

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

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)

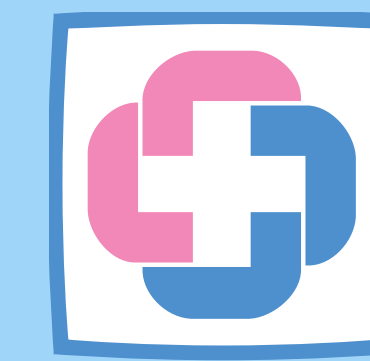
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Singapore Healthcare Management 2022

INTER PROFESSIONAL COLLABORATION (IPC) WORKGROUP ON ACCOUNTS RECEIVABLE



KK Women's and Children's Hospital
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Business Office

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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
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Data Analytic Office: Goh Bee Keow

INTRODUCTION

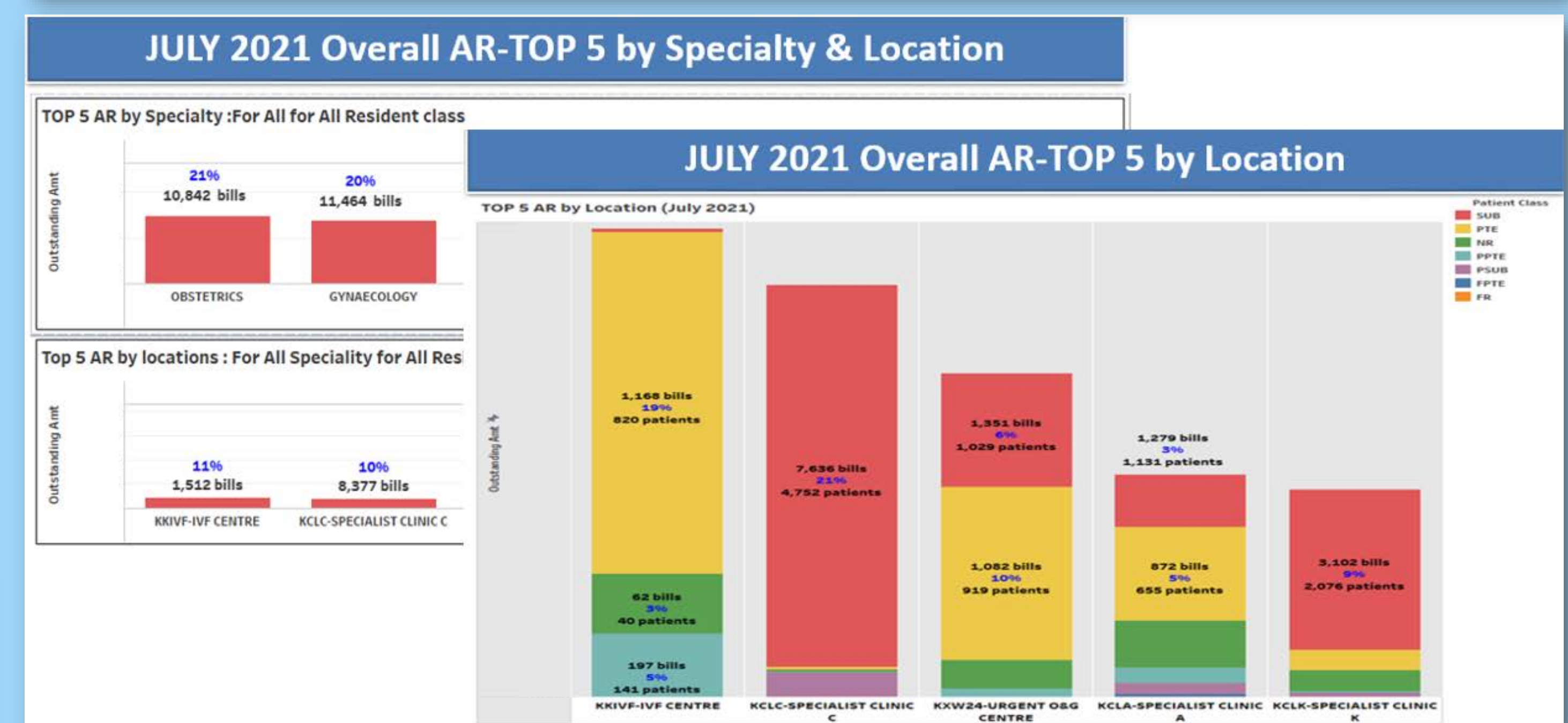
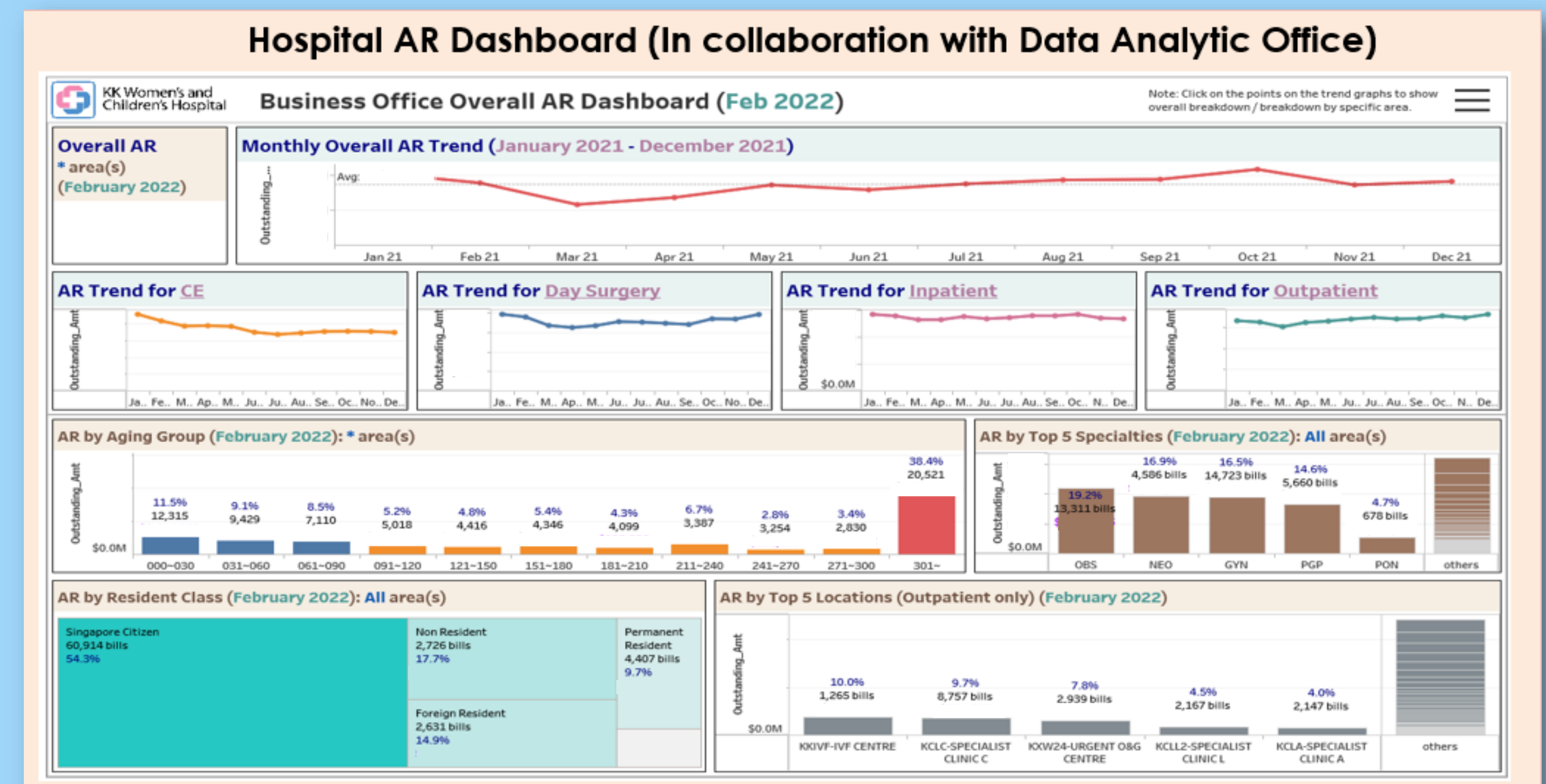
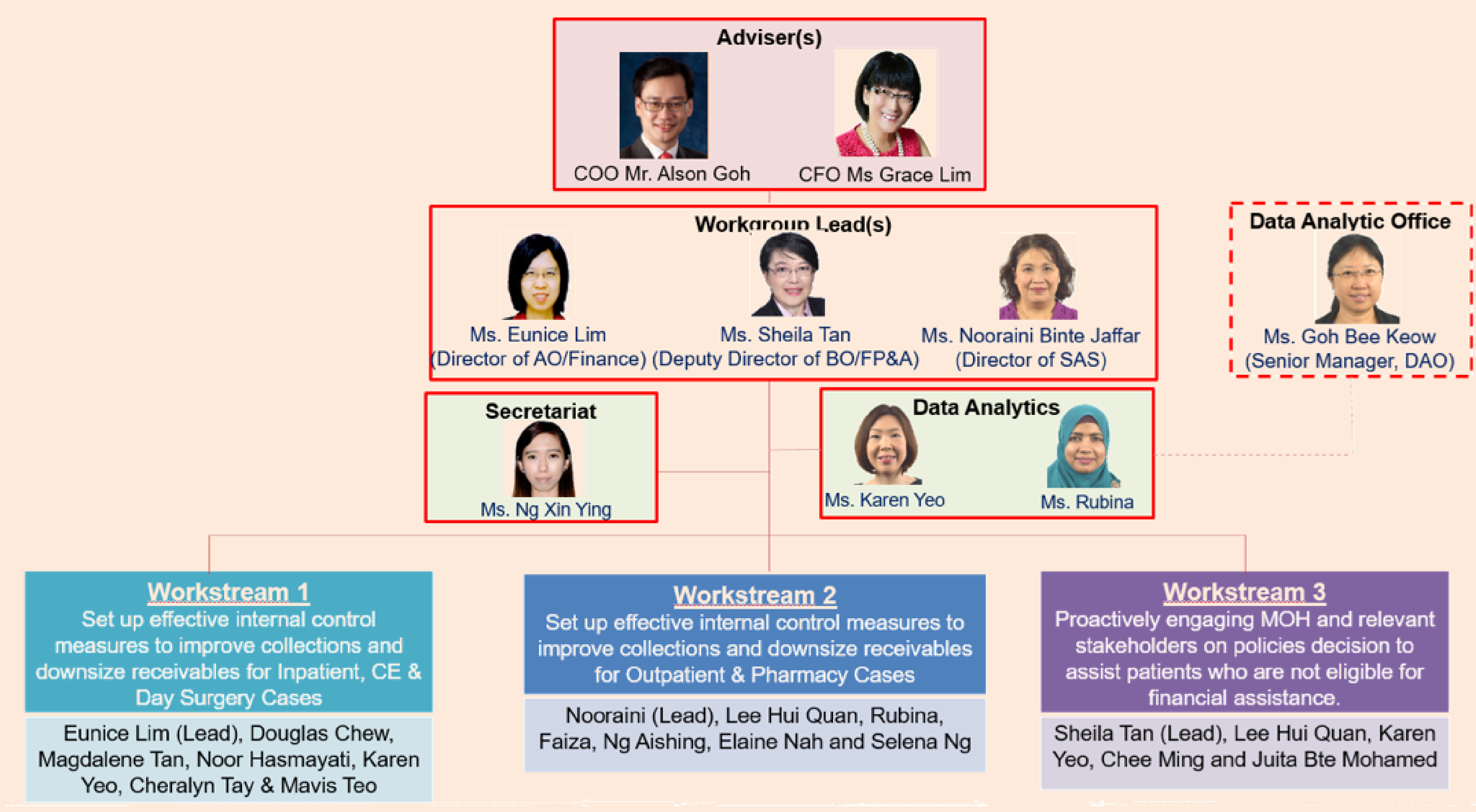
PROBLEM - High Accounts Receivable (AR) amount.

To 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.

METHODOLOGY

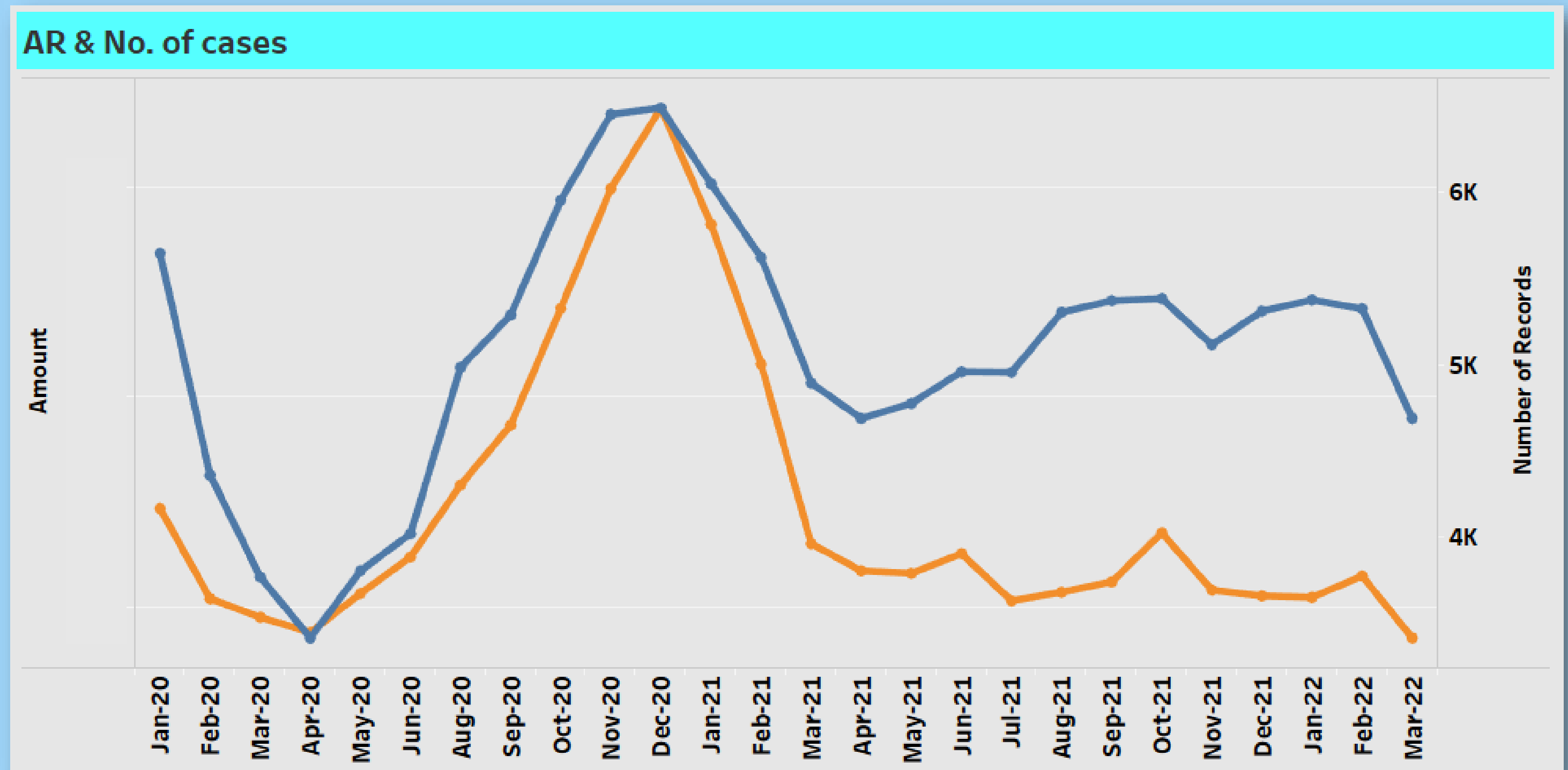
- 1) Workgroup involves stakeholders from Data Analytic Office, Pharmacy, Clinics Ops, Admissions Office, Allied Health Services, Finance, Corporate Communications and Business Office.
- 2) 3 Workstreams are formed to develop and implement interventions and solutions to improve collections.

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



Using Data Analytics to Drive Solutions

RESULTS



- 3) 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 working with philanthropic bodies and fundraising 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.

- A downward trend in the inpatient and day surgery accounts receivables due to the 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.