

Project Title

Digitalization of Staff Medical Claims Approval Process with Enhanced Security

Project Lead and Members

- Agnes Long Yuan
- Evelyn Teo
- Vivien Lim Mei Hui
- Stella Huin Yoke Ling
- Koh Bee Lian

Organisation(s) Involved

KK Women's and Children's Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Finance, Records Management

Project Period

Start date: Jan 2020

Completed date: Jan 2021

Aim(s)

- To allow business continuity during pandemic
- To minimize risk of unauthorized access to confidential staff medical claim reports
- To improve turnaround time for claim processing and approval.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Technology

Digitalization

Care & Process Redesign

Productivity, Time Saving, Quality Improvement, Job Effectiveness, Risk Management

Organisational Leadership

Records Management

Keywords

PDPA, Confidential Documents, Classified Documents, Claim Processing, Bottleneck,
Unauthorized Access, Risk Mitigation

Name and Email of Project Contact Person(s)

Name: Agnes Long Yuan

Email: singaporehealthcaremanagement@singhealth.com.sg



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Agnes Long Yuan, KKH
 Evelyn Teo, KKH
 Vivien Lim Mei Hui, KKH
 Stella Huin Yoke Ling, KKH
 Koh Bee Lian, KKH

Introduction

Staff medical claims had been processed and approved on paper. Reports were left on approver's in-tray for signatory. Due to mandatory work-from-home arrangement during pandemic, we faced the below challenges:

- High risk of unauthorized access to confidential claim reports as documents were left in in-tray;
- Delay in claim processing and approval.

So we embarked on the Quality Improvement Project to address bottleneck issues in claim processing and approval while safe-keeping the confidential data concurrently.

Objectives

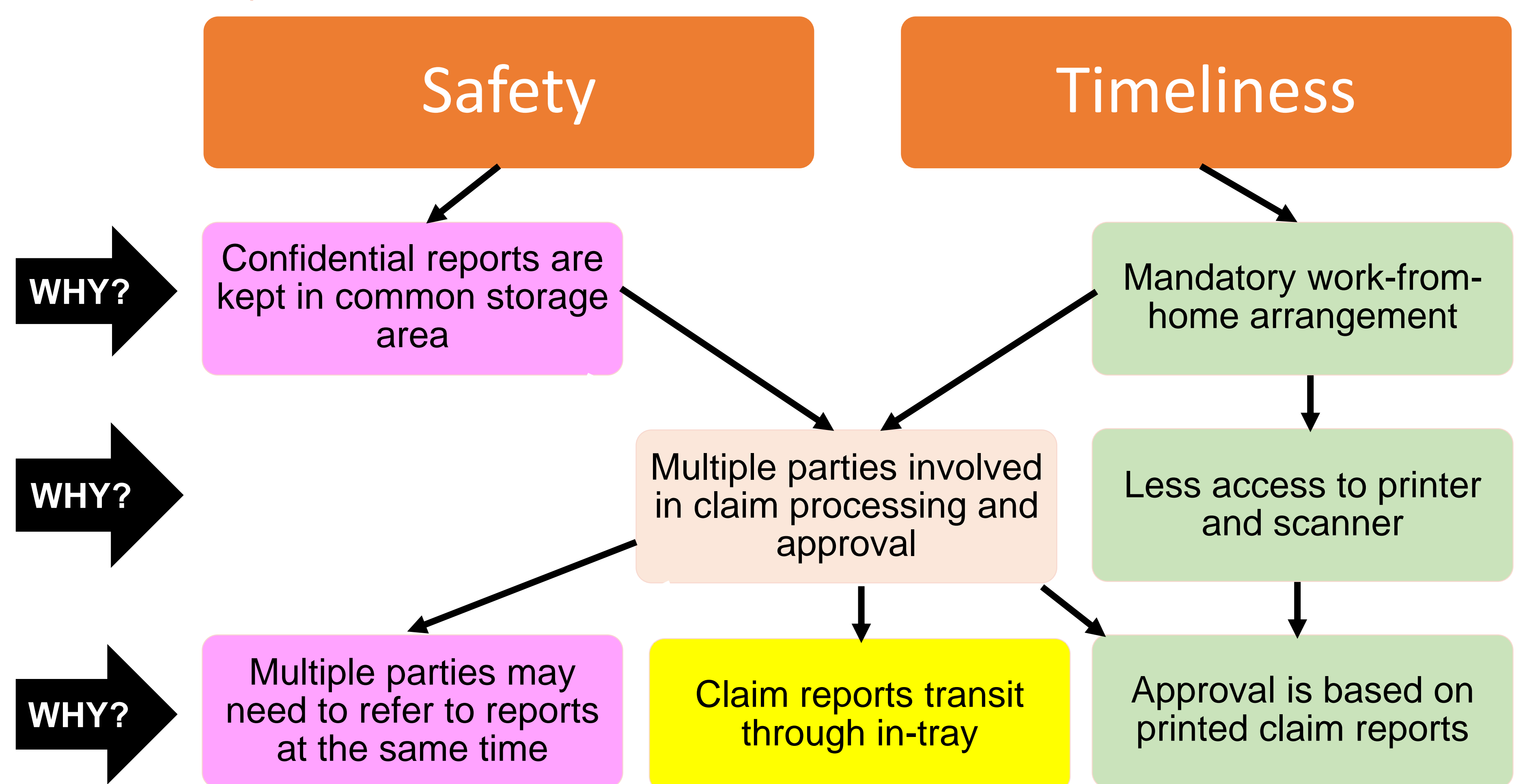
- To allow business continuity during pandemic.
- To minimize risk of unauthorized access to confidential staff medical claim reports.
- To improve turnaround time for claim processing and approval.

Conclusion

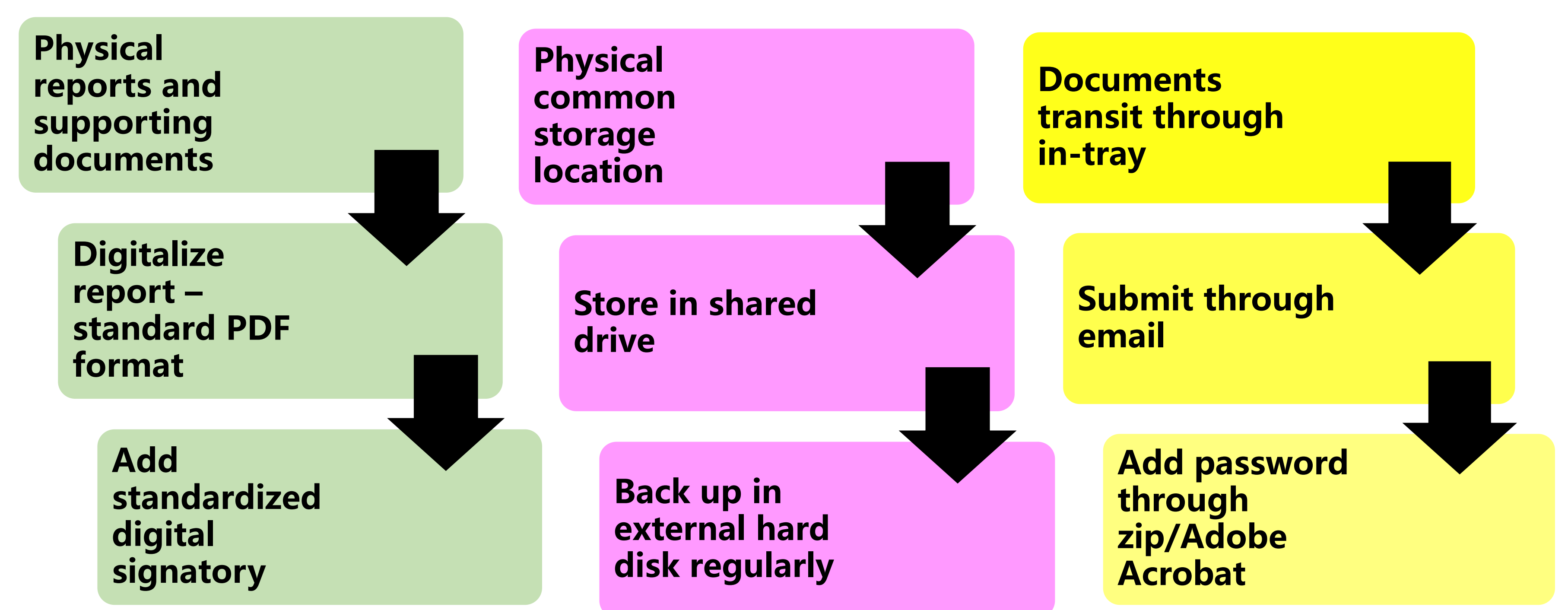
The improvement project allows for business continuity when most of the staff were required to work from home. It reduced turnaround time and saved resources while ensuring full compliance to PDPA.

Methodology

The following root causes to the safety and timeliness problems were identified:



Solutions implemented in phases



Results

Safety indicator:

No non-compliance to PDPA during 2021 assessment

No issue on safekeeping of confidential document was identified in the area of staff medical claims during an audit.

