

Project Title

Excel Macro Saves Time!

Project Lead and Members

Project members: Siti Sabirah, Pot Mei Qing, Melissa Wee

Organisation(s) Involved

SingHealth HQ

Healthcare Family Group(s) Involved in this Project

Ancillary staff

Applicable Specialty or Discipline

Healthcare administration

Project Period

Start date:

Completed date:

Aims

To streamline staff medical bills processing, increase accuracy and improve staff productivity, an Excel Macro was created to automate the process.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Keywords

Productivity, process redesign

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Strategic HR, SingHealth



Excel Macro saves time!

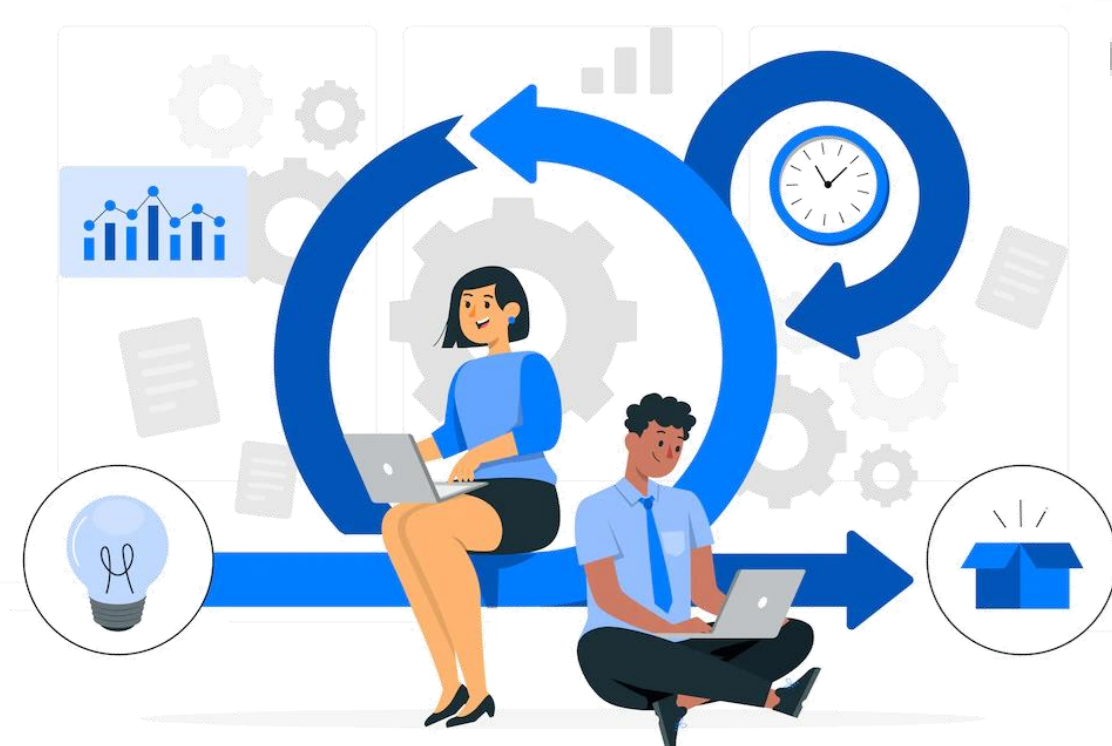
INTRODUCTION

Administering staff medical bills incurred by SingHealth HQ staff is an essential portfolio of Corporate Human Resource - Employee Services (ES) team. Majority of our staff medical bills are incurred within SingHealth Cluster and ES team will receive the bills from multiple Service Providers through various avenues.

For bills that are not interfaced automatically into SAP Human Resources Information System (HRIS), the Service Providers will send the weekly/monthly Corporate Billing Reports (CBRs) to ES team. Once the CBRs are received, the ES team will do data massaging and merging to populate the data into either a payment template for Finance to process payment or an uploading template to mass upload the bills in our system for payment processing.

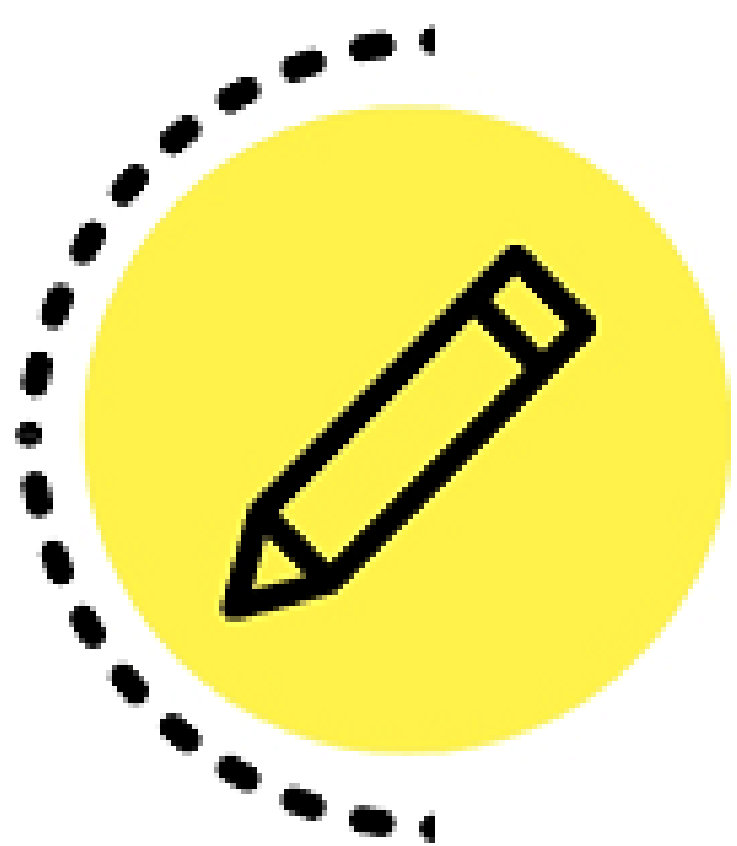
It is important for ES team to process the staff medical bills accurately in a timely manner in order to pay the Service Providers promptly and to recover employees' co-payment or excess utilisation of medical benefits from employees' salary timely.

Due to the high volume of medical bills received weekly/monthly, it is important to find ways to automate the process as much as possible.

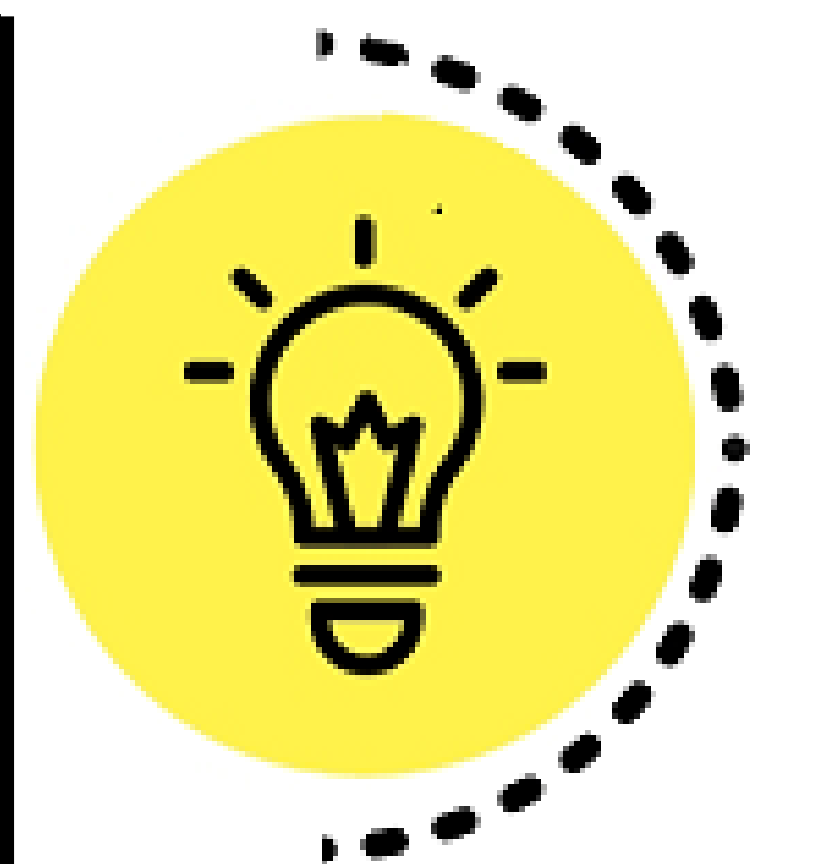
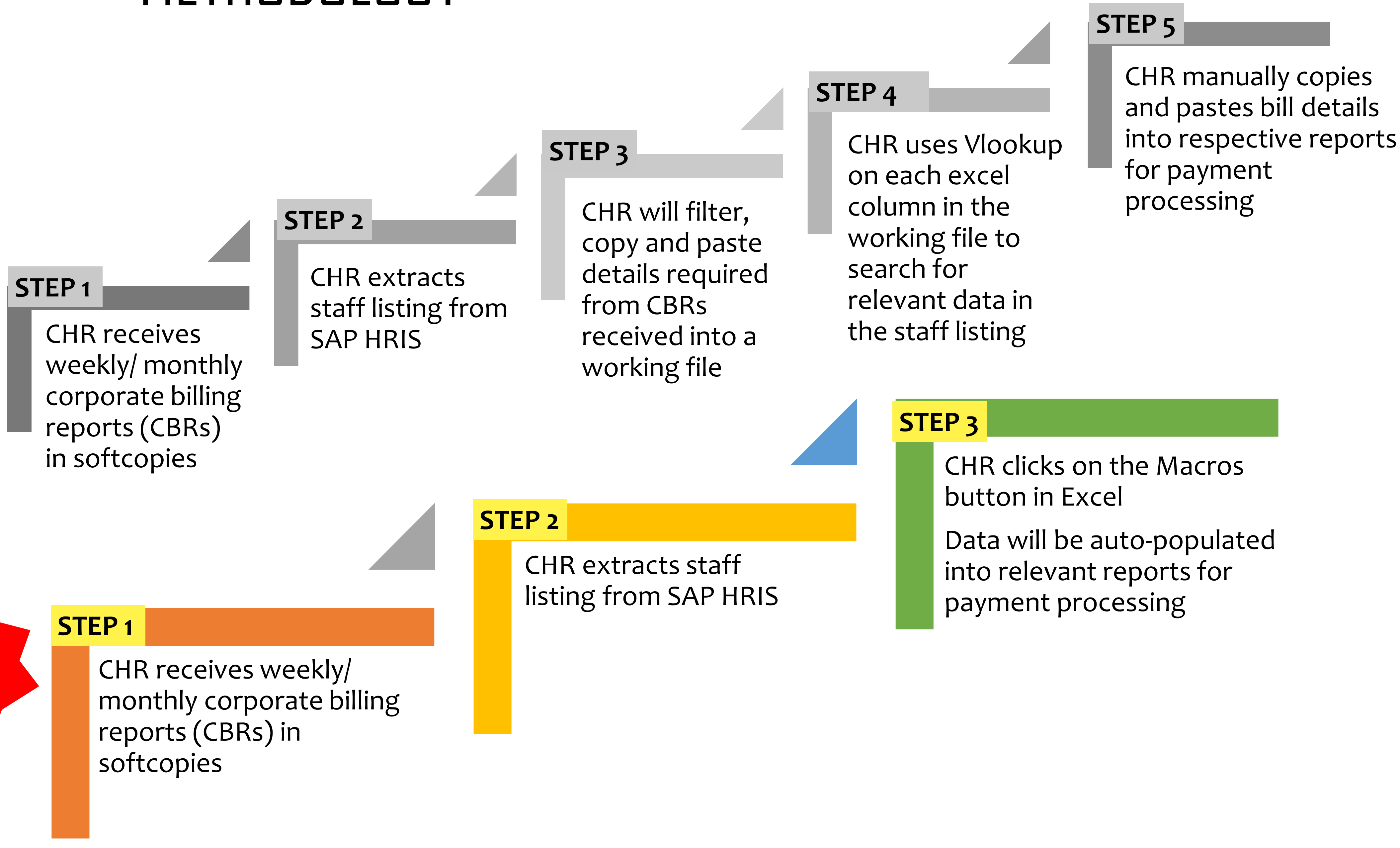
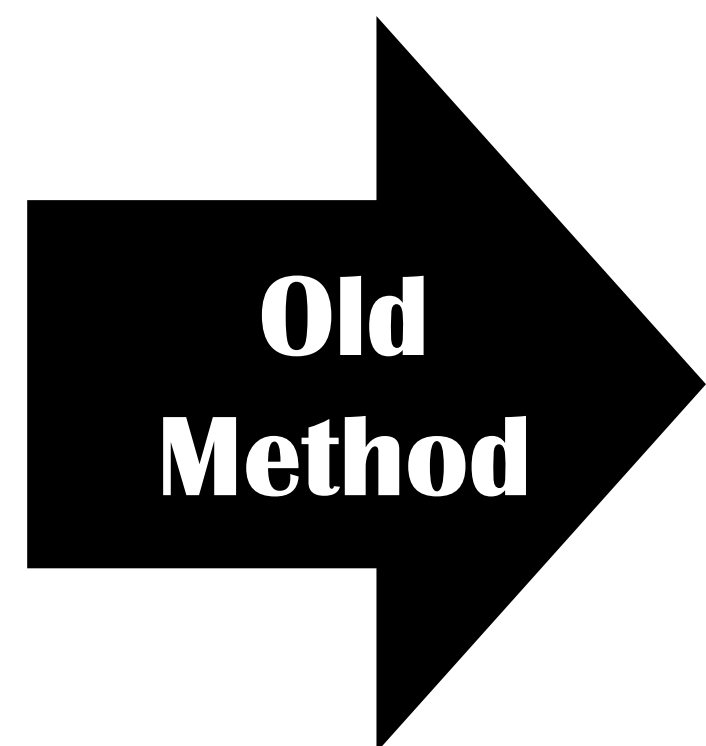


AIM

With the aim to streamline staff medical bills processing, increase accuracy and improve staff productivity, an Excel Macro was created to automate the process.

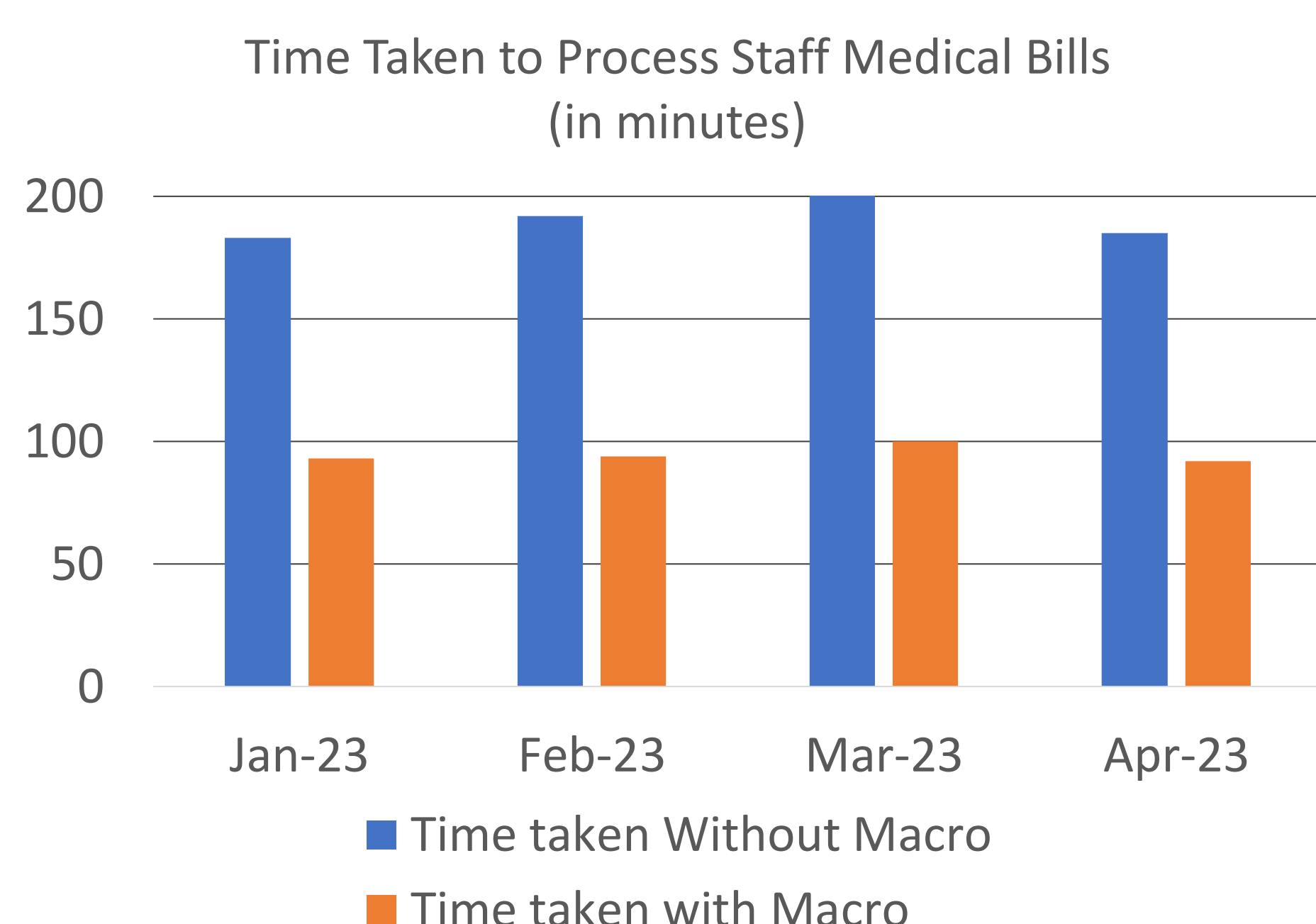


METHODOLOGY



RESULTS . CONCLUSION . FUTURE WORKS

By tapping on Excel Macro, the time taken to prepare the relevant reports has reduced significantly by half averagely per report. This resulted in a total time savings of 480 minutes per year.



Conclusion

This new methodology allows the administrator to have more time to focus on other key areas of ES's work and to provide better services SingHealth HQ employees.

Future Works

1. Continue to enhance the Excel Macro template to further streamline the process.
2. Explore other areas where we can use Excel Macro to work smarter, eg creation of forms or letters.
3. Impart knowledge to other team members, teach them how to fish!

