



Project Name.

Increase the total number of claims delivered for cash patients

Site	Department
Jeddah	Revenue

Project Status	Project Start Date	Project End Date
Completed	07-01-2018	12-31-2018

Problem: Why the project was needed?
Reinforce the claiming process and the number of delivered claims for cash patients. Percentage of claims delivered did not exceed 15%. Meaning, 85% of all claims generated never get delivered. As we facing difficulty in defining the individual patient's' contact information which lead to disruption of claims submission and difficulty to communicate with the patients

Aims: What will the project achieve?
Improve percentage of delivered claims for cash patients from 15% to 80% by end of year 2018

Benefits/Impact: What is the improvement outcome?
(check all that apply)

- Contained or reduced costs
- Improved productivity
- Improved work process
- Improved cycle time
- Increased customer satisfaction
- Other (please explain)
Click or tap here to enter text.

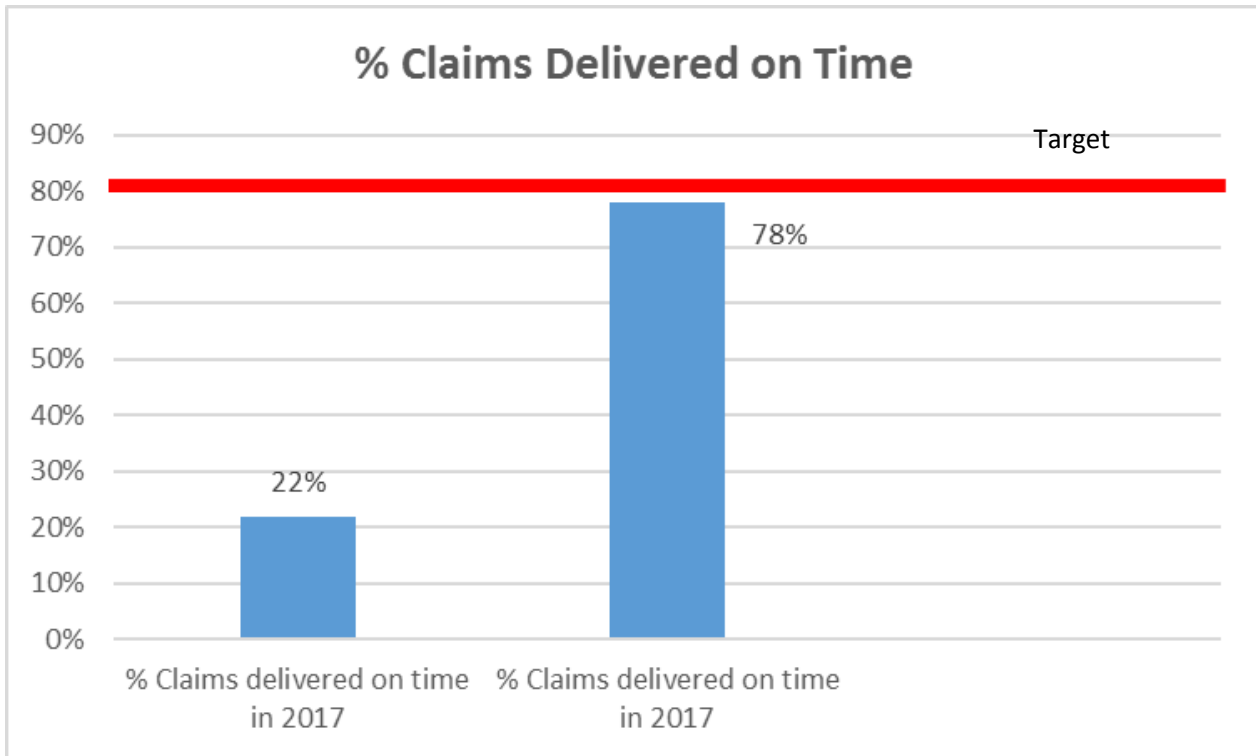
Quality Domain: Which of the domains of healthcare quality does this project support?
(Select only one)

Efficient

Interventions: Overview of key steps/work completed

- SEHATY SMS billing feature is the planned permanent solution to increase the total number of claims delivered where the invoices details will be displayed in SEHATY application and the claims will be send to individual cash & protocol patients on a monthly basis through SMS.
- Currently, everything is built and ready but we were in the final testing stage as we're testing all scenarios that the patient would face in terms of their invoices, deposits receipts, refunds and canceled invoices.
- Meanwhile, we have attempted to achieve the objective through different manual efforts:
- Assigned a dedicated team of 2 people to manage and increase claim delivery.
- The team managed to complete missing contact information in patient database.

Results: Insert relevant graphs and charts to illustrate improvement pre and post project
(insert relevant graphs, data, charts, etc.)



Project Lead

Name

(person accountable for project)

Feras Kurdi

Team Members

Names

(persons involved in project)

Alanood abdufattah (QM facilitator)

Ruwaid Hussein

Majed Al-Qaisy

Fahd Al-Gasimi

Mohammed Abdel Moaty

Bedor Hafiz

Wael Alyas

Rana Shata