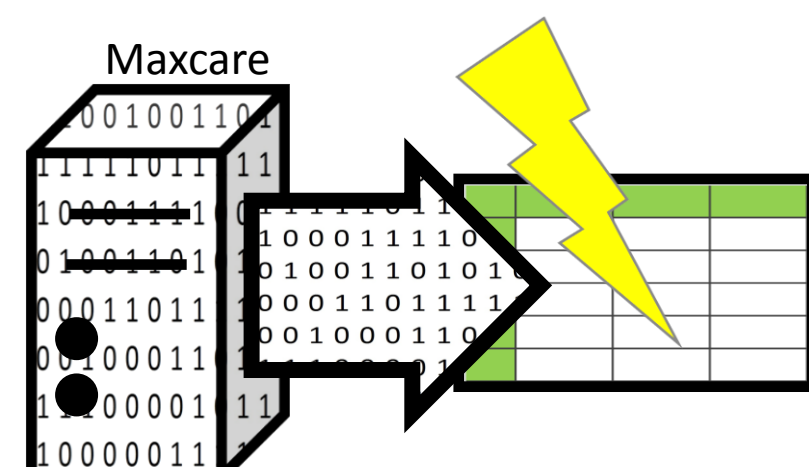
Purchasing and Inventory information are stored in Maxcare System's Database

Every month-end before Finance close account, to mitigate the tight lead time, staff have to **MANUALLY TRANSCRIBE** documents' details into a **List** for accrual purposes

This **List** contains details such as Suppliers' Name, GRN, PO/DO, Invoice Number and Amount.

The **List** can have **80 - 150 line-items** and may **spent up to 5.0 man-hours** to complete the list.

### NEW

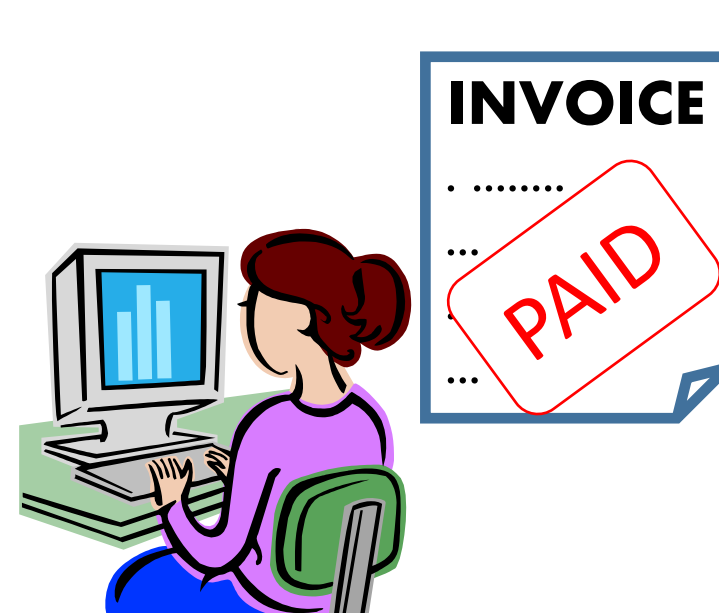


As data and information are readily available in Maxcare, by allowing the system to generate a daily **AUTOMATED** spreadsheet-list, Pharmacy is able to submit a similar **List** to Finance

Finance Account Payable



- Accrual created with List
- Received documents and List
- 3-Way Match of PO/DO, GRN and Invoices
- Accrual removed
- Finance release payment to vendor

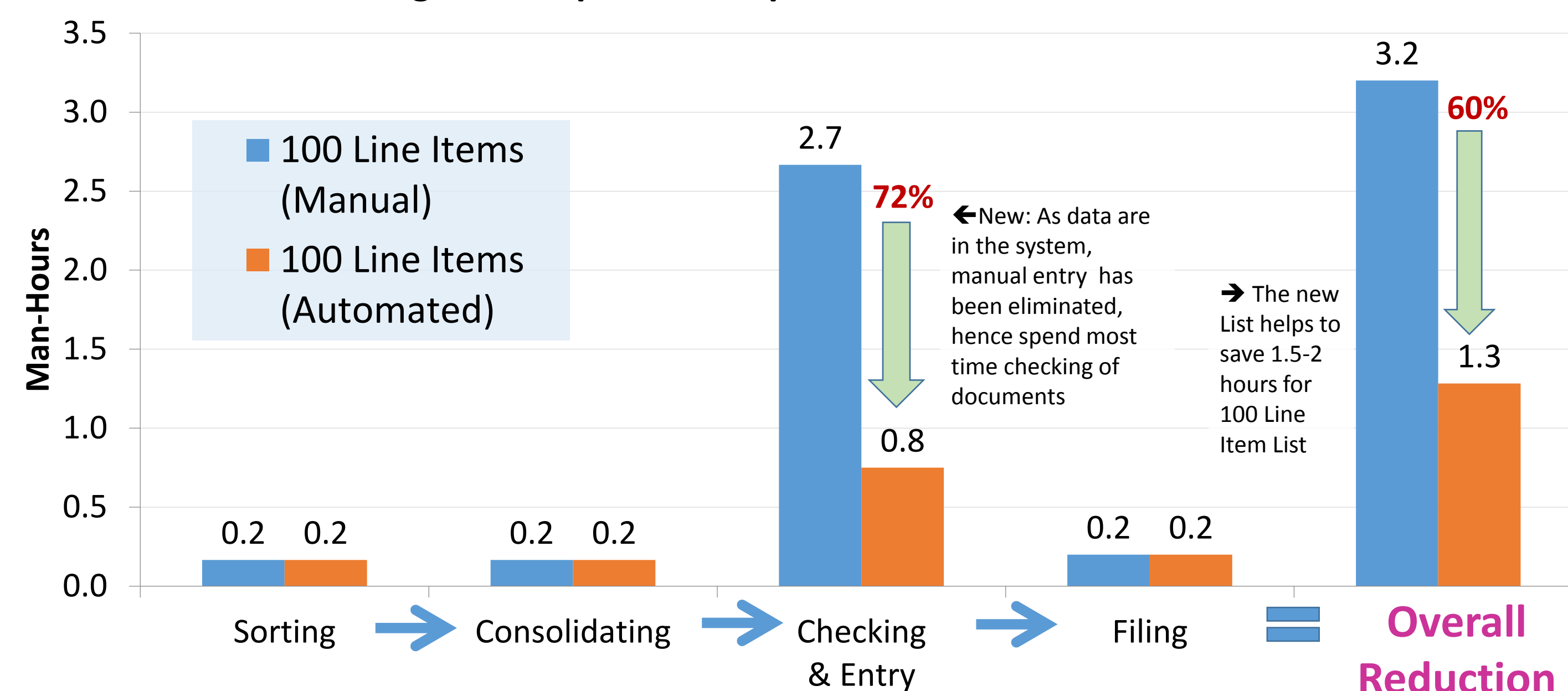


To compare and evaluate the efficacy of Pharmacy Store's new listing process over a 8-months period (4-months period for each Pre and Post):

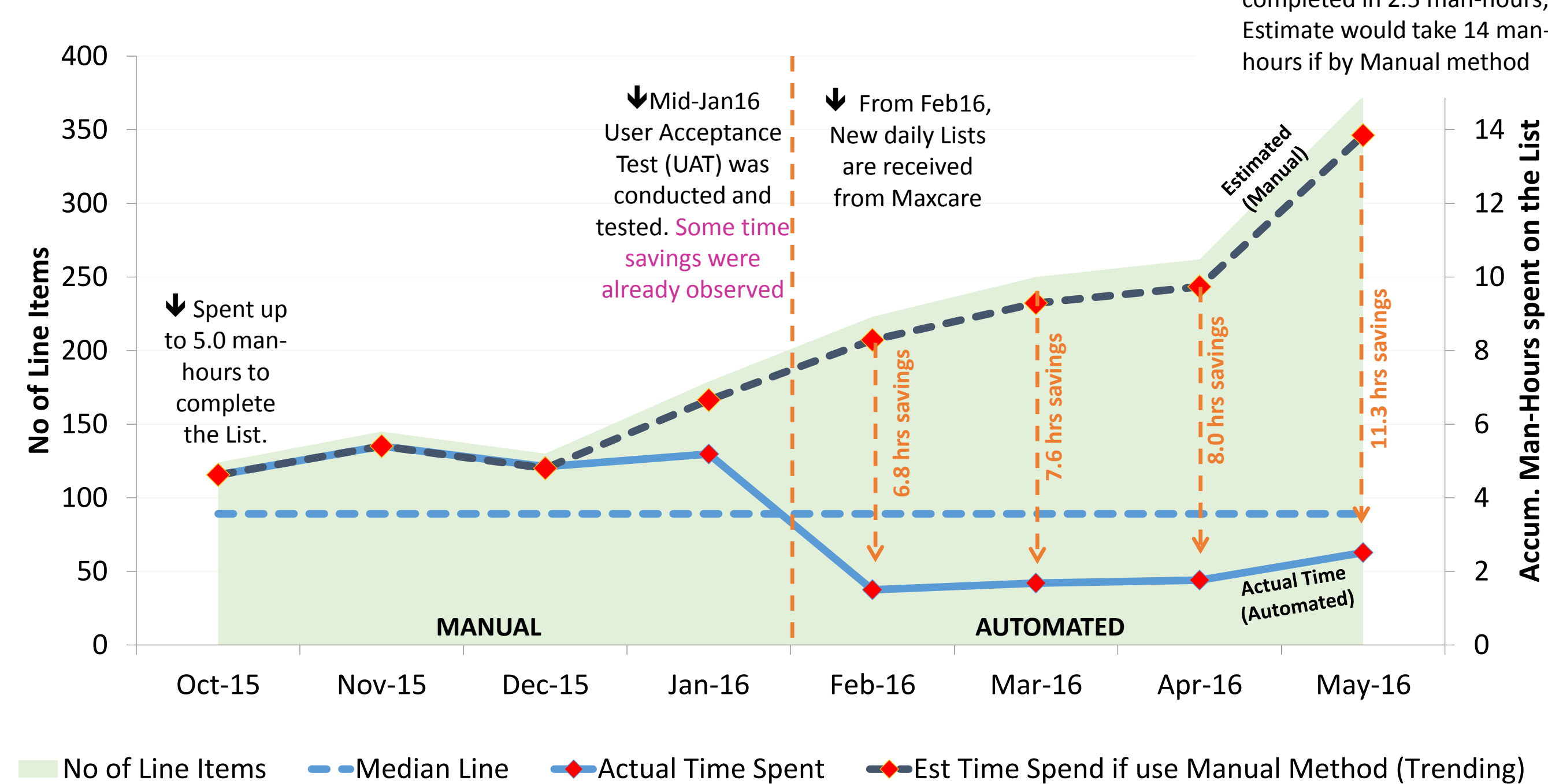
- Record Process Time for List preparation end of month
- Amount of time saved with **Automated** versus **Manual** methods.
- The completeness and validity of the new List.

## Result

Estimated Average Time Spent to Prepare a 100-Line Items List for Submission

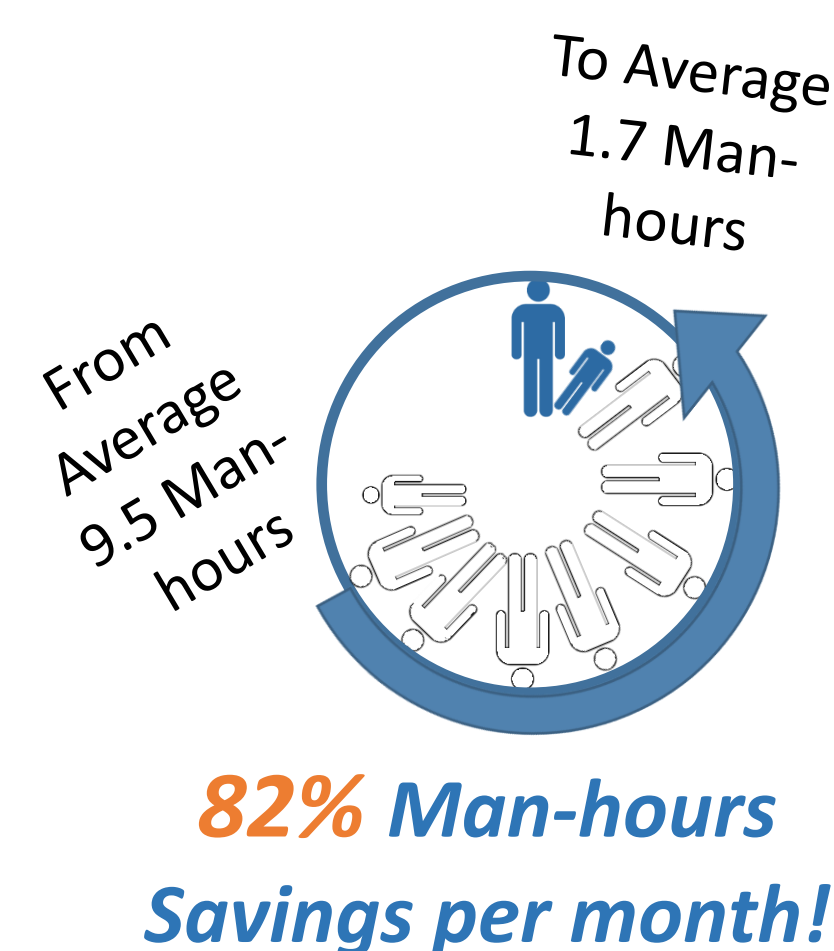


Number of Line Items vs Accumulated Hours Spent on Listings



## Achievements

### ✓ Better productivity



### ✓ Efficiency



### ✓ Effective method of doing work

- Minimize Duplication
- Allow hands off
- Reduce Process Time

- During testing, Staff have identified that the List **can be explored for other purposes**, e.g. Checklist, Cover-page Report, Inventory performance measurement and Forecasting movements.

The new List **came in just in time** during the seasonal festivals period, as more stocks (buffer) were ordered, resulting in longer list.

## Conclusion

In vision for sound inventory management in Pharmacy, this automated list has brought performance and satisfaction to the team. This list will be further explored for planning, organising, better manpower resource allocation and control for both goods & documents handling.

Discovering workplace needs and taking advantage of technologies, users can leverage on existing data, translating them into useful information to improve efficiency and for better decision-making.

**"Numbers have an important story to tell. They rely on you to give them a voice." – Stephen Few**