

Project Title

Financial Conduits for Effective Management of Claims and Ensure Financial Integrity in the Primary Care Network (PCN)

Project Lead and Members

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Organisation(s) Involved

SingHealth HQ

Healthcare Family Group Involved in this Project

Healthcare Administration

Specialty or Discipline (if applicable)

Office of Regional Health, Care & Health Integration

Aims

This project aims to establish financial conduits for the effective management of claims and to ensure financial integrity in the Primary Care Network (PCM).

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project
(Finance Category)

Project Category

Care Continuum, Population Health, Primary Care, Care & Process Redesign, Quality
Improvement, Workflow Redesign

Keywords

Primary Care Network, PCN Scheme, Financial Conduit

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Supporting Private Primary Care and Public Healthcare Integration: Establishing financial conduits for effective management of claims and ensure financial integrity in the Primary Care Network (PCN)

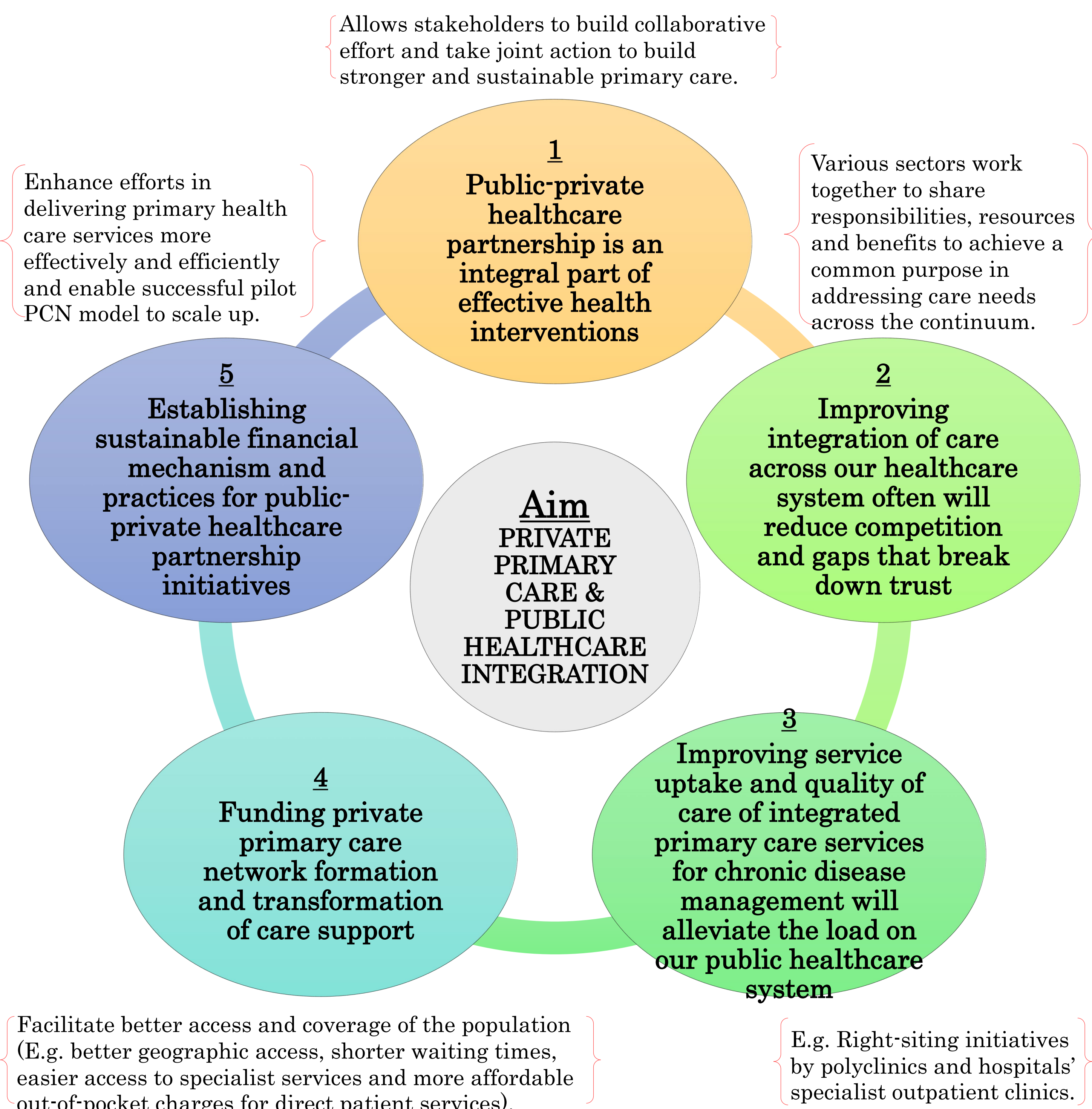
INTRODUCTION

Background

- The rise of ageing population and chronic disease in Singapore is accelerating and there are growing concerns regarding affordability and accessibility of healthcare. Giving greater emphasis to disease prevention and population health, as well as the integration of health and social care, private GPs' participation (formed by 80% of primary care doctors) is crucial to help close the gap through closer collaboration with public and other providers.

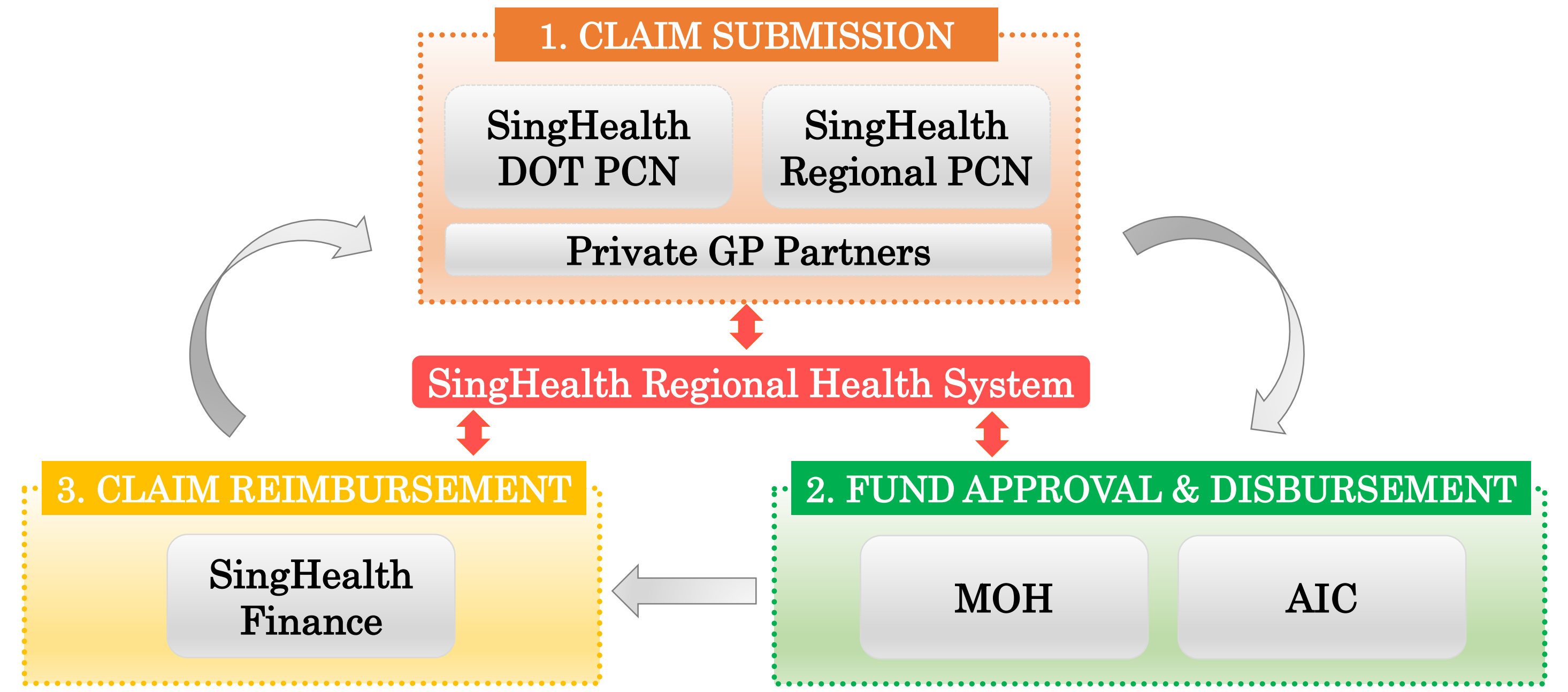


- In January 2018, SingHealth embarked on a national PCN initiative to work with more than 100 private GPs in the establishment of SingHealth Partners Primary Care Network (PCN). The PCN scheme is funded by MOH to resource and equip the private GPs to play a larger role to meet the growing healthcare needs of Singaporeans.
- SingHealth Partners PCN is represented by SingHealth DOT PCN and SingHealth Regional PCN administered by SGH and SKH respectively. Each PCN is guided by its own leadership and unique operating model to deliver the capabilities, patient care and financial outcomes required.



METHODOLOGY

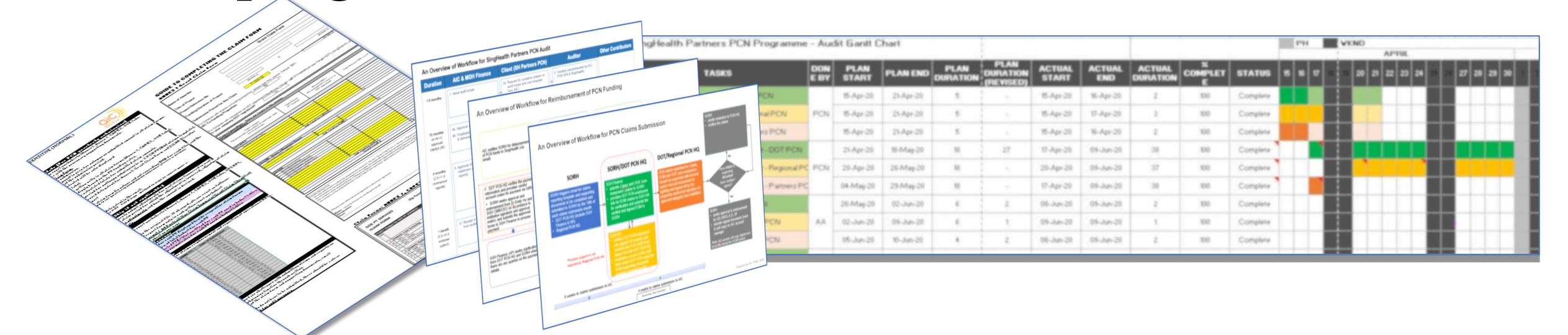
SingHealth Partners PCN Claims and Funding Conduit



Theory of Community of Practice	Co-create and streamline new work processes to address the changing needs	Define and communicate the roles and responsibilities of each partner, including accountabilities and lines of authority.
	Improve knowledge-sharing abilities by flowing relevant information	Explore shared values or common ground and establish an agreed-upon definition and procedures for quality output while reducing failure to comply with regulations.
	Engage in common activities, identify best practices and address challenges encountered	Communicate with relevant stakeholders regularly to ensure smooth running of programme activities and any unintended adverse consequences are addressed.
	Support MOH and AIC in baseline and routine data collection to ensure programme monitoring and evaluation	Consult with relevant stakeholders and facilitate discussion on a common programme evaluation framework, including GP/Patient Satisfaction Survey.
	Support MOH and AIC to establish the audit of PCN programme	Establish a timeline that is feasible and communicate the scope, time, cost and requirements to all partners and relevant stakeholders, including audit engagement process.

RESULT

- Established new work processes to harmonise governance arrangement and oversight of PCN claims.
- Conducted audit successfully amid COVID-19 outbreak, with extra measures taken to mitigate the impact of constraints and keeping auditors and stakeholders safe.



CONCLUSION

- Cross-sector collaboration between private and public provides a framework for adapting existing structure and developing new ones to meet our healthcare needs.
- The availability of PCN funding and establishment of a sustainable financial mechanism has allowed private GP partners to step up involvement in the national healthcare initiatives.
- An important foundation stone for private GP partners to journey together with SingHealth in our population health initiatives and healthcare finance transformation as "One Singapore Healthcare" system.

