

Project Title

Reducing Rework Through Optimising Specialist Outpatient Clinic Day Surgery and Laboratory Billing

Project Lead and Members

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- A/Prof Toh Song Tar

Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group Involved in this Project

Healthcare Administration, Medical

Applicable Specialty or Discipline

Otolaryngology

Project Period

Start date: March 2020

Completed date: Mach 2022

Aims

- Improved Patient Satisfaction
- Accurate Billing Missing Charges
- Manpower Savings on Rework
- Improved Staff Satisfaction and Morale

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

Productivity, Time Saving

Keywords

Billing, Outpatient, Day Surgery

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REDUCING REWORK THROUGH OPTIMISING SPECIALIST OUTPATIENT CLINIC DAY SURGERY AND LABORATORY BILLING

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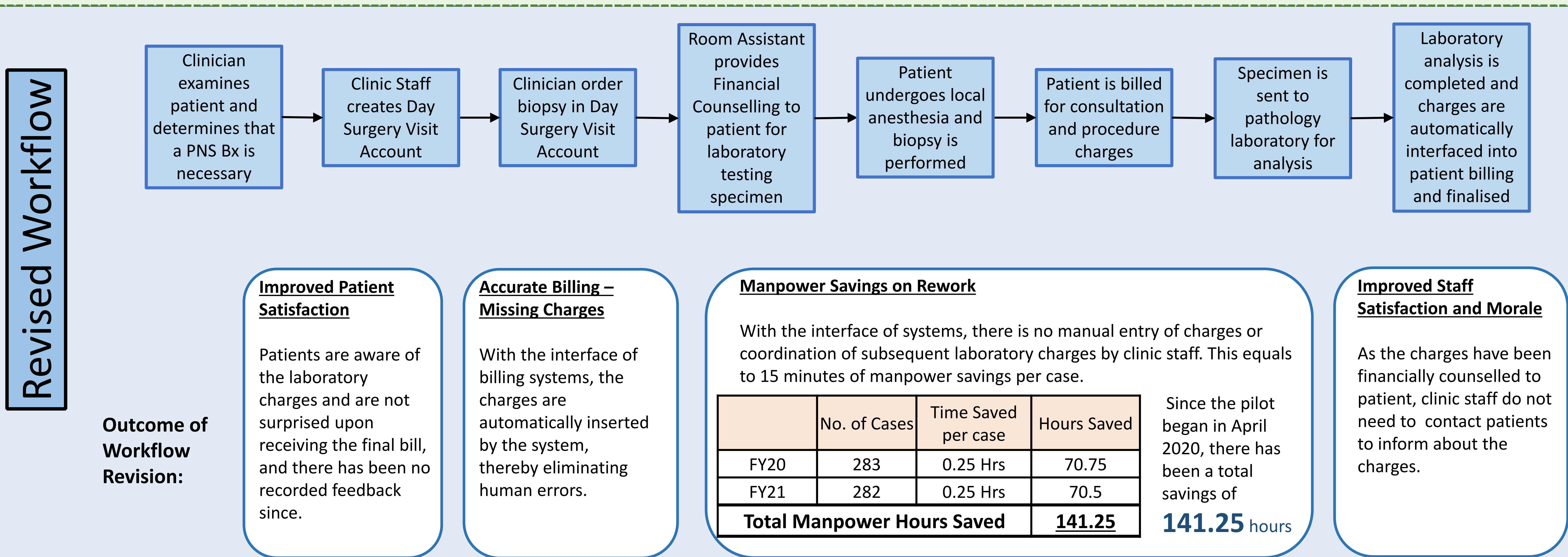
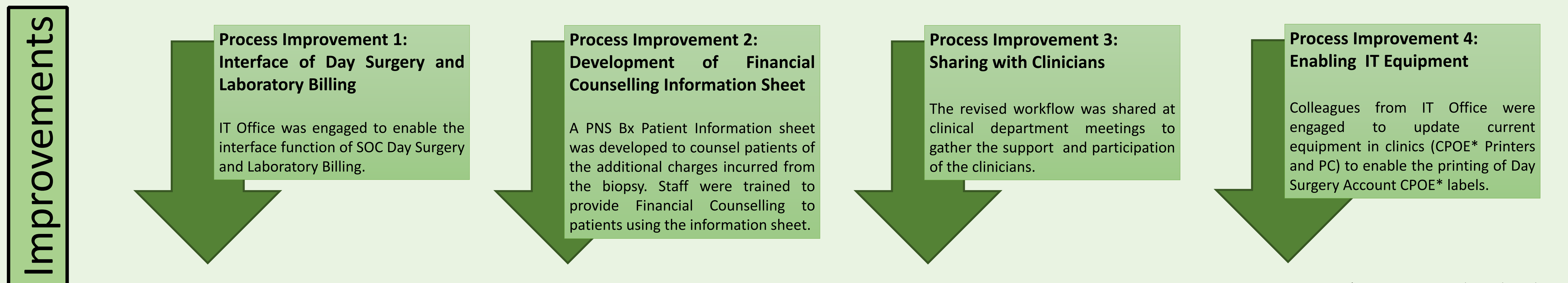
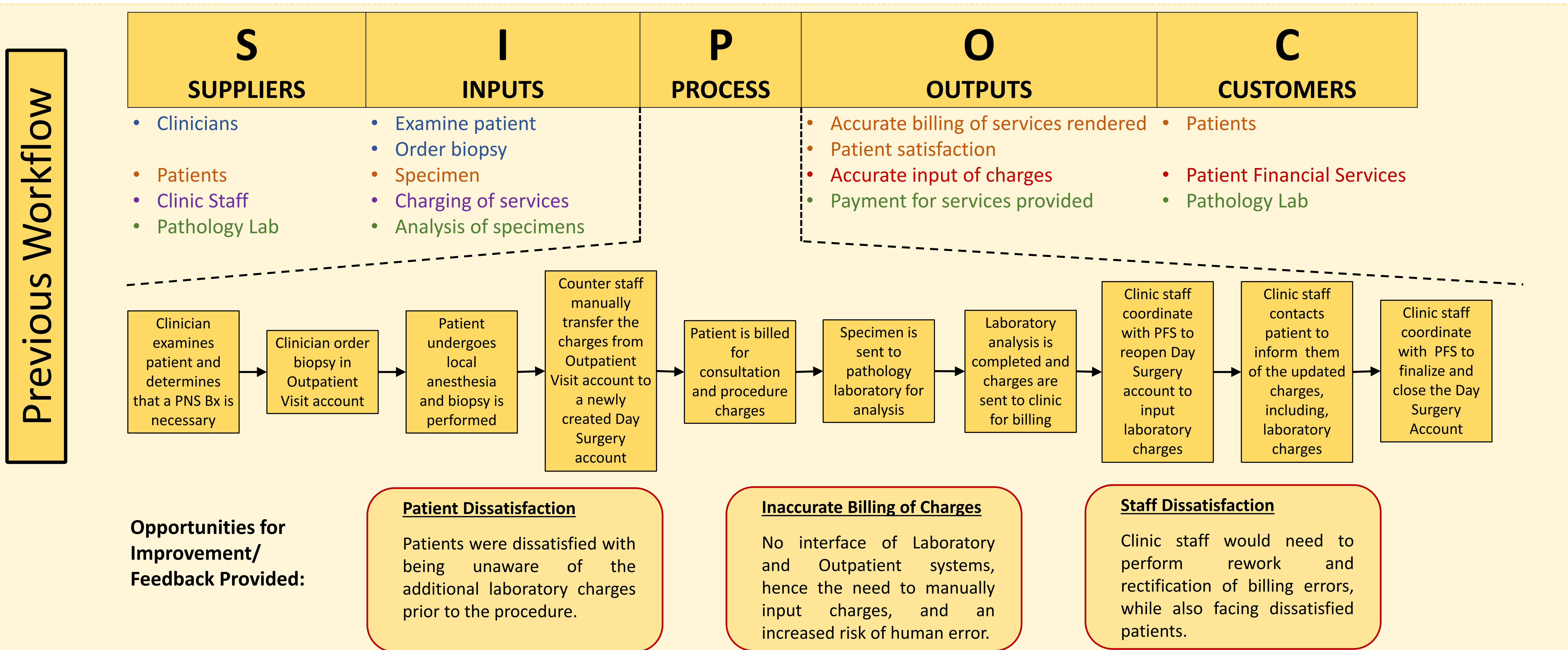
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INTRODUCTION

In SGH, the Department of Otolaryngology-Head & Neck Surgery (ENT-HNS) provides outpatient consultation services from ENT Centre and Specialist Outpatient Clinic (SOC) A. Patients receiving treatment under this department are commonly treated for conditions relating to the ear, nose and throat. As part of the care provided, patients may undergo minor procedures clinic, thus converting their outpatient visit to a Day Surgery visit. One such procedure is Post Nasal Space Biopsy (PNS Bx).

PROCESS IMPROVEMENT

Through patient feedback and staff engagement, Day Surgery Billing of minor procedures performed in clinic was an opportunity for improvement. Multiple stakeholders from SOC, Patient Financial Services (PFS), Finance, Pathology, Information Technology(IT) Office and ENT-HNS Department were engaged to review the current workflow. The revised workflow was then piloted from March 2020 onwards and the results were tracked from April 2020 to March 2022 (FY20-FY21).



CONCLUSION

With the revised workflow, SOCs saved **141.25** hours of rework.

EXPANSION OF PROJECT

With the success of the pilot, the clinics would proceed with other clinic procedures using the same revised workflow, such as Nose Polyp Biopsy and Larynx lesion Biopsy. This optimized workflow can be adapted by other SOCs to perform minor procedures.