

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

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- SAFETY
- QUALITY
- PATIENT EXPERIENCE
- PRODUCTIVITY
- COST

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.

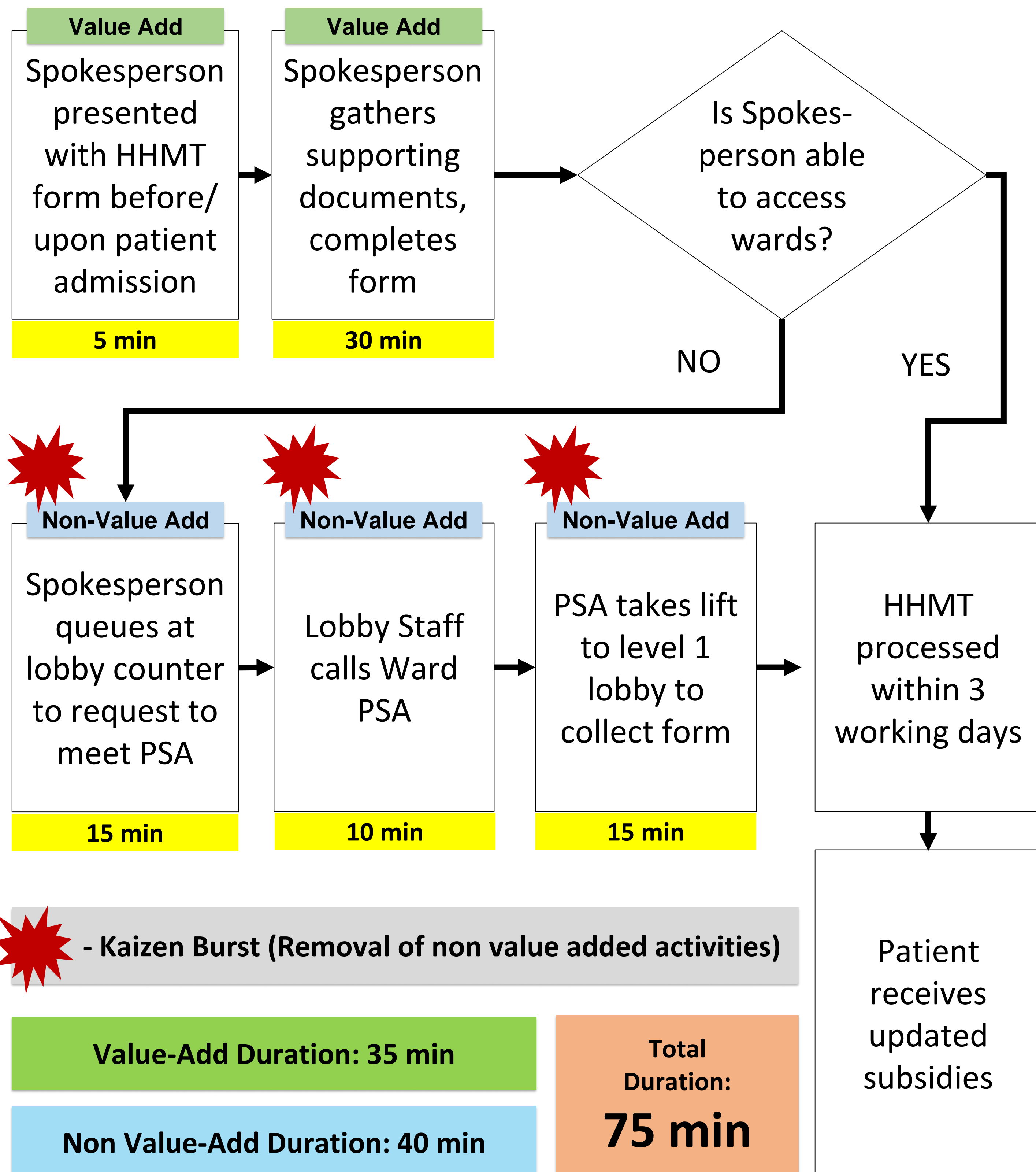
Aims

- 1) Convenient and hassle-free submission of forms by removing at least 40% of process time needed to submit forms
- 2) Zero incidence of any misplaced forms
- 3) Secure method to receive forms that contain sensitive personal data

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



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.

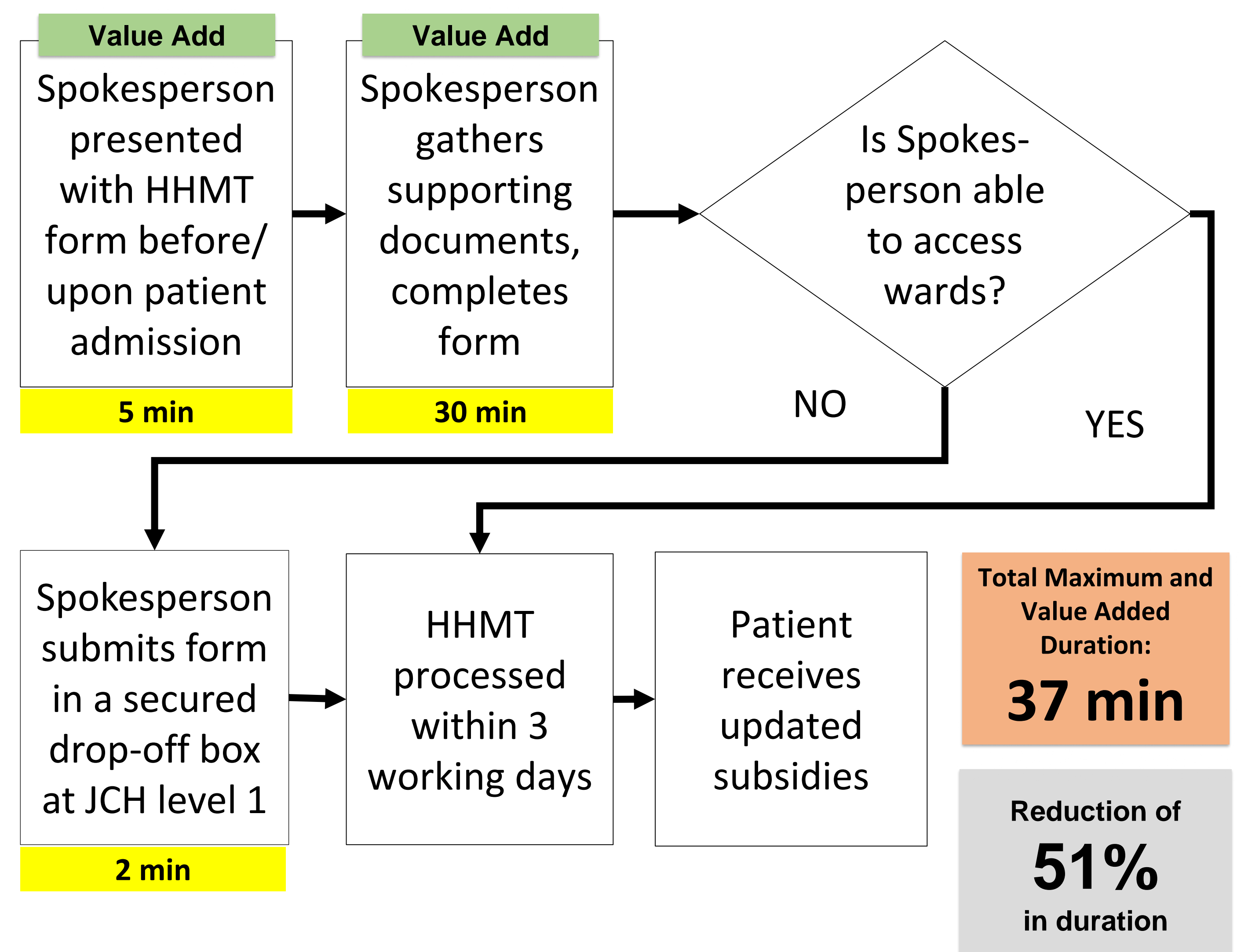
Dear Patient/ Spokesperson,
Kindly refer to the following steps so that patient can receive the appropriate subsidy level for the inpatient stay.

- 1) Complete this declaration form in full, ensuring that:
 - The Main Applicant (Patient) and all Household Members aged 21 and above have signed or given thumbprint on page 7 to verify the details and grant consent for means-testing, unless exempted from providing consent under the conditions stated on page 6;
 - For a Main Applicant and any Household Member(s) below 21 years old, the Parent or Legal Guardian has signed or given thumbprint as consent/ declaration on behalf of him/ her.
- 2) Attach clear photocopies (front and back) of the NRIC/ FIN for Main Applicant and all Household Members.
- 3) For individuals who are Singapore Citizens or Singapore Permanent Residents with overseas employment and/ or trade income (i.e. a salaried employee and/ or self-employed personnel overseas), please indicate your gross monthly income within the form and attach pay slips, employment letter or any income documents of the latest month as verification. If the gross monthly income changes every month, please submit that of the latest 3 months.
- 4) Submit the completed form and all other supporting documents into the secured submission box located at:
Jurong Community Hospital, Tower C, Level 1 Main Lobby Counter

Important points to note to fill the form

Location to submit form

Value Stream Mapping: To-Be



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