



# Improve Collection Rate of HMO Account Receivables in Adventist Hospital – Davao, Philippines

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## THE PROBLEM

After problem identification and prioritization, we come with the following:

### PRIORITY PROBLEM

Decreased collection rate of HMO accounts receivables

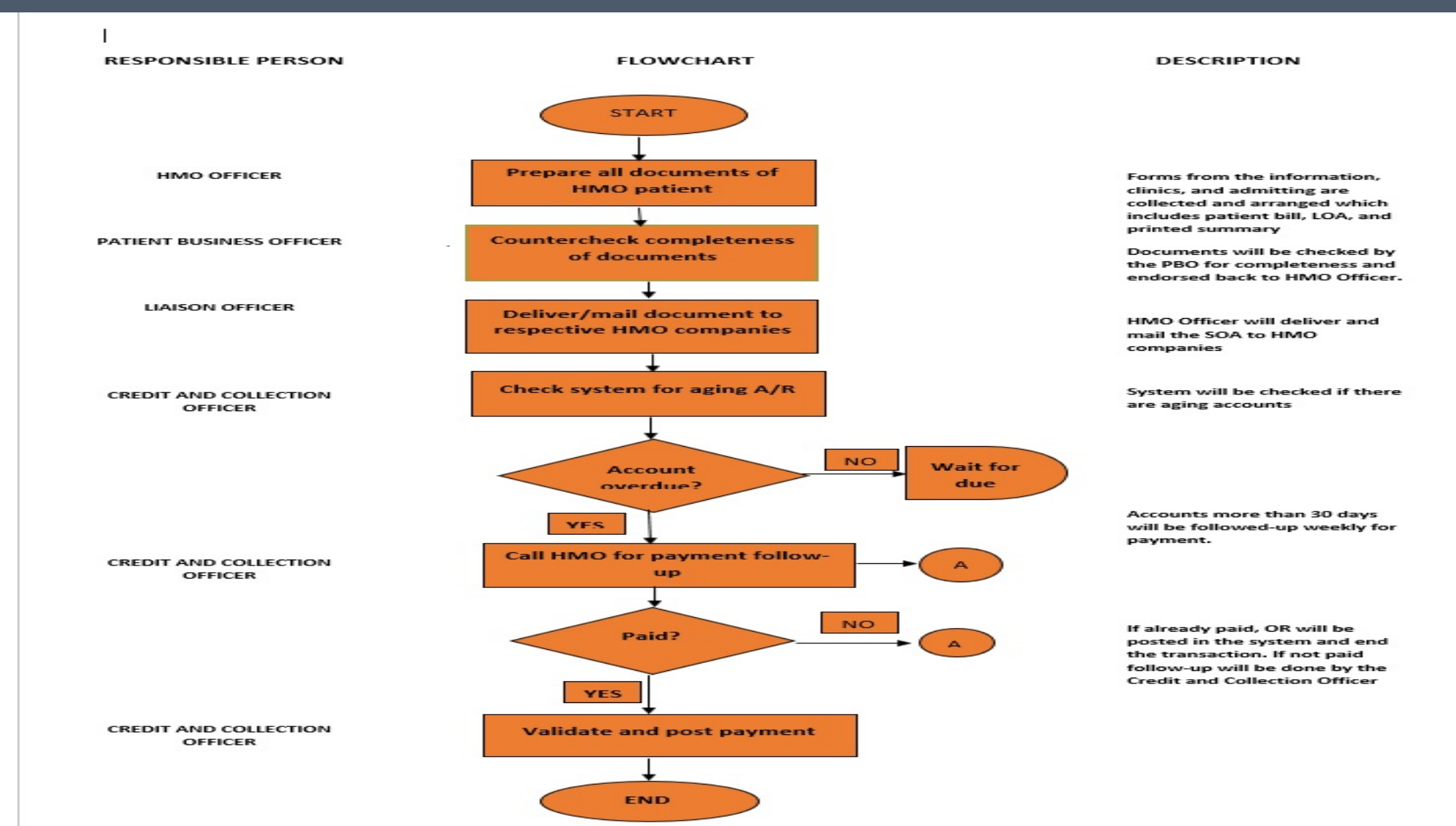
### PROBLEM STATEMENT

Data revealed a 24% decrease in collection rate on HMO accounts receivables for the month of January and February 2021

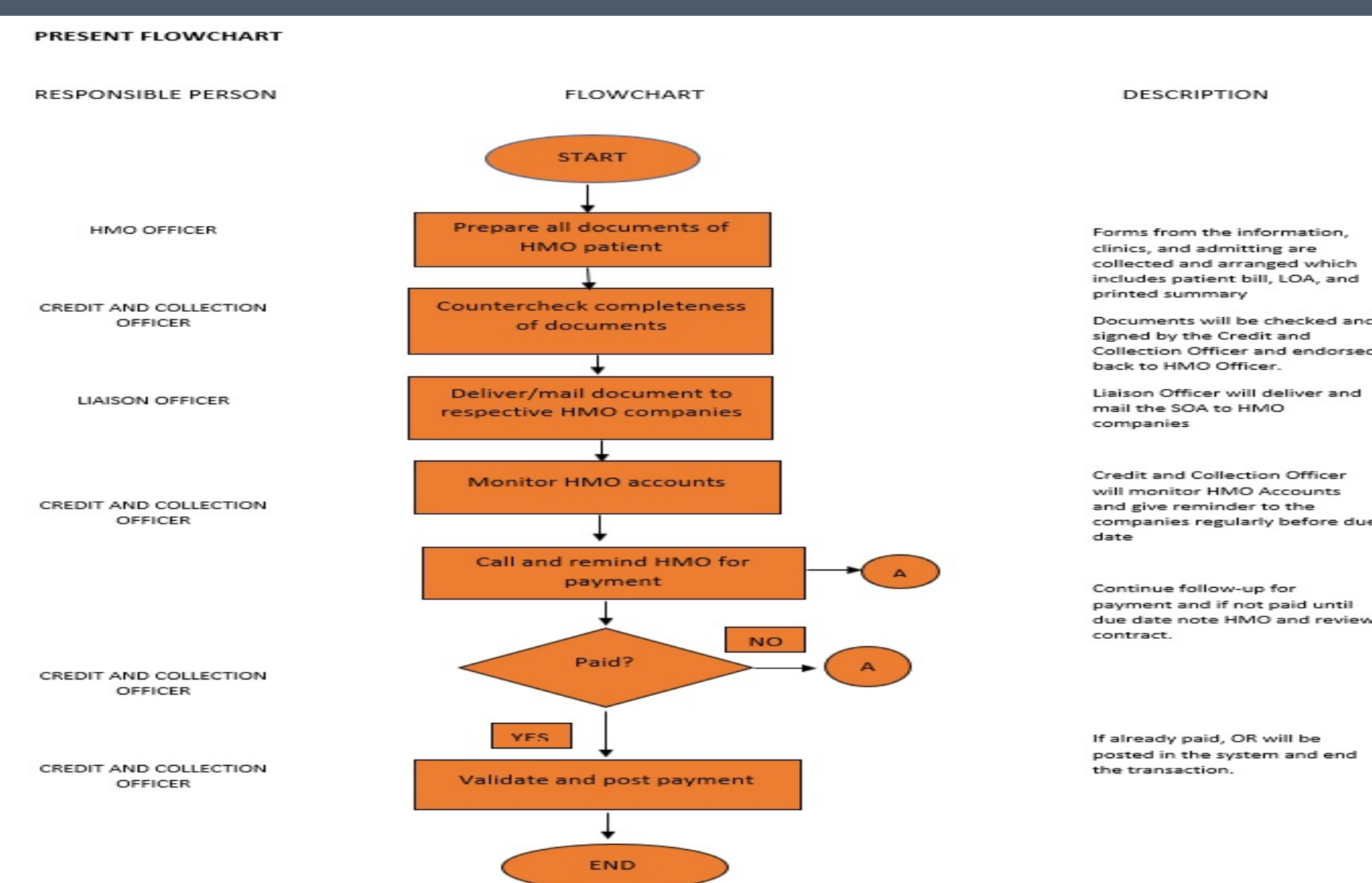
## AIM

To increase the percentage of collection rate of Accounts Receivables to 80% by the end of June 2022

## FLOW MAP OF PRESENT STATE



## FLOW MAP OF FUTURE STATE



## PLAN DO ACT STUDY CYCLE

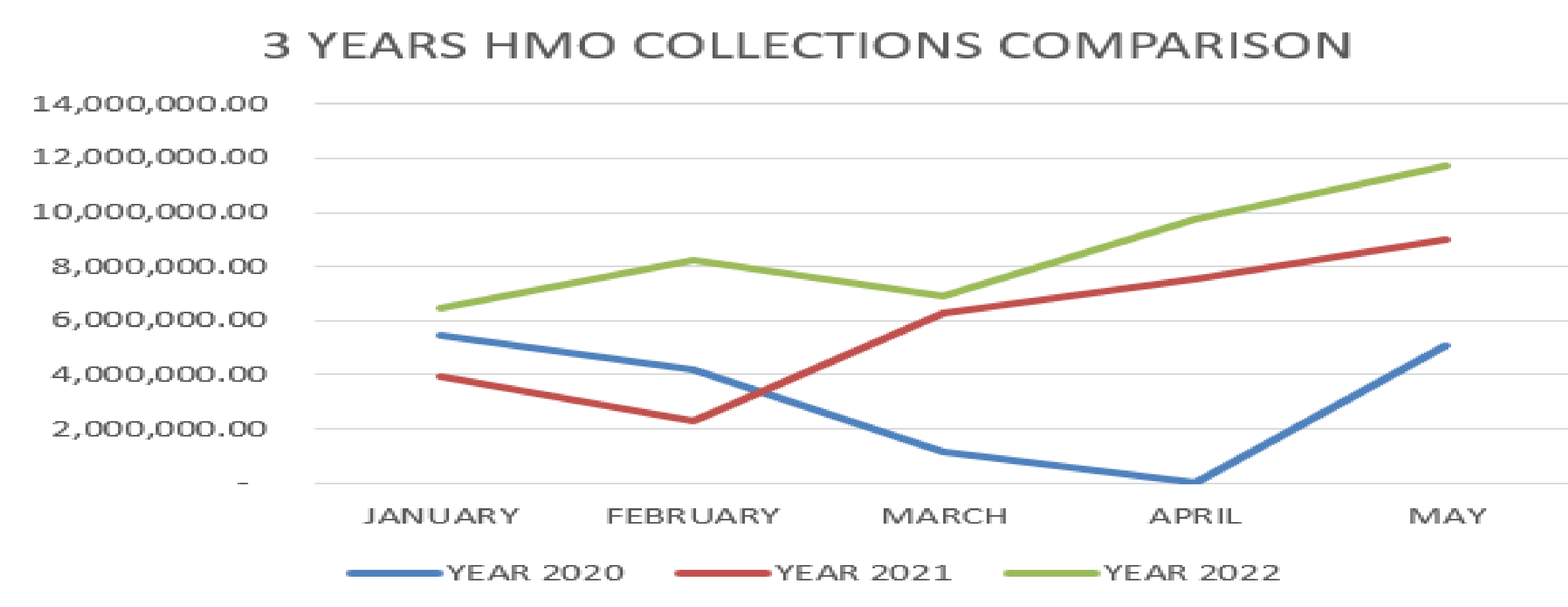


## DATA

- Display data in a run chart.

YEAR	MONTH	2020	2021	2022
2020	JANUARY	5,430,272.37	3,920,724.26	6,439,322.01
	FEBRUARY	4,169,746.57	2,314,818.42	8,230,320.74
	MARCH	1,142,288.03	6,286,255.00	6,915,956.28
	APRIL	-	7,568,176.36	9,763,416.26
	MAY	5,078,142.91	9,011,689.92	11,689,608.14

COLLECTION RATE FOR 2022	
JANUARY	97%
FEBRUARY	97%
MARCH	96%
APRIL	91%
MAY	83%



## RESULTS

Data shows that Health Maintenance Organization (HMO) collection of Adventist Hospital Davao, Philippines for the period Jan-May 2020-2022 decreases in the months of January and February 2021 but increases in the month of April 2021 up to May of 2022 after revising our standard operating procedure.

No collection on April 2020 when the Credit & Collection staff resigned and was not replaced immediately. It's also noticeable that the collection from Jan-May 2022 also increases.

In terms of percentage, collection rate for the period Jan-May 2022 is at average of 92.8%

## SUMMARY

- What did you learn?
- What is the result for your patients and institution?

Revising the process flow of HMO collection of constant follow up through email and phone calls before due date proved effective in improving the collection rate for Adventist Hospital-Davao

## FUTURE STEPS/ WHAT'S NEXT?

- What do you want to do next?
- Will you work on a similar process? Or is there another part of the problem that you want to work on?

Our future step is to find ways in reaching 100% collection rate for HMO and at the same time improving our collection with Philippine Health Insurance System (PhilHealth) and government health assistance.