

Project Title

DigiZoom: Great Way to Financial Counselling

Project Lead and Members

Project lead: Douglas Chew

Project members: Wong Han Yong, Wilson Ng, Eunice Seah, Loh Soo Chun, Siti

Nabilah Huda, Anna Velez

Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Admissions, Patient Service

Project Period

Start date: 2022

Completed date: 2023

Aims

- To actualise time savings for patient and improve experience from less way finding within the hospital.
- To reduce hardcopy recording of documents.
- To have a cost-effective solution to simplify work processes.
- To digitalise work processes as part of KKH's effort to support Smart Hospital initiatives.

Background

1. Traditionally, elective patients have various physical interactions before they admitted.
2. The process is not patient-centric as it involves multiple wait times for the various physical interactions and the need to way find to Admissions for the conduct of financial counselling.
3. The team, therefore, rethink the process on what we can do and tried connecting with patients virtually.
4. This, therefore, improves patient experience by reducing their hospital dwelling time.
5. With the whitelisting of Zoom within corporate network, the team embarked on a pilot trial to reach patients via Zoom for financial counselling (FC).

Methods

See poster appended/below

Results

- DigiZoom provides a safe and secure platform for the transaction.
- Reduce patients' hospital dwelling time.
- Allows patients to complete FC at their preferred time and location.
- Eliminate duplicate effort to re-FC patient who did not bring the Admission Kit containing the signed documents.
- Reduce counter transaction time by 16% for patients who undergone DigiZoom.
- Reduce the consumption of papers and folders as the completed documents will be stored digitally.
- Based on estimated figures from September 2022, the saving on storage associated cost is projected to be \$21,000 per year.

Conclusion

1. By utilising existing systems, we integrated them into a one-stop virtual support locality to improvement of our service delivery.
2. We will continue to evaluate and improve work process to create joy for staff as work; as happy staff equates to happy patients, creating "Joy@ Work" while we upholding
3. With the successful results, the team is confident to be able to scale this beyond KKH Admissions.

Project Category

Technology

Digital Health, Tele-Health

Care & Process Redesign

Quality Improvement, Lean Methodology

Keywords

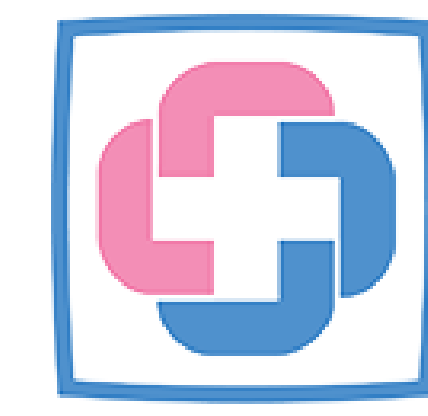
Adoption Rate, Financial Counselling

Name and Email of Project Contact Person(s)

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DIGIZOOM



KK Women's and
Children's Hospital
SingHealth

Great Way to Financial Counselling

Conduct Financial Counselling for patients virtually through video conferencing tools.

Members: Douglas Chew, Wong Han Yong, Wilson Ng, Eunice Seah, Loh Soo Chun, Siti Nabilah Huda, Anna Velez

1 BACKGROUND

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2 OBJECTIVES

- ✓ To actualise time savings for patient and improve experience from less way finding within the hospital.
- ✓ To reduce hardcopy recording of documents.
- ✓ To have a cost-effective solution to simplify work processes.
- ✓ To digitalise work processes as part of KKH's effort to support Smart Hospital initiatives.

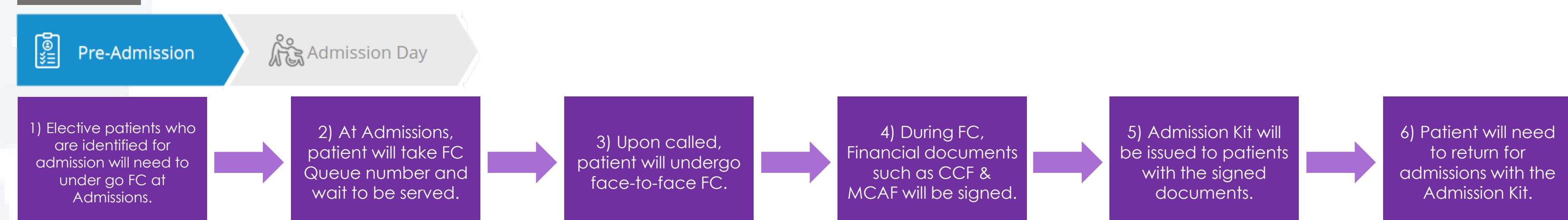
3 SOLUTIONS

1. The introduction of DigiZoom is an innovative solution to reduce hospital dwelling time.
2. It uses Zoom platform where patient can go through the FC process at their convenience before the day of admissions while being able to complete the financial documentation.
3. The completed documents are stored digitally for retrieval on the day of admissions.

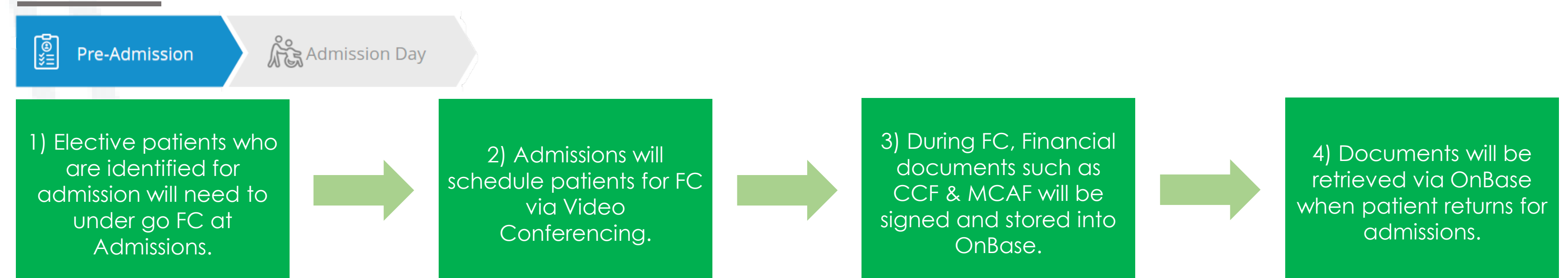
4 OUTCOMES

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As-Is



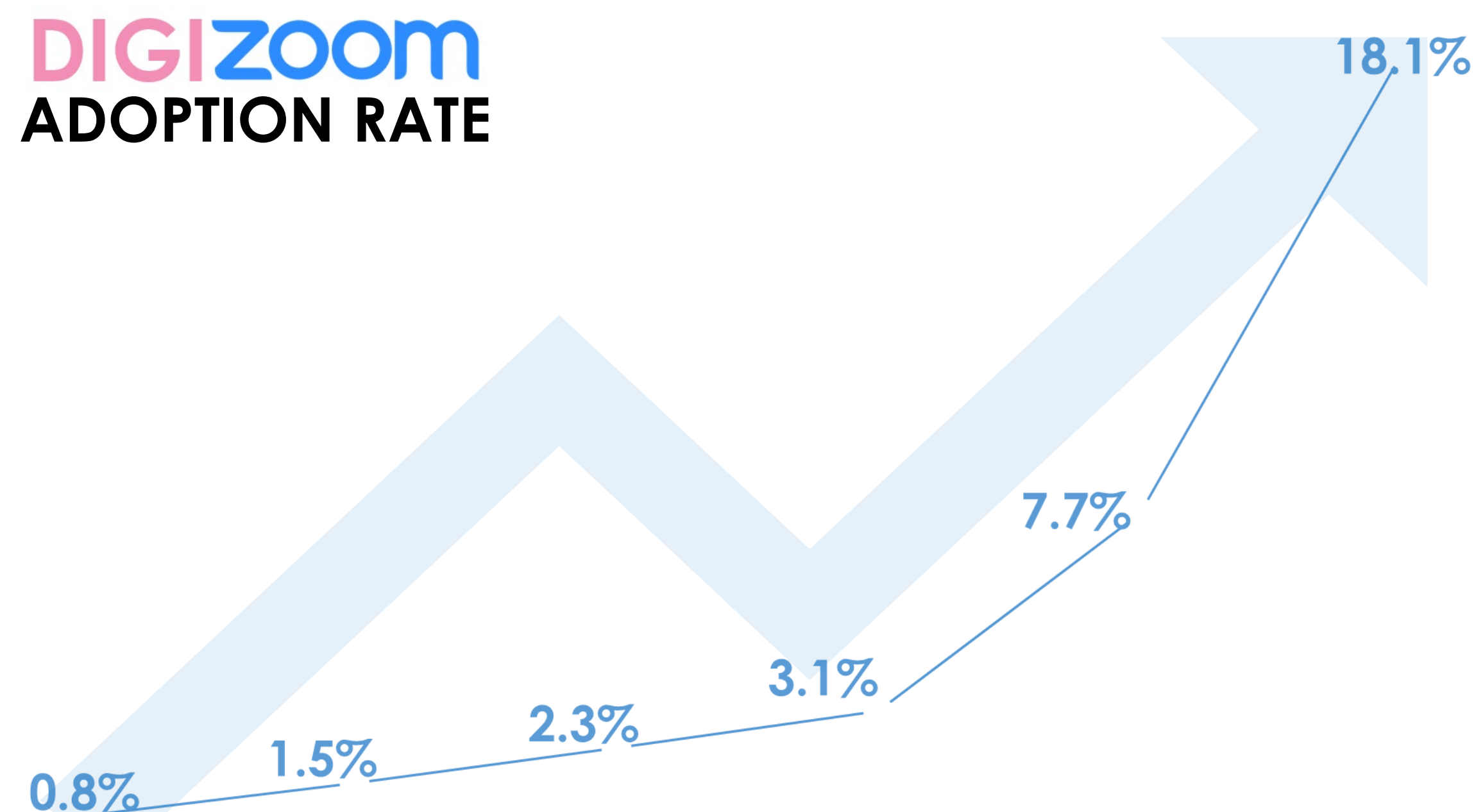
To-Be



5 CONCLUSION

1. By utilising existing systems, we integrated them into a one-stop virtual support locality to improvement of our service delivery.
2. We will continue to evaluate and improve work process to create joy for staff as work; as happy staff equates to happy patients, creating "Joy@ Work" while we upholding **PATIENTS. AT THE HEART OF ALL WE DO.**
3. With the successful results, the team is confident to be able to scale this beyond KKH Admissions.

DIGIZOOM ADOPTION RATE



1QFY2022 2QFY2022 3QFY2022 4QFY2022 1QFY2023 2QFY2023