



Project Title

Inter Professional Collaboration (IPC) Workgroup on AccaCCounts Receivable

Project Lead and Members

- Karen Yeo
- Noor Hasmayati
- Lee Hui Quan

Organisation(s) Involved

KK Women's and Children Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration, Pharmacy, Allied Health

Applicable Specialty or Discipline

Data Analytic Office, Clinics Ops, Admissions Office, Finance, Corporate Communications, Business Office

Project Period

Start date: Jan 2020

Completed date: Mar 2022

Aims

To setup effective internal control measures to improve patients' collections, reduce accounts receivable and minimize bad debts especially with the drive towards digital payment and innovative solutions on model of care.

Background

See poster appended/below



CHI Learning & Development (CHILD) System

Methods

See poster appended/ below

Results

See poster appended/below

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Quality Improvement, Design Thinking

Keywords

User Journey, Inter-Professional Collaboration Workgroup

Name and Email of Project Contact Person(s)

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INTER PROFESSIONAL COLLABORATION (IPC) WORKGROUP ON ACCOUNTS RECEIVABLE



Karen Yeo, Noor Hasmayati, Lee Hui Quan **Business Office**

Supported by:

Workstream 1: Eunice Lim, Douglas Chew, Mavis Teo, Magdalene Tan,

Ng Xin Ying

Workstream 2: Nooraini Binte Jaffar, Elaine Nah, Selena Ng, Siti Haida Ghani, Rubina Mohd Kutty, Ng Aishing, Noor Faiza Abdol Karim, Cheralyn Tay, Vimalla Ganesan, Tineswary

Govindasamy

Workstream 3: Sheila Tan, Juita Mohamed

Data Analytic Office: Goh Bee Keow

INTRODUCTION

PROBLEM - High Accounts Receivable (AR) amount.

set up effective internal control measures to improve patients' collections, reduce accounts receivable and minimise bad debts especially with the drive towards digital payment and innovative solutions on model of care.

Singapore Healthcare

Management 2022

METHODOLOGY

- Workgroup involves stakeholders from Data Analytic Office, Pharmacy, Clinics Ops, Admissions Office, Allied Health Services, Finance, Corporate Communications and **Business Office.**
- 3 Workstreams are formed to develop and implement interventions and solutions to improve collections.

Formed up Inter Professional Collaboration (IPC) Workgroup in

January 2020 to address concerns on Accounts Receivable (AR) with the drive towards digital payment and innovation on model of care Adviser(s) CFO Ms Grace Lim **Data Analytic Office** Workgroup Lead(s) Ms. Eunice Lim Ms. Sheila Tan Ms. Goh Bee Keow Ms. Nooraini Binte Jaffar (Director of AO/Finance) (Deputy Director of BO/FP&A) (Director of SAS) (Senior Manager, DAO)

Data Analytics ___

Ms. Rubina

Ms. Karen Yeo

Workstream 1 Set up effective internal control measures to improve collections and downsize receivables for Inpatient, CE 8 **Day Surgery Cases** Eunice Lim (Lead), Douglas Chew,

Magdalene Tan, Noor Hasmayati, Karen

Yeo, Cheralyn Tay & Mavis Teo

Ms. Ng Xin Ying Workstream 2 Set up effective internal control measures to mprove collections and downsize receivables for Outpatient & Pharmacy Cases

Nooraini (Lead), Lee Hui Quan, Rubina,

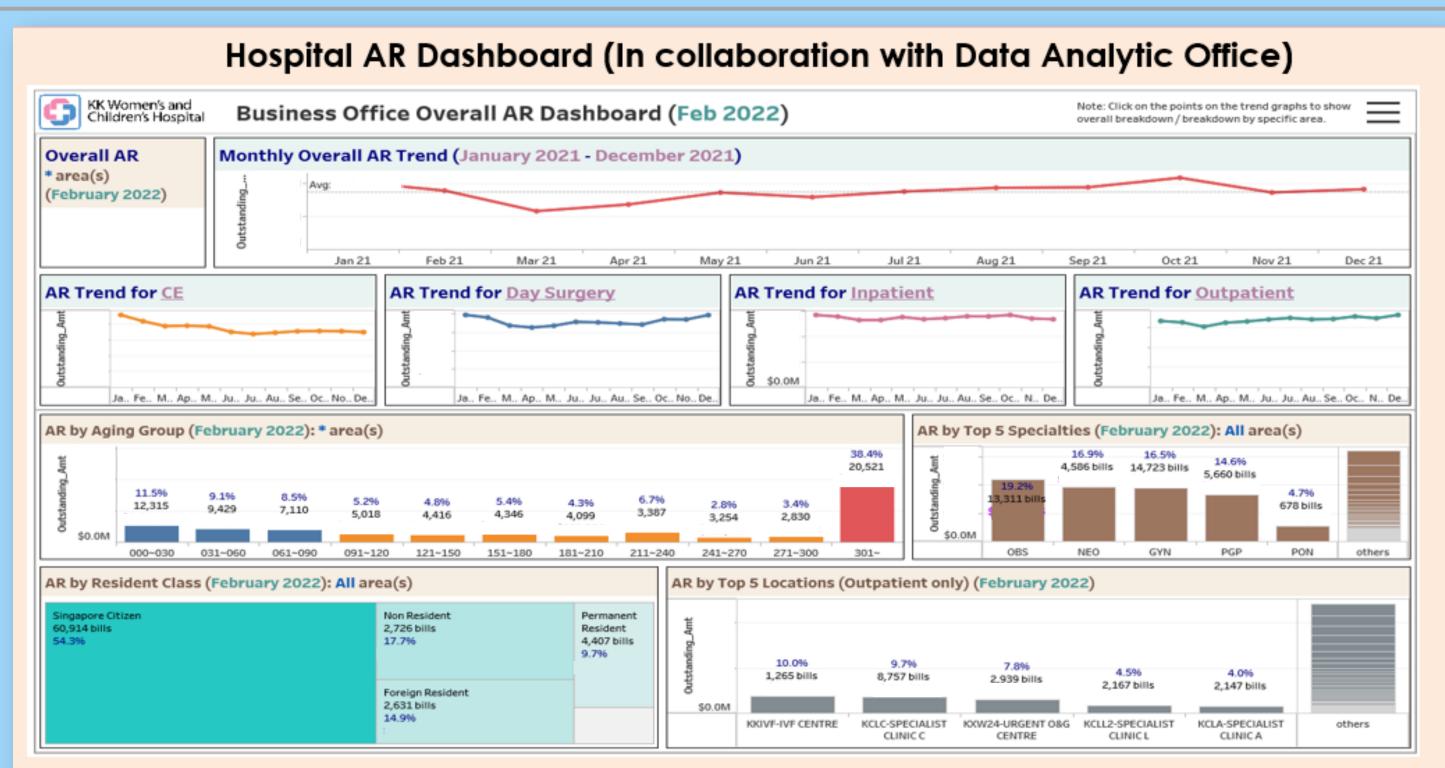
Faiza, Ng Aishing, Elaine Nah and Selena Ng

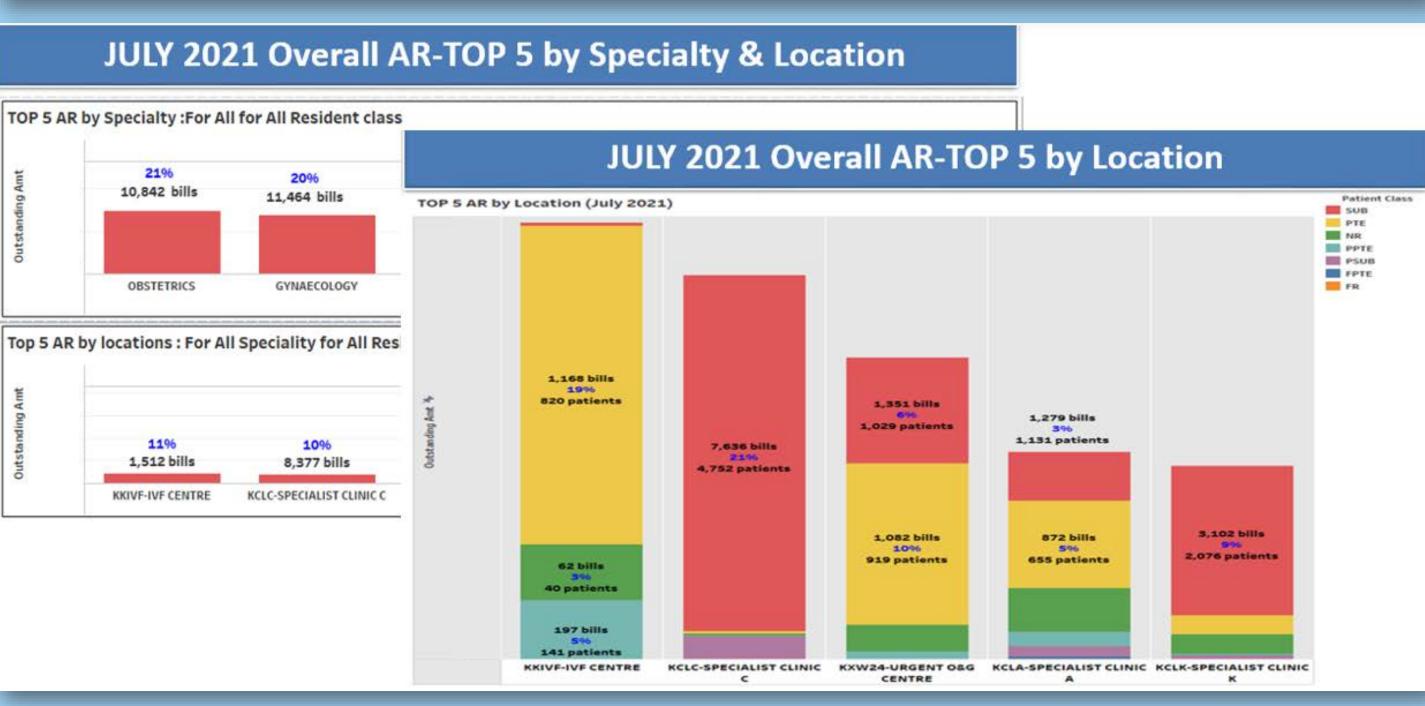
Secretariat

Workstream 3 Proactively engaging MOH and relevant stakeholders on policies decision to assist patients who are not eligible for financial assistance.

Sheila Tan (Lead), Lee Hui Quan, Karen Yeo, Chee Ming and Juita Bte Mohamed

- Deep-dive into the patient's billing and payment journey as well as the hospital's financial counselling and collection points, debt management processes, including but not limited to providing proactive outreach for eligible needy patients to formal financial assistance schemes and philanthropic bodies and fundraising working with organisations.
- 4) Use of technology, systems and data analytics tools such as Tableau to analyse trends.
- 5) Develop and enhance processes, set up effective internal control measures and to improve collections, downsize receivables and minimize bad debts.





Using Data Analytics to Drive Solutions

RESULTS



- A downward trend in the inpatient and day surgery receivables due the accounts to process enhancement and effective internal control.
- A more pro-active approach to refer patients seek help for financial assistance.
- More payment options are introduced, such as Direct Debit Authorisation for embryo storage fees.

CONCLUSION

The reduction in the accounts receivables amount is encouraging. The improvement in AR is a testament of the Inter-Professional Collaboration Workgroup and it is still ongoing to generate more ideas and suggestions.