



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

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Problem Statement

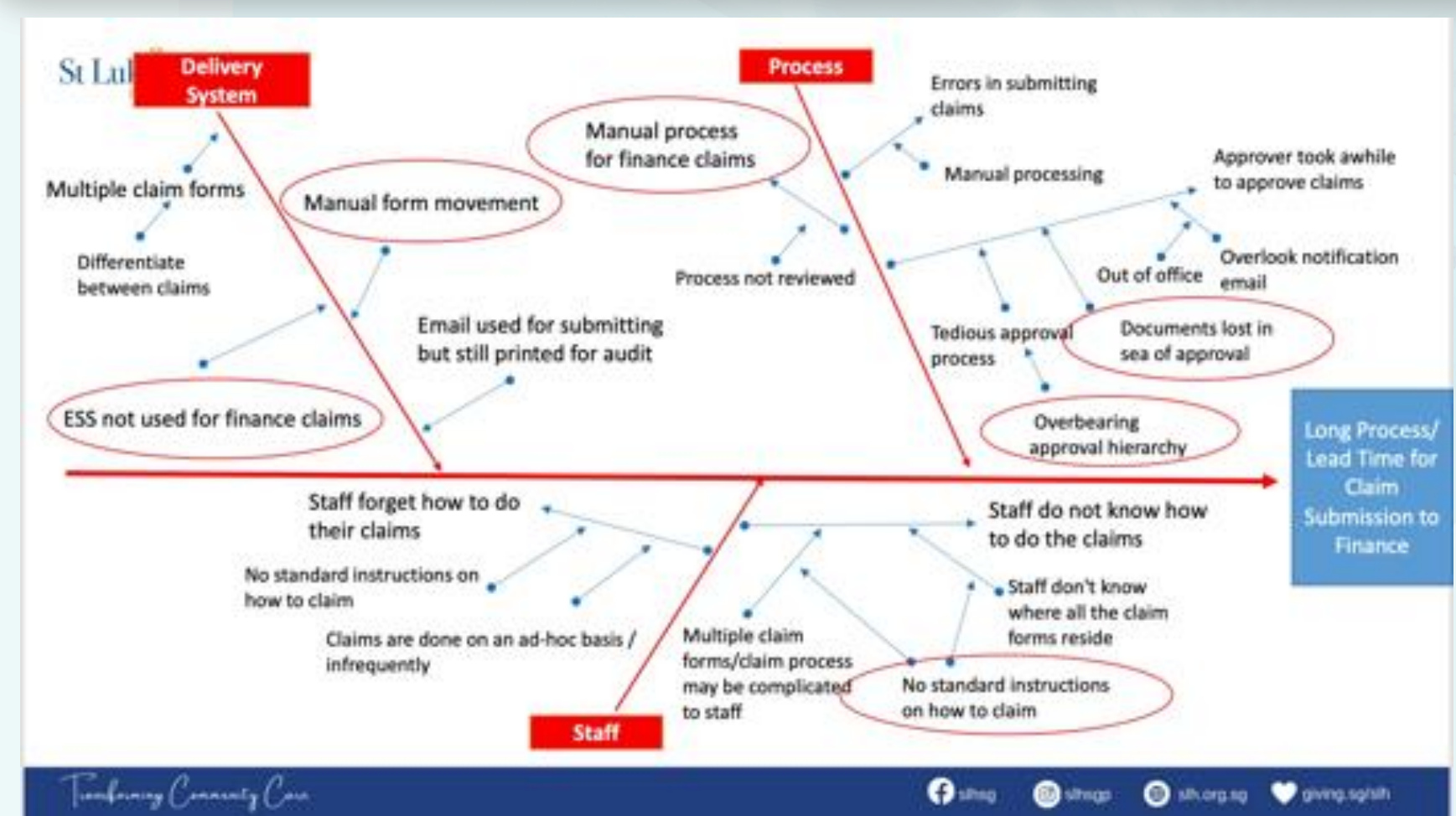
Employees are often confused on the claim process as different forms are used for various claims. The forms are filed manually by staff or department representative.

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

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.

Potential Solutions



	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

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

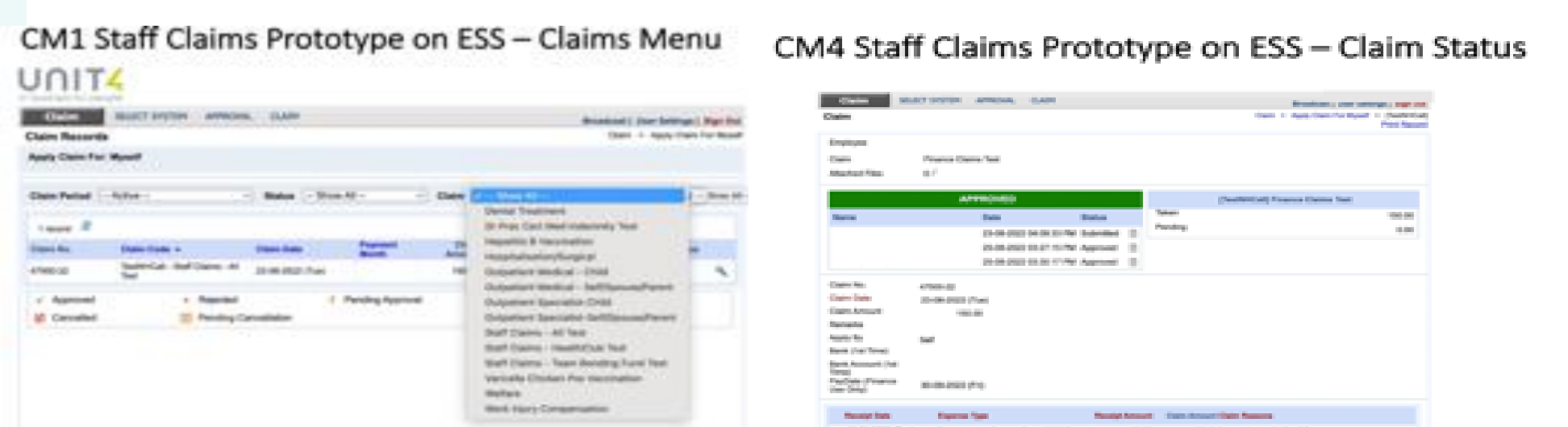
All counter-measures (CM) were implemented. The project was successfully handed over to Finance Department. From this we learned the importance of handover to a department to ensure the continuity of the project.

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.

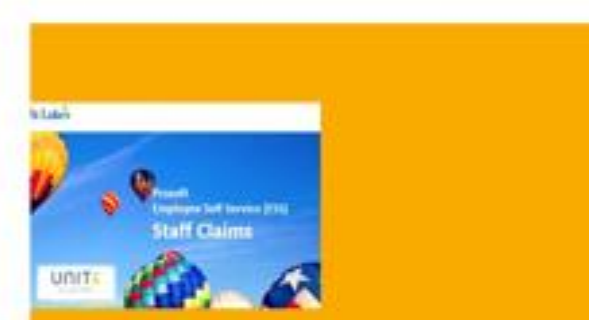
Outcomes & Impacts

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



Slides and video guide for staff training. (pic titled: "CM3 Video Guide")

CM3 Video Guide On Submitting & Monitoring of Claim Status



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

