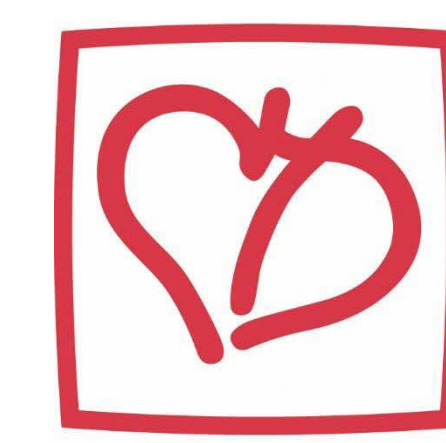




**Singapore Healthcare Management 2018**

# To Improve the Inpatient Billing Process in National Heart Centre Singapore

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## BACKGROUND & OBJECTIVES

The project is to improve the inpatient billing process thereby enhancing patient and family experience with NHCS. This project will implement innovative strategies to improve billing process, better data integration and will provide standardized billing process across different settings in NHCS.

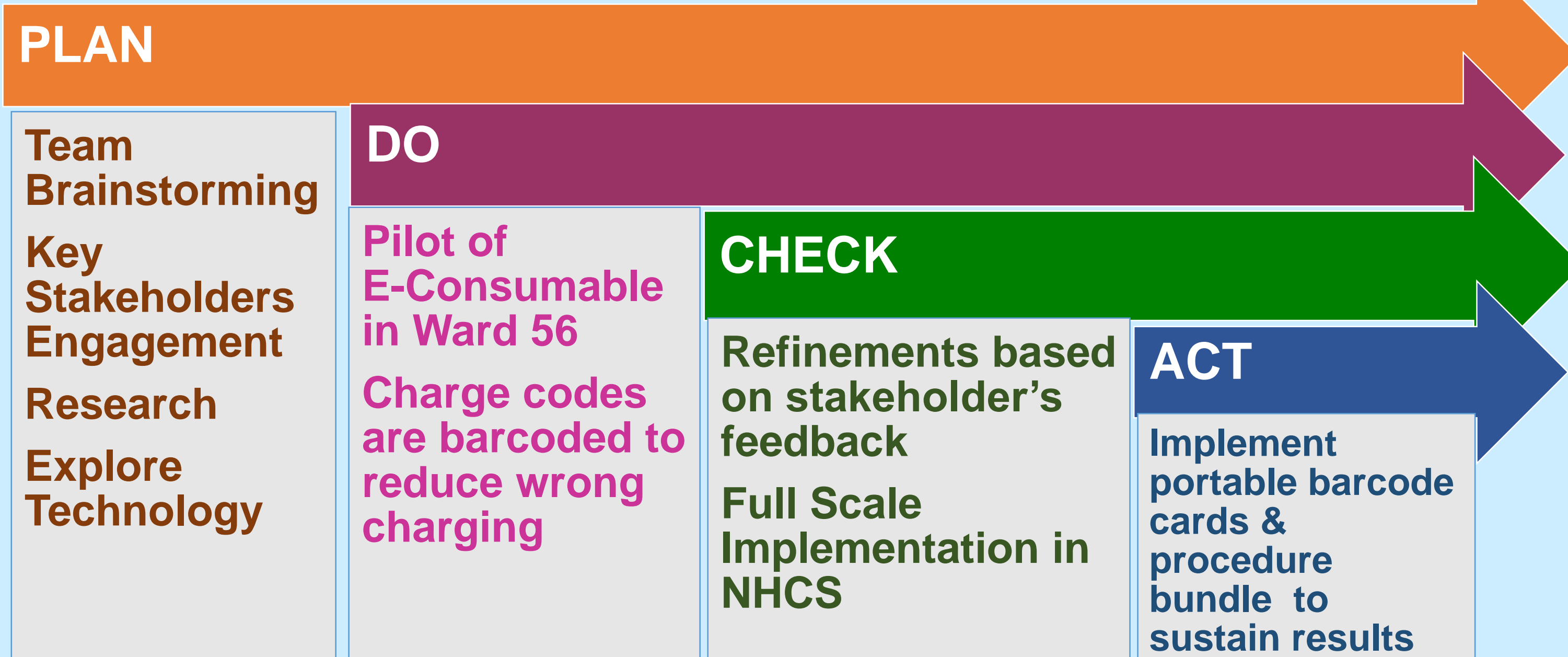
### Project Targets

- To eliminate 100% hardcopy consumable forms
- To reduce 75 %rejected charge forms due to charging errors.



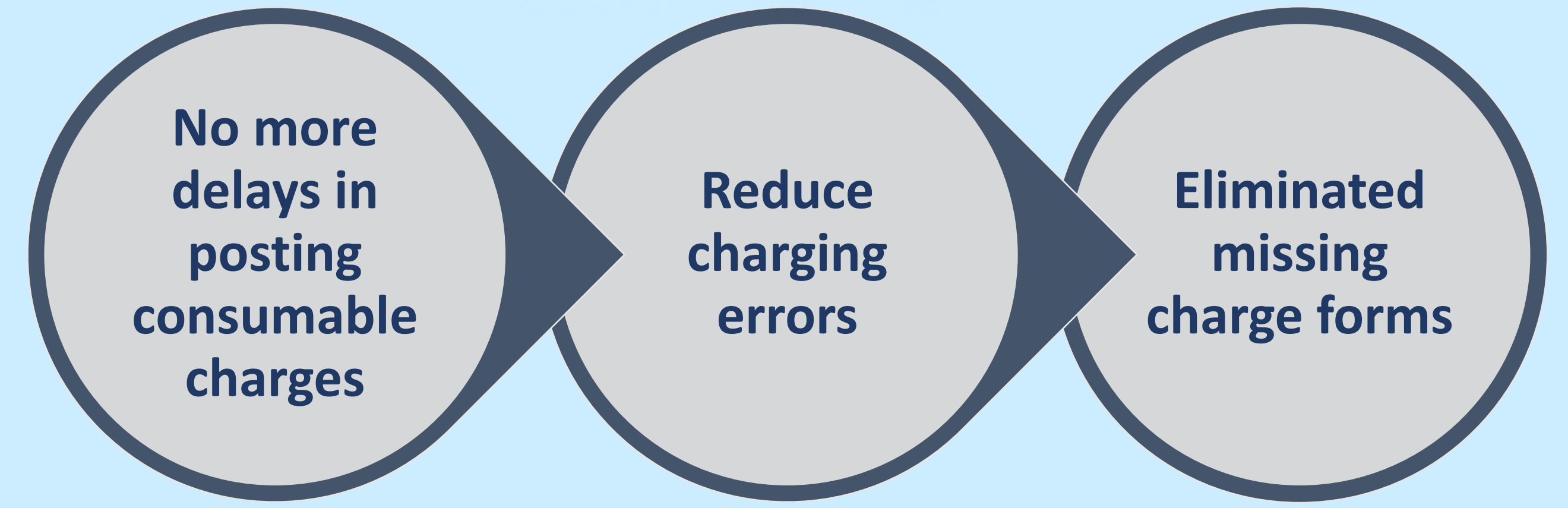
## METHODOLOGY

We aligned our project with the Plan-Do-Check-Act (PDCA) structured improvement cycle with 3 major stage phase



## RESULTS

### Implementation of E-Consumable System



- Eliminate data entry
- Eliminate illegible handwriting
- No more scanning charge forms
- Reduce wrong charge codes
- No more hardcopy charge forms

To eliminate 100% hardcopy consumable forms

**Eliminated 100% hardcopy consumable forms!**

To reduce 75 %rejected charge forms due to charging errors.

**Reduced 81.6% charging errors!**

- Increased Stakeholder Satisfaction
- Improved Inter-departmental Collaboration
- Accuracy in Reports
- Data Privacy and Security

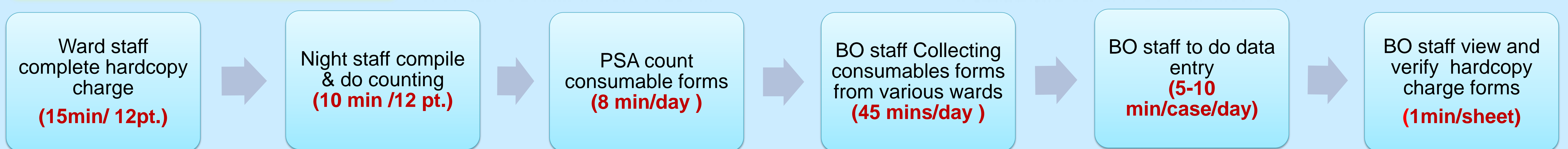
**Total Cost Avoidance for one department**

**\$78,984.2**

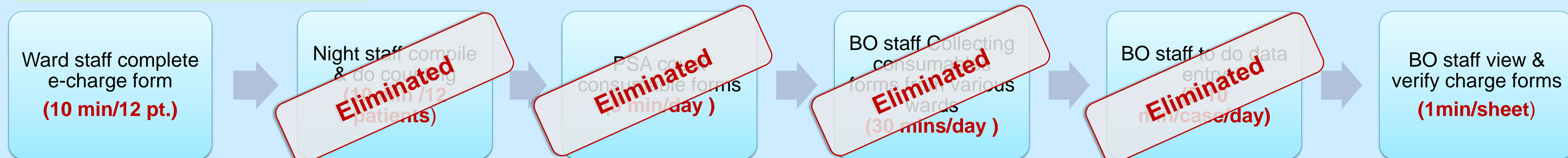


## WORKFLOW BEFORE VS AFTER E-CONSUMABLE

### Before Implementation



### After Implementation



## REFINEMENTS MADE TO SUSTAIN RESULTS



**Procedure Bundle:** Staff could simply scan one single barcode for procedure and the embedded barcodes of individual consumable items would automatically be listed in the e-billing system of the patient.



**Portable Barcode** cards ease searching of charge codes and ensures correct charges codes are entered

## CONCLUSION

Implementation of E-Consumable system increases nurses satisfaction and improves staff efficiency. Less time is spent on investigating incomplete charges. The reduced billing errors improves patient service and organisation image