



Singapore Healthcare Management 2018

Harnessing IT for Efficiency in Finance Operations



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INTRODUCTION

The GME Administrative Office oversees 27 cost centres. Statuses of operating expenses are tracked on a monthly basis via PDF downloads of expenditure and utilization reports via Infopedia. These data are then extracted manually into an excel spreadsheet to provide an overview of the expenditure and utilization of all 27 cost centres for management reporting and decision making.

AIM

The aim was to automate the manual data tracking and collating process by removing the manual transcriptions of data for 27 cost centres on a monthly basis to improve productivity and efficiency.

The automated reports are used for the following purposes:

- Track the status of operating expenses on a monthly basis for all cost centers
- Provide overview of expenditures on the manpower and operating expenses and their utilization for 27 cost centers
- Submission of quarterly finance update for management reporting and decision making.

METHODOLOGY

In the manual method, monthly financial performance reports for 27 cost centres were downloaded and printed manually from Infopedia. These data were then manually entered into an excel spreadsheet to provide an overview of the expenditures and utilisation of each cost centre as well as all 27 cost centres as a whole. This method is not only time consuming and tedious, subjected to transcription errors but there is also huge wastage of paper due to the printing of the 27 financial performance reports on a monthly basis.

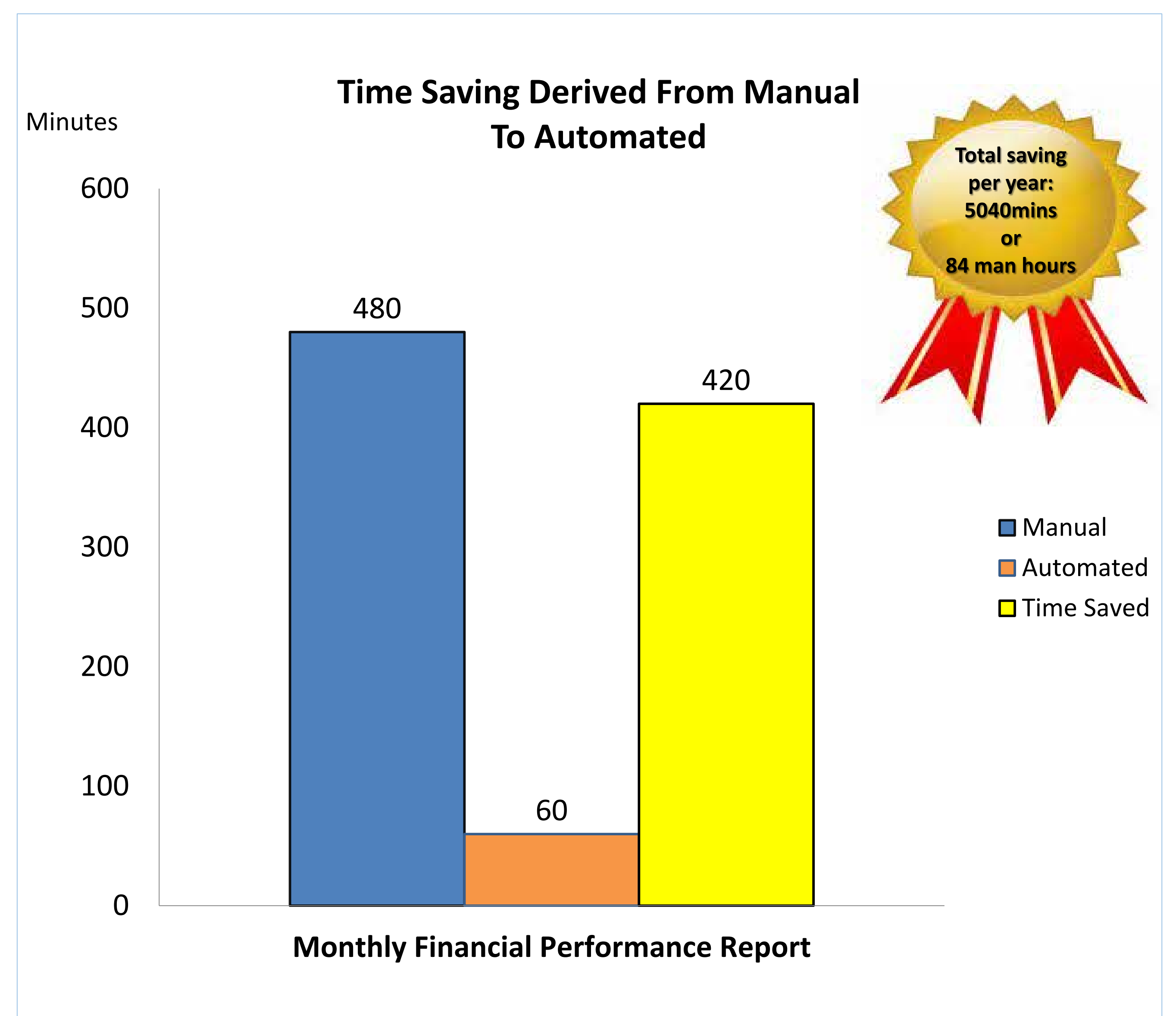
In collaboration with IHIS, monthly text reports were provided via automated email on a monthly basis. Using information technology, these text reports were then imported into a MS Access database where expenditure and utilization reports could be generated with a click of a button.

To ensure data accuracy, both the manual and automated method of tracking and collation were run parallel for 6 months to identify potential errors and streamline processes.

RESULTS

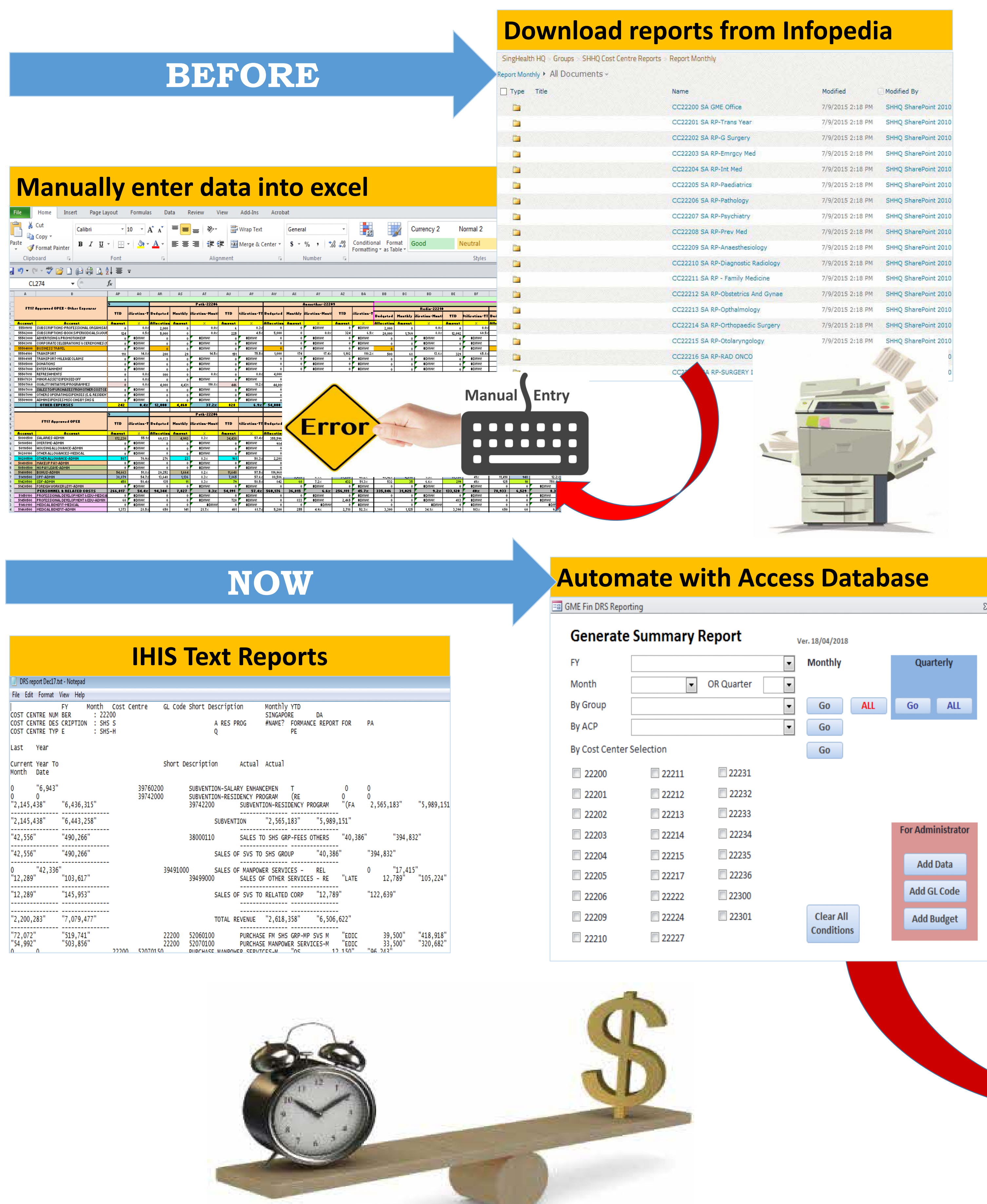
Total time spent on consolidating the reports manually were drastically reduced from 480 minutes to just 60 minutes monthly.

The total savings per year derived from automating the monthly financial performance reports for 27 cost centres was 5040 minutes or 84 man-hours.



CONCLUSION

Besides huge improvements in productivity and efficiency, the ease of accessibility to these expenses and utilization reports have greatly enhanced management oversight of expenditures of all cost centres in a more efficient manner. It is also environmentally friendly due to the elimination of print reports.



Automated Financial Performance Reports with 1 Click of button

Cost Center - 22201	Total Annual (Apr)	Total YTD (Apr)
COMMUNICATIONS	\$2,800.00	\$2,800.00
2220101 COMMUNICATIONS-RESEARCH	\$2,800.00	\$2,800.00
FEES OTHERS	\$0.00	\$0.00
2220102 FEES-SHS GRP-SECURITY SERVICE	\$0.00	\$0.00
2220103 FEES-SHS GRP-FEES-OTHERS	\$0.00	\$0.00
OTHER EXPENSES	\$0.00	\$0.00
2220104 SUBSCRIPTIONS-PROFESSIONAL GROUP	\$0.00	\$0.00
2220105 SUBSCRIPTIONS-BOOKS-JOURNALS	\$0.00	\$0.00
2220106 TRANSPORT	\$0.00	\$0.00
2220107 TRANSPORT-MILEAGE CLAIMS	\$0.00	\$0.00
2220108 MEMBERSHIPS	\$0.00	\$0.00
2220109 QUALITY ASSURANCE PROGRAMS	\$0.00	\$0.00
PERSONNEL & RELATED COSTS	\$0.00	\$0.00
2220110 SALARIES-ADMIN	\$0.00	\$0.00
2220111 OVERTIME-ADMIN	\$0.00	\$0.00
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