National Quality Improvement Conference

To Simplify Finance Claims & HR Claims Submission Process in St Luke's Hospital

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Problem Statement

Employees are often confused on the claim process as different forms are used for various claims. The forms are filed manually by staff or department representative.

Staff may file claims differently, depending on understanding of the process, and requirements.

Potential Solutions Errors in submitting Manual process for finance claim Approver took awhil Manual processin to approve claims Multiple claim forms Manual form movement Overlook notification Differentiate Process not reviewer between claim Email used for submitting Documents lost Tedious app but still printed for audit sea of approv ESS not used for finance claim Overbearing approval hierarchy

Staff forget how to do their claims

Staff are unable to track the claims status. This impacts employee satisfaction and affects organizational efficiency.

The current e-claim platform (EES) supports 98% of HR claims and not finance reimbursement.

Project Aim

To improve HR / finance claims process from initiation of claim preparations to HOD approval of claims to reduce:

- Average lead time from 7 days to 3 days
- Process time from 60 mins to 30 mins

Lessons Learnt

	their claims No standard instructions on how to claim Claims are done on an ad-hoc basis / infrequently Staff	Multiple claim forms/claim process may be complicated to staff to do the claims forms reside No standard instructions on how to claim				
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	Root-Causes	Counter-Measures				
1	Manual process for finance claims ESS not used for finance claims	CM1. Migrate manual claims to ESS				
2	Overbearing approval hierarchy	CM2. Delegation capabilities by Heads of Departments				
3	No standard instructions on how to claim	CM3. Standardise and develop User Instructions for claims				
4	Manual form movement, unable to track claim submission details	CM4: Minimise movement to navigate and allow users to keep track by including tracking feature in ESS				
5	Documents lost in sea of approval	CM5: Include prompt/ for approver to sign off				

Outcomes & Impacts

Functions in ESS platform expanded to allow staff claims. (pic titled: "CM1 & CM4")

CM1 Staff Claims Prototype on ESS – Claims Menu

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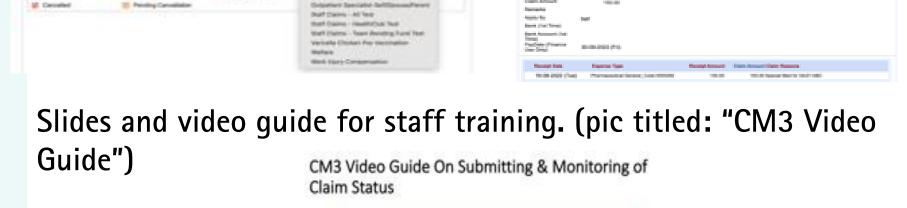
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All counter-measures (CM) were implemented. The project was successfully handed over to Finance Department. From this we learned the importance of handover to a department to ensure the continuity of the project.

It is apt for the team to choose an existing system (ESS) to work on as employees are familiar with the system, using it for HR related claims and leaves. Hence, we learned that it would be more sustainable than re-inventing something new which will have steeper learn curve for staff.

Finally, we learned that a simple idea, minor tweaks that can reap big benefits.





Reduced lead time to average 2 days and process times of 5 minutes

