

CHI Learning & Development System (CHILD)

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)

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SingHealth

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.

Allows stakeholders to build collaborative effort and take joint action to build stronger and sustainable primary care. Various sectors work Enhance efforts in Public-private together to share delivering primary health healthcare responsibilities, resources care services more partnership is an and benefits to achieve a effectively and efficiently common purpose in integral part of and enable successful pilot addressing care needs effective health PCN model to scale up. across the continuum. interventions Establishing Improving sustainable financial integration of care across our healthcare mechanism and practices for publicsystem often will Aim private healthcare reduce competition **PRIVATE** partnership and gaps that break **PRIMARY** initiatives down trust CARE & **PUBLIC** HEALTHCARE **INTEGRATION** Improving service uptake and quality of Funding private care of integrated primary care services primary care network formation for chronic disease and transformation management will alleviate the load on of care support our public healthcare system Facilitate better access and coverage of the population E.g. Right-siting initiatives (E.g. better geographic access, shorter waiting times, by polyclinics and hospitals' easier access to specialist services and more affordable specialist outpatient clinics.

out-of-pocket charges for direct patient services)

METHODOLOGY SingHealth Partners PCN Claims and Funding Conduit 1. CLAIM SUBMISSION SingHealth SingHealth Regional PCN DOT PCN Private GP Partners SingHealth Regional Health System CLAIM REIMBURSEMENT 2. FUND APPROVAL & DISBURSEMENT SingHealth MOH AIC Finance Co-create and streamline new Define and communicate the roles and work processes to address the responsibilities of each partner, including of Practice accountabilities and lines of authority. changing needs Explore shared values or common ground Improve knowledge-sharing and establish an agreed-upon definition abilities by flowing relevant and procedures for quality output while information reducing failure to comply with regulations. Community Communicate with relevant stakeholders Engage in common activities, regularly to ensure smooth running of identify best practices and programme activities and any unintended address challenges encountered adverse consequences are addressed. Support MOH and AIC in Consult with relevant stakeholders and facilitate discussion on a common baseline and routine data

RESULT

process.

collection to ensure programme

monitoring and evaluation

Support MOH and AIC to

programme

establish the audit of PCN

REGIONAL

SWAB

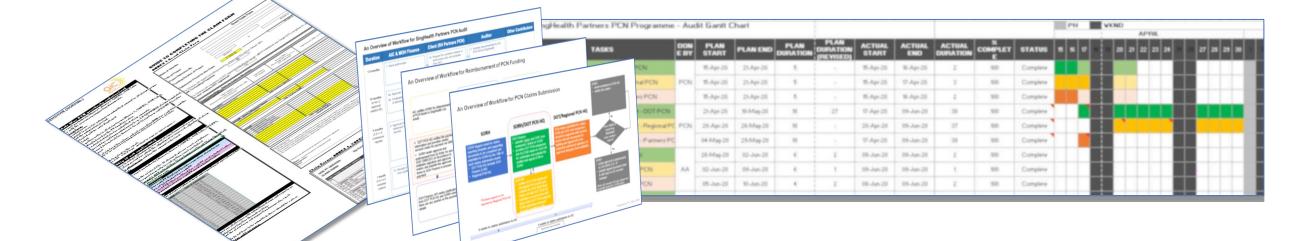
TASKING

COVID-19 COMMUNITY

CARE FACILITY

POPULATION COVID-19 VACCINATION

- 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 to support the partnership initiatives has allowed private GP partners to step up involvement in the national healthcare initiatives.

programme evaluation framework,

including GP/Patient Satisfaction Survey.

requirements to all partners and relevant

stakeholders, including audit engagement

Establish a timeline that is feasible and

communicate the scope, time, cost and

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.