Automating the Prioritisation of Complex Financial Cases

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Introduction

Project Background

Based on Healthcare Services Act 2023, as the hospital continues to provide medical service to patients, it is the institution's responsibility to inform and keep patients/ next-of-kins updated of the bill changes (increase) in a timely manner. Financial Counselling is conducted to patients/ next-of-kins to provide them with peace of mind, so that they do not need to have unnecessary worries about the hospital bills and can focus on the journey to recovery. To provide timely service while handling high volume of admissions, CGH Inpatient Operations initiated a project to help Care Cost Advisors manage cases efficiently by prioritizing the complex one that require intensive monitoring and extensive counselling with the enhancement of current Daily Worklist using Microsoft Excel.

Aim

Elevate the effectiveness and usability of Daily worklist with Excel Macros and Visual Basic for Applications (VBA) by swiftly identifying and prioritizing complex financial cases, thereby facilitating timely financial counselling to patients.

Challenges with Existing Method
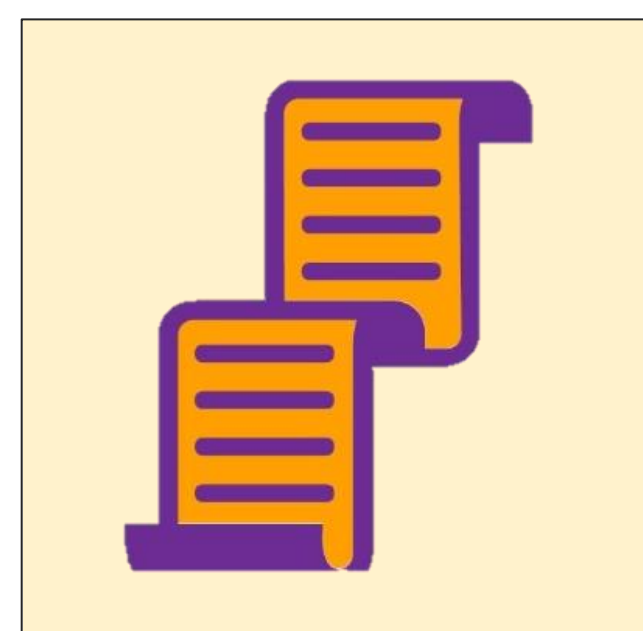
Overwhelmed by **high volume** of cases in Daily worklist as it consists of inflight and discharged cases.
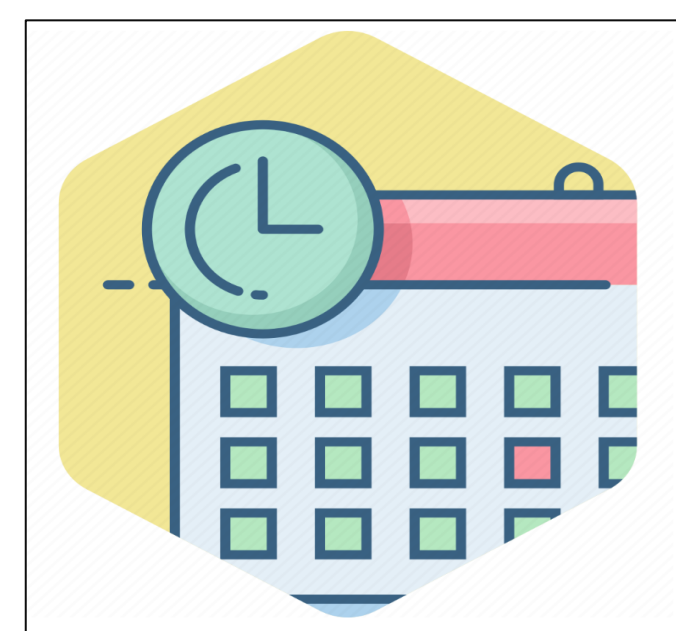
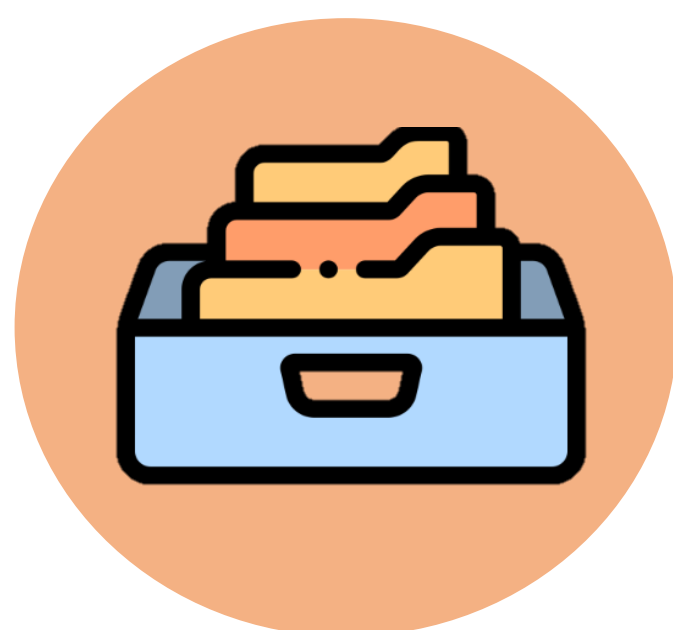Length of stay was **calculated manually** based on date of admission for inflight counselling.

Staff needs to **toggle between multiple files** to track inflight cases with complex scenarios, such as surgery and long-stayers.

Methodology

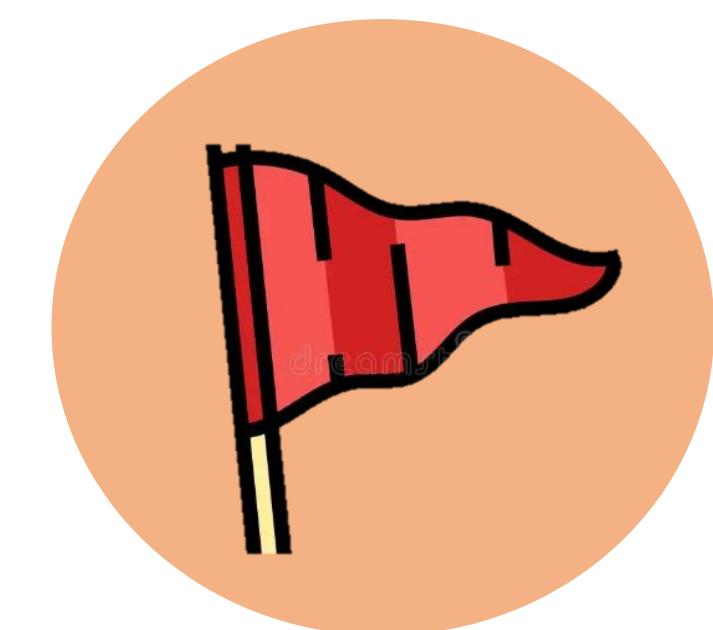| 1	HIGHLIGHT SSC CASES
2	HIGHLIGHT LONG STAYERS
3	ARCHIVE CASES

'Quick Archive' Macro
Focus staff's attention to **solely inflight or "pending attention"** cases, hence eliminate unnecessary clutter and optimize worklist/ case management.

LOS Count
Automated LOS reference in excel for **easy prioritization** for case managers to immediately handle / tackle issues.

''Problem Cases' Macro
Potentially financially complex cases (E.g., Cases with surgery (SSC) and long stayers) are flagged in RED which enable staff to take actions promptly, **without the pain to toggle between multiple tabs**.

Result

Average time saved from optimizing : **10 mins** / day

Average monthly man-hours saved: 10 mins x 20 staff x 5.5 working days x 4 weeks = **73.3 man-hours** saved

Conclusion

This project works towards a goal – harnessing e-case management of complex financial cases for timely financial counselling and improve patient experience. This allows staff to convert time spent on manual checks to meaningful engagement with patients and better joy at work. At the organisation level, it facilitates early identification of financial risk and risk escalation.