Project Title

Secure Submission of Means Test Declaration Forms at JCH Drop-Off Box

Project Lead and Members

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Project members: Nur Khairiyyah, Noraisah Binte Atmari, Nurul Hidayu, Calvin Lim

Organisation(s) Involved

Jurong Community Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Finance

Aims

1) Convenient and hassle-free submission of forms by removing at least 40% of process time needed to submit forms

2) Zero incidence of any misplaced forms

3) Secure method to receive forms that contain sensitive personal data

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

1) Hassle-free and secured submission at any time of the day

2) Minimise risk of misplaced forms

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign, Quality Improvement, Job Effectiveness

Keywords

Means Test Declaration, Value Stream Mapping

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SECURE SUBMISSION OF MEANS TEST DECLARATION FORMS AT JCH DROP-OFF BOX

☐ SAFETY   ✓ PRODUCTIVITY
☐ QUALITY   ☐ COST
✓ PATIENT EXPERIENCE

MEMBERS: SPSA NUR KHAIRIYYAH, PSA NORAISAH BINTE ATMARI, PSA NURUL HIDAYU, NURUL NATASHA AND CALVIN LIM

Background and Project Aims

Background

Submission of Means Test Declaration Form is strongly encouraged for all JCH subsidised patients. However, there are several issues that cause inconvenience to both spokespersons and staff:
1) Spokespersons are unable to enter the wards to submit completed Means Test Declaration form as patient might already be discharged.
2) Also, due to Covid-19 visitor restrictions, spokespersons were unable to access wards to submit the forms.
3) As a result of the above, spokespersons had to spend unnecessary time to queue at JCH lobby and inform lobby staff to call Ward PSAs to receive the completed forms.
4) Ward PSAs had to pause their ward counter duties and rush down to lobby to receive the physical forms from spokespersons – this is disruptive to their work.
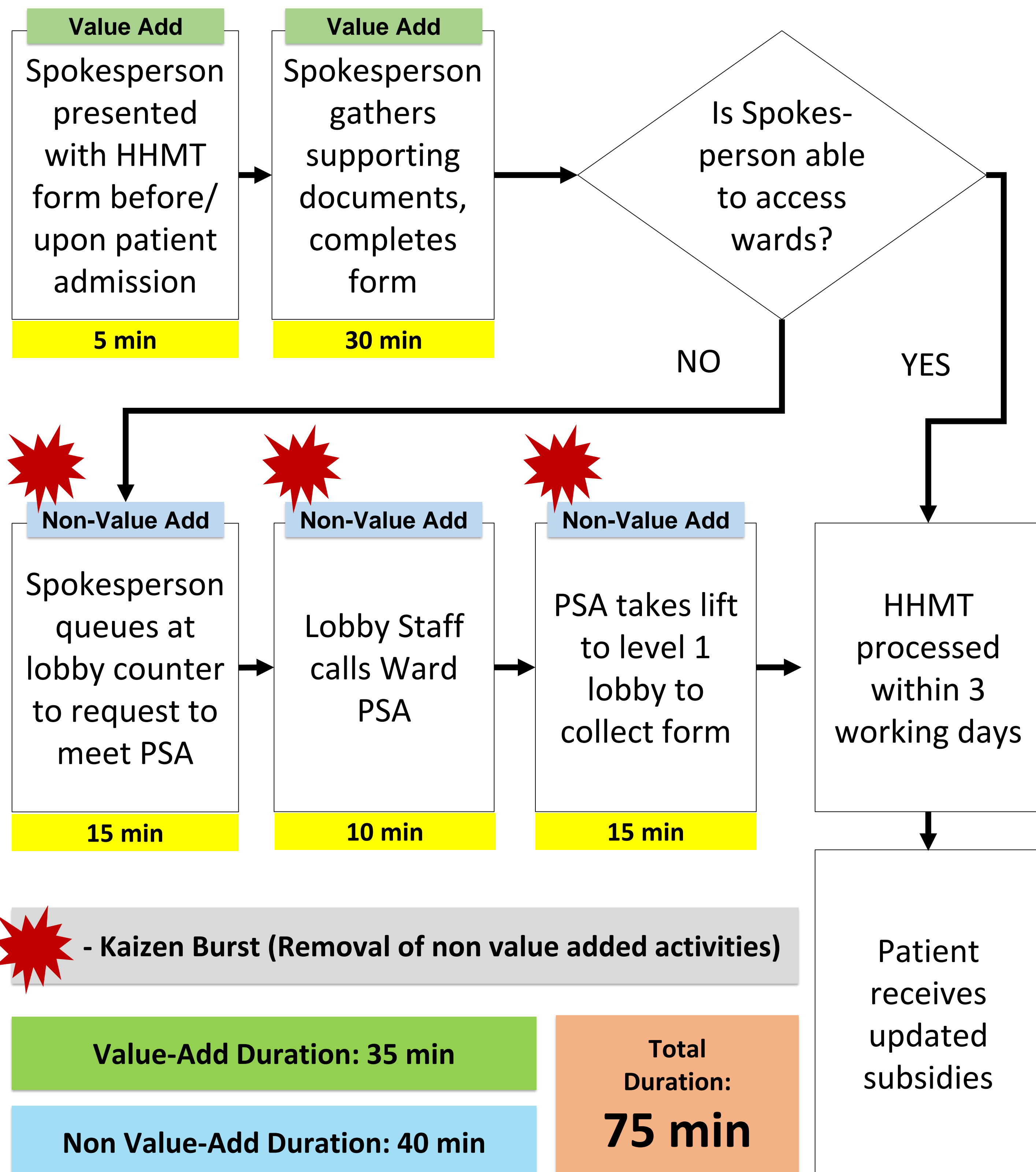
Aims
1) Convenient and hassle-free submission of forms by removing at least 40% of process time needed to submit forms
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Value Stream Mapping: As-Is

Objectives of the Value Stream Mapping of the As-Is Process:

1) Establish current process time for forms submission
2) Identify Value and Non-Value Added process steps
3) Eliminating possible Non-Value Added activities

Value Add	Value Add
Spokesperson presented with HHMT form before/ upon patient admission	Spokesperson gathers supporting documents, completes form
5 min	**30 min**

Is Spokes-person able to access wards? → NO / YES

Non-Value Add	Non-Value Add	Non-Value Add
Spokesperson queues at lobby counter to request to meet PSA	Lobby Staff calls Ward PSA	PSA takes lift to level 1 lobby to collect form
15 min	**10 min**	**15 min**

HHMT processed within 3 working days

💥 - Kaizen Burst (Removal of non value added activities)

Value-Add Duration: 35 min
Non Value-Add Duration: 40 min

Total Duration: 75 min

Patient receives updated subsidies

Solution

1) Identify and set up secured drop off box at JCH Lobby, in collaboration with Lobby Management Team
2) Drop-off box is locked and under CCTV surveillance
3) An assigned staff will collect submission daily from the box

4) Communicate the submission location to spokespersons via an instruction sheet, attached to the application form (shown below)
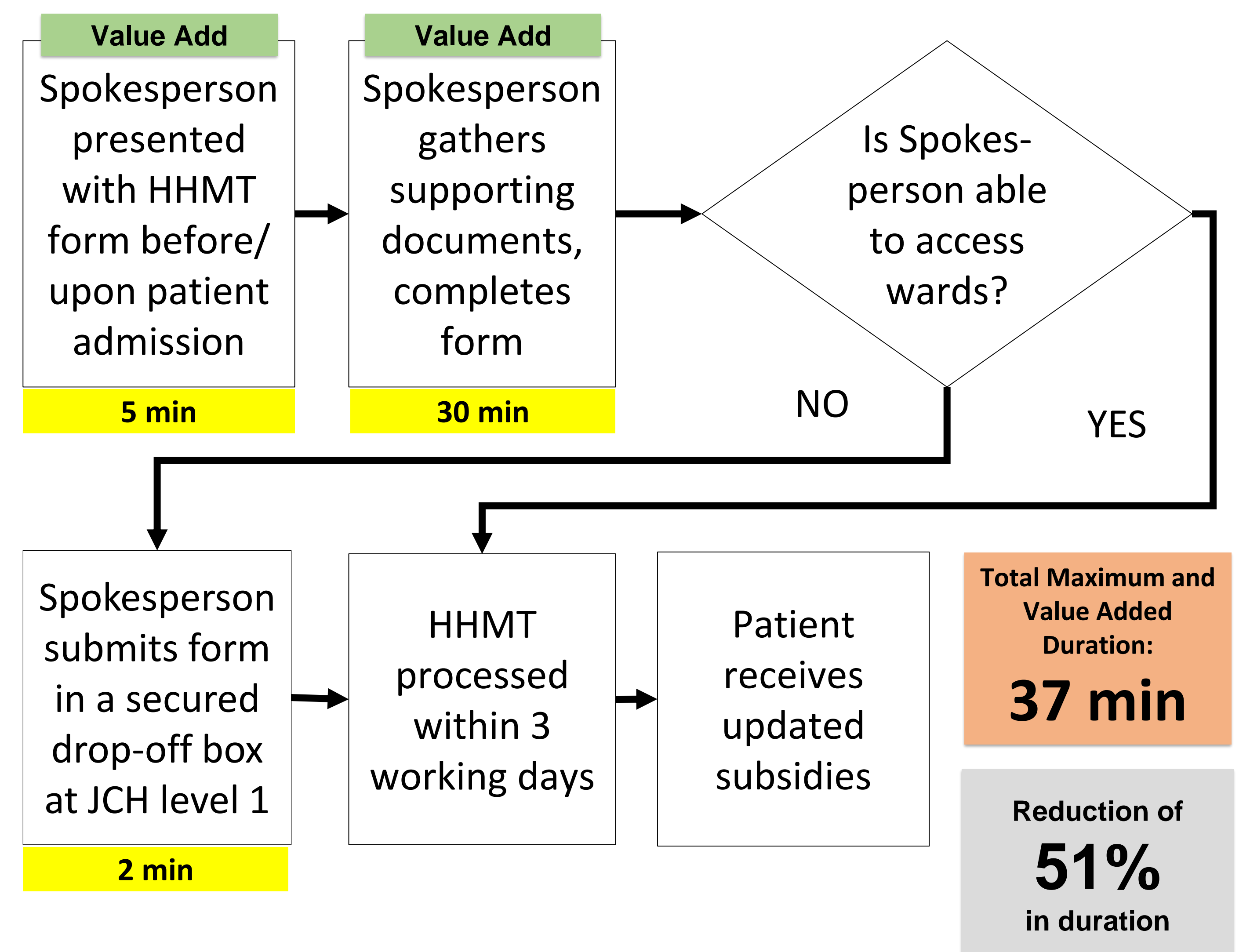5) Spokespersons can simply retrieve a yellow folder to place their forms in and to drop off the forms into the box.

Important points to note to fill the form

Location to submit form

Value Stream Mapping: To-Be

Value Add	Value Add
Spokesperson presented with HHMT form before/ upon patient admission	Spokesperson gathers supporting documents, completes form
5 min	**30 min**

Is Spokes-person able to access wards? → NO / YES

Spokesperson submits form in a secured drop-off box at JCH level 1	HHMT processed within 3 working days	Patient receives updated subsidies
2 min		

Total Maximum and Value Added Duration: **37 min**

Reduction of **51%** in duration

Results and Benefits

1) Hassle-free and secured submission at any time of the day
2) Minimise risk of misplaced forms
3) Eliminates wait time at lobby by up to 51%
4) Patients can receive updated subsidies with minimal delays
5) PSA and Lobby staff do not need to spend time liaising with each other

Ng Teng Fong General Hospital

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