

Project Title

Cashless Journey in KKH

Project Lead and Members

Project lead: Karen Yeo

Project members: Sally Oh, Lee Hui Quan, Siti Haida, Mary Loh, Nooraini, Sylvia Sim,
Tan Ping Yang, Linda Lim, Jolene Teng

Organisation(s) Involved

KK Women's and Children's Hospital, Business Office, Specialty & Ambulatory
Services, Corporate Communications, Marketing Communications

Project Period

Start date: Jan 2018

Completed date: Aug 2018

Aims

To align with the Government's Smart Nation ambition and reduce overall cost
involved in cash management.

Project Category

Technology, Automation, Productivity

Keywords

KK Women's and Children's Hospital, Technology, Automation, Productivity, Finance
Operations, Digital Payment, Unified Point-of-sale, Kiosk Machine, Cashless Payment,
Mobile Banking, Internet Banking, Cash Management, Cash Collection, Smart Nation,
Reduce Transaction Time, Cost Saving, Cash-in-Transit, Roadshow Patient
Convenience

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Singapore Healthcare Management 2018

Cashless JOURNEY IN KKH



Sally Oh, Lee Hui Quan, Karen Yeo, Siti Haida, Mary Loh, Nooraini, Sylvia Sim, Tan Ping Yang, Linda Lim, Jolene Teng

Business Office, Specialty & Ambulatory Services, Corporate Communications, Marketing Communications
KK Women's and Children's Hospital

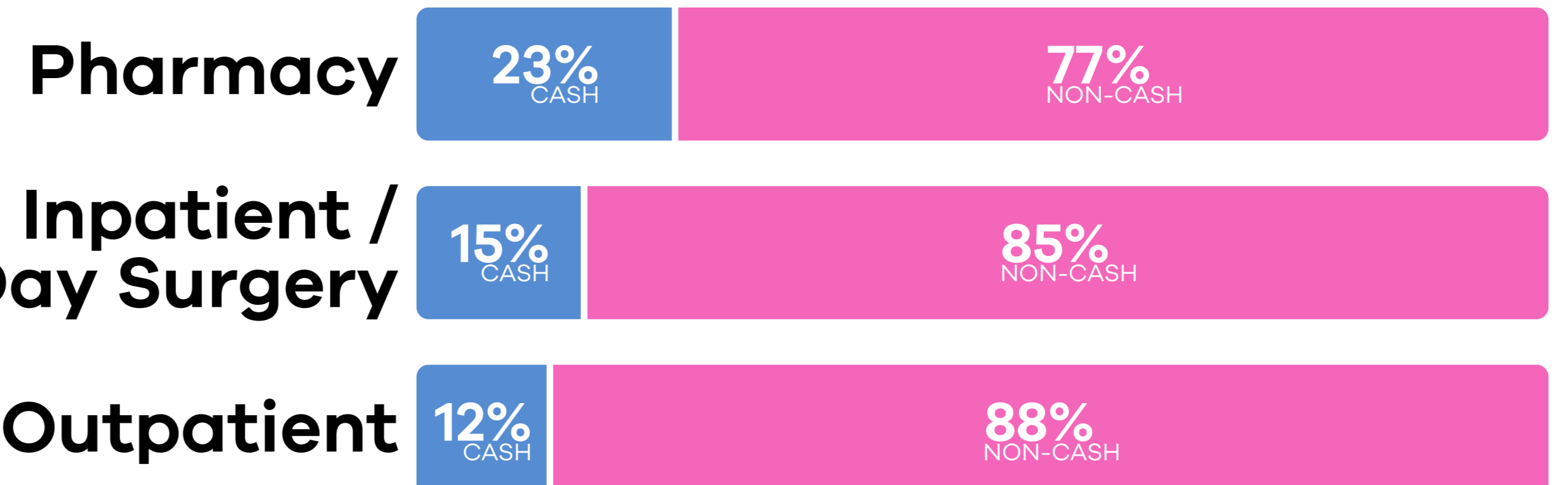
INTRODUCTION

PROBLEM 1 - Average monthly collection of \$1.5 million in 2017

PROBLEM 2 - Increase of 45% in cash-in-transit (CIT) service cost over a three year contract

We aim to align with the Government's Smart Nation ambition and reduce overall cost involved in cash management

Cash Data 2017



METHODOLOGY

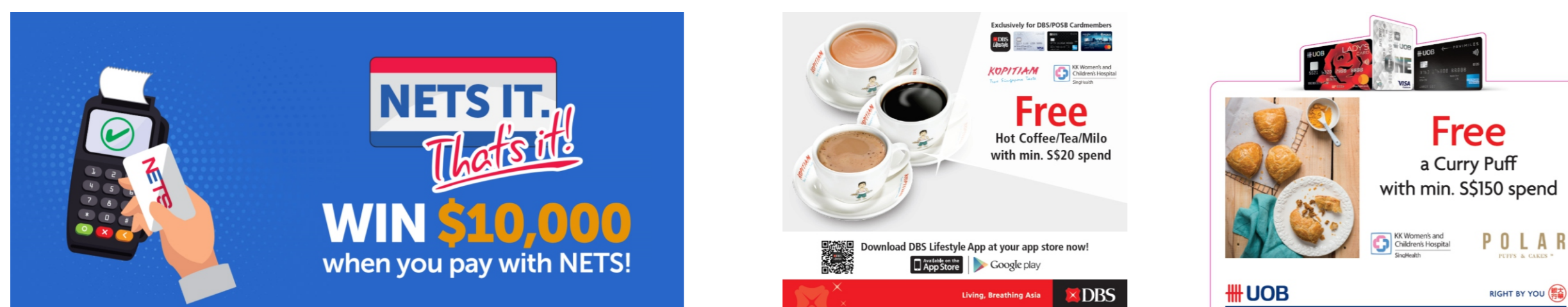
1) Introduced Digital Payment Methods



2) Unified POS at counters and kiosks for patients to wave and go



3) Collaborated with local banks, NETS, and KKH retail merchants to provide incentives for customers to go cashless



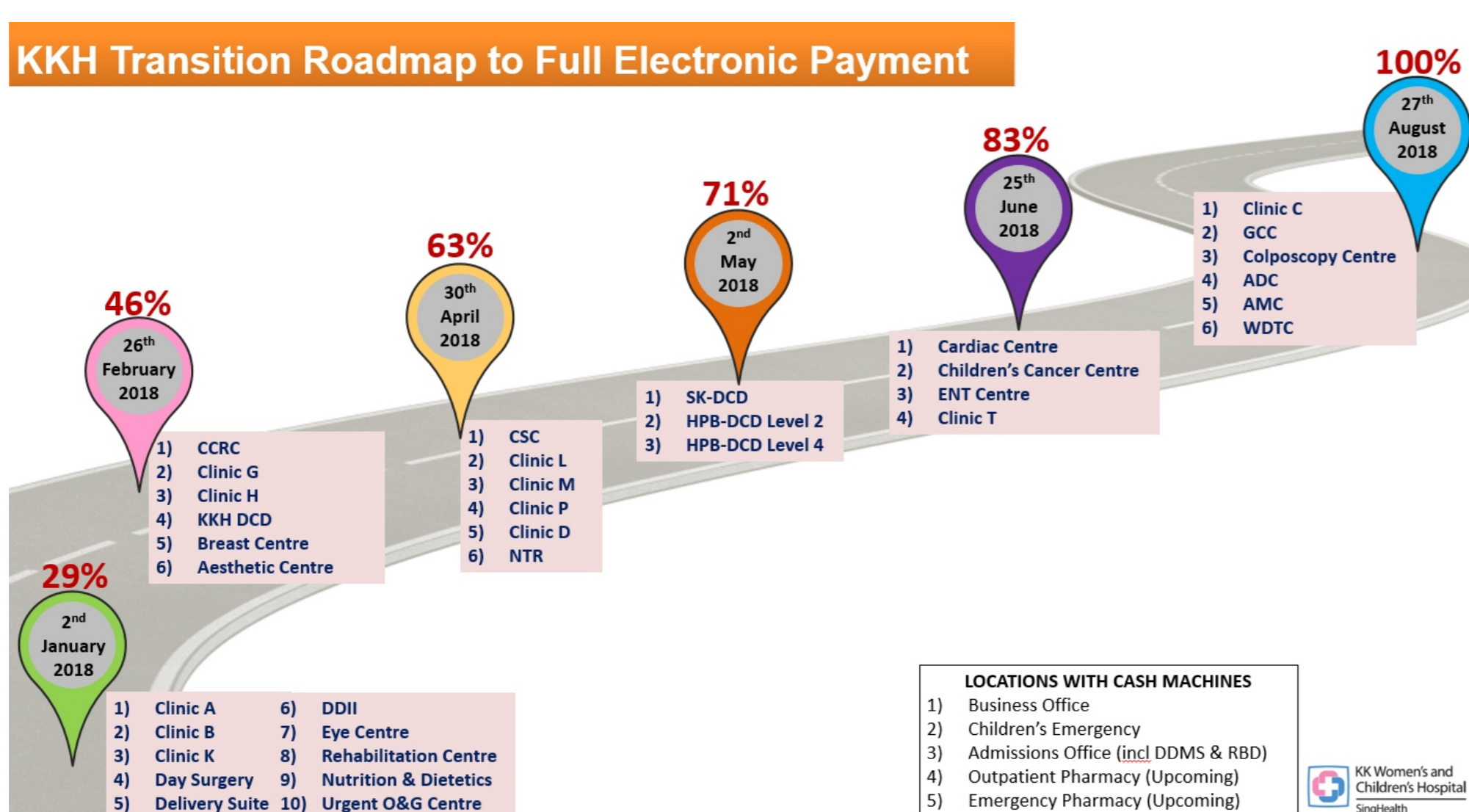
4) Partnered with NETS to introduce PayCollect for KKH staff to make e-payment for their events and activities



5) Conducted roadshows for staff to promote cashless payments



6) Transit from cash to cashless for all KKH Clinics and Specialty Centres by end August 2018



RESULTS

1) 45% reduction in cash collection in the hospital from 2017 to 2018 (up to March 2018)

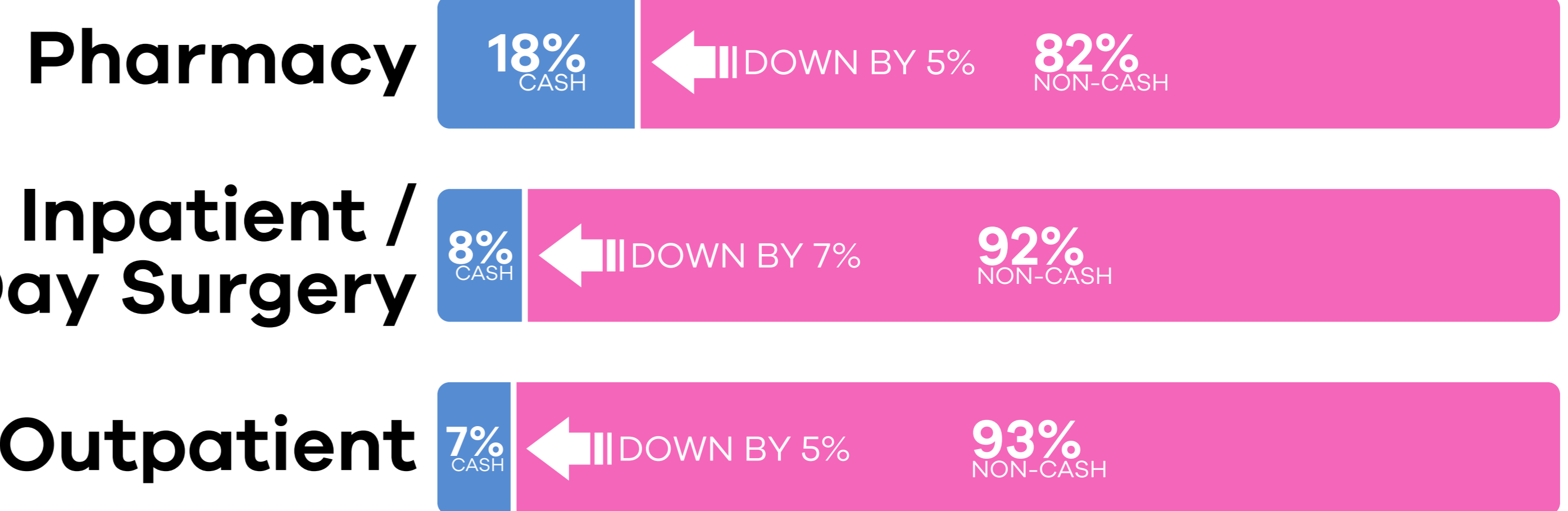
2) Transaction time is cut by 10% and staff are able to attend to queries like financial counselling and financial assistance

3) Improve customers' experience and satisfaction by providing mode options and greater convenience for customers in payment of hospital services

4) Counter staff can focus and provide value-added work to the patients

5) CIT cost reduced by 32% year on year

Cash Data 2018 Jan-Mar 2018



CONCLUSION

Employing the use of digital payment has reduced the cost by removing the need for intermediaries. This includes the need for CIT vendors and manpower associated with cash handling, float management, balancing of cash transactions, cash reporting and reconciliation work. Payment of hospital services and consumables through cashless journey may no longer require a cashier as payment process becomes simpler via internet banking, mobile banking and tapping or scanning of mobile device or credit/debit card. This is in line with Government's vision to make Singapore a Smart Nation.

Digital Payment has provided customers with greater accessibility, maximum convenience and confidence in making payments. They are able to make payment with a shorter transaction time, thus improving overall customer service in the hospital.