

Project Title

To Improve the Inpatient Billing Process in National Heart Centre Singapore

Project Lead and Members

Project lead: Yang Ruiqin

Project members: Jonathan Sim Guan Hua, Ong Bee Geok, Kho Lai Peng, Charmaine Ong Xiang Yun, Siti Nur Shahidah Binte Khamis, Tan Boon Lian, Chan Wei Har

Organisation(s) Involved

SingHealth, National Heart Centre Singapore

Aims

To eliminate 100% hardcopy consumable forms and to reduce 75% of rejected charge forms due to charging errors.

Project Category

Technology, Productivity, Process Improvement

Keywords

National Heart Centre Singapore, Technology, Productivity, Process Improvement, Process Improvement Methodology, Automation, Workflow Redesign, Finance, Inpatient Billing, e-Billing Process, Digitalisation, Data Integration, Patient Experience, Staff Satisfaction, Reduce Human Errors, Reduce Transaction Time, Reduce Manpower, Cost Savings, Hardcopy Consumable Forms, E-Consumable System, Portable Barcode Cards, Plan-Do-Check-Act

Name and Email of Project Contact Person(s)

Name: Yang Ruiqin

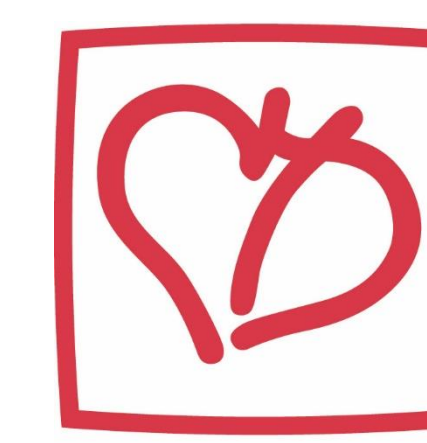
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National Heart Centre Singapore
SingHealth

BACKGROUND & OBJECTIVES

The project is to improve the inpatient billing process thereby enhancing patient and family experience with NHCS. This project will implement innovative strategies to improve billing process, better data integration and will provide standardized billing process across different settings in NHCS.

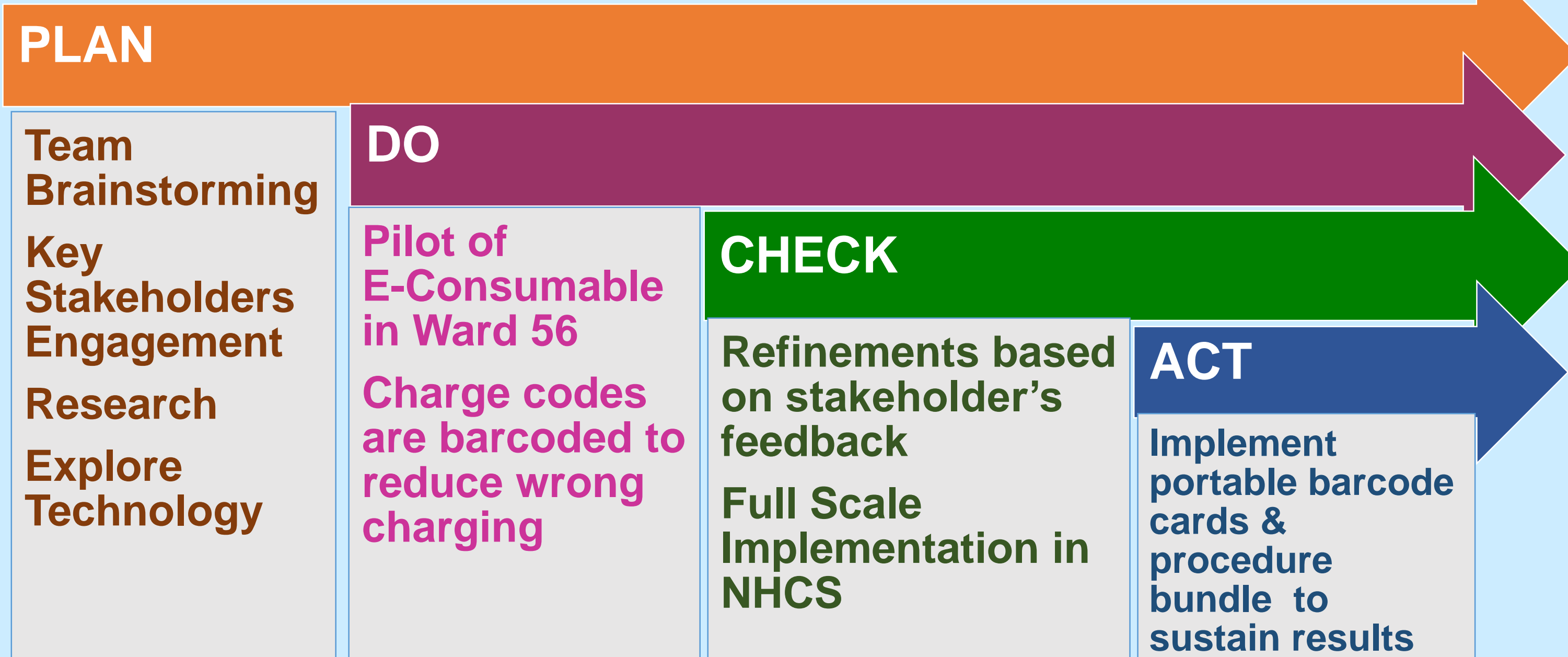
Project Targets

- To eliminate 100% hardcopy consumable forms
- To reduce 75 %rejected charge forms due to charging errors.



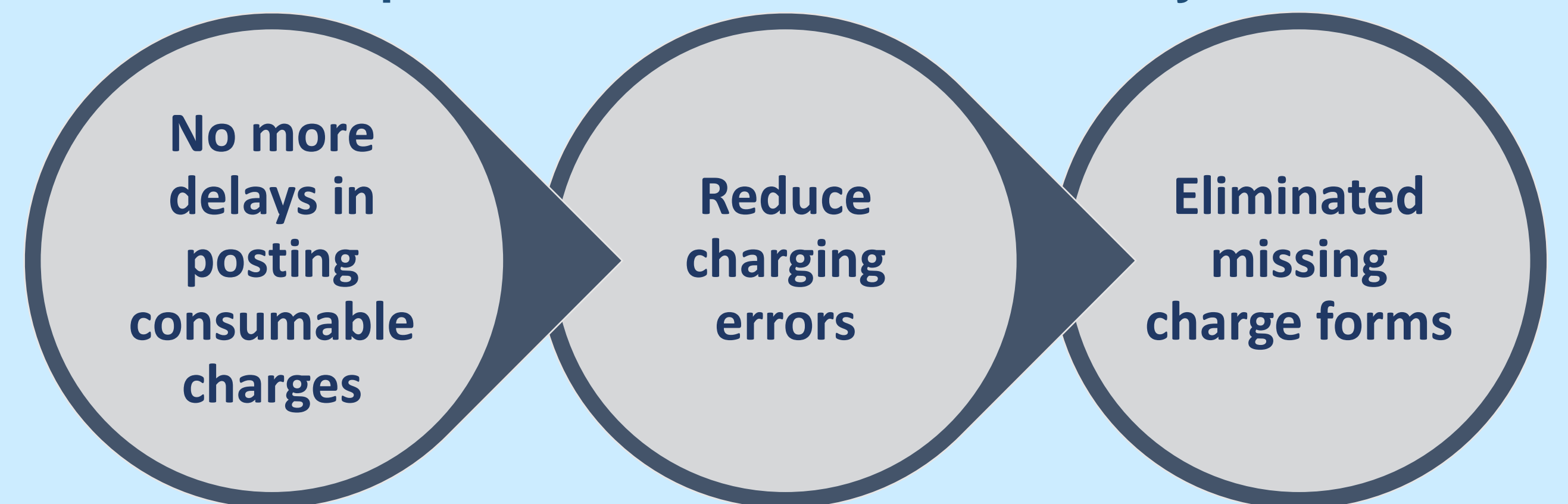
METHODOLOGY

We aligned our project with the Plan-Do-Check-Act (PDCA) structured improvement cycle with 3 major stage phase



RESULTS

Implementation of E-Consumable System



- Eliminate data entry
- Eliminate illegible handwriting
- No more scanning charge forms
- Reduce wrong charge codes
- No more hardcopy charge forms

To eliminate 100% hardcopy consumable forms

Eliminated 100% hardcopy consumable forms!

To reduce 75 %rejected charge forms due to charging errors.

Reduced 81.6% charging errors!

- Increased Stakeholder Satisfaction
- Improved Inter-departmental Collaboration
- Accuracy in Reports
- Data Privacy and Security

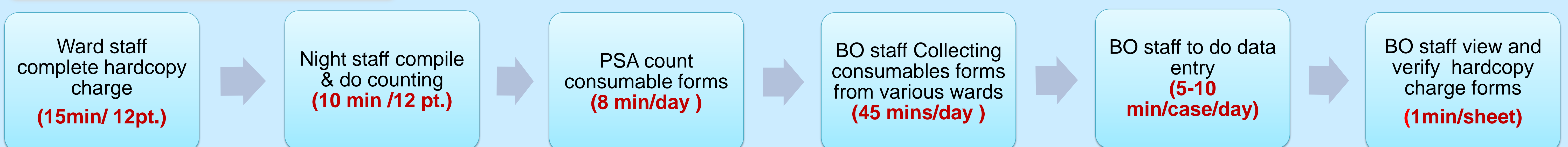
Total Cost Avoidance for one department

\$78,984.2

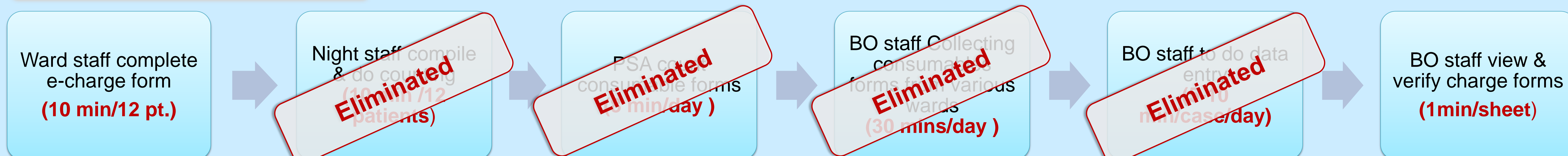


WORKFLOW BEFORE VS AFTER E-CONSUMABLE

Before Implementation



After Implementation



REFINEMENTS MADE TO SUSTAIN RESULTS



Procedure Bundle: Staff could simply scan one single barcode for procedure and the embedded barcodes of individual consumable items would automatically be listed in the e-billing system of the patient.



Portable Barcode cards ease searching of charge codes and ensures correct charges codes are entered

CONCLUSION

Implementation of E-Consumable system increases nurses satisfaction and improves staff efficiency. Less time is spent on investigating incomplete charges. The reduced billing errors improves patient service and organisation image