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Improve care and charting, increase insurance claims

A continuous quality improvement initiative in a local government hospital in Bohol, Philippines

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Background

- In 2020, Garcia Memorial Hospital lost millions of pesos due to 297 denied Philhealth claims.
- The denials were primarily caused by deficiencies in forms and patient records, which raised concerns about the hospital's documentation processes and care quality, particularly service completeness.
- The hospital management aimed to address this issue through Continuous Quality Improvement (CQI).

Methods

- Gathered data on denied claims.
- Conducted root cause analysis using various tools, including Ishikawa diagram.
- Reviewed Philhealth processes & reimbursement requirements.
- Reviewed documentation & charting processes.
- Formed a team to lead CQI initiatives aimed at reducing documentation errors & denied Philhealth claims.
- Capacitated employees on CQI processes & tools.
- Used the Plan-Do-Study-Act cycle to test changes.

Problems identified through root cause analysis



Late and incomplete documentary requirements submitted to PhilHealth



Lack of a dedicated focal person who will check and track applications for claims.



Inefficient manual document processing system that often loses track of document review.



Charting and service documentation deficiencies and errors – 12 per month



ASSIGNED A DEDICATED STAFF FOR PHILHEALTH CONCERNS



INSTALLED AN ELECTRONIC PHILHEALTH APPLICATION TRACKING SYSTEM



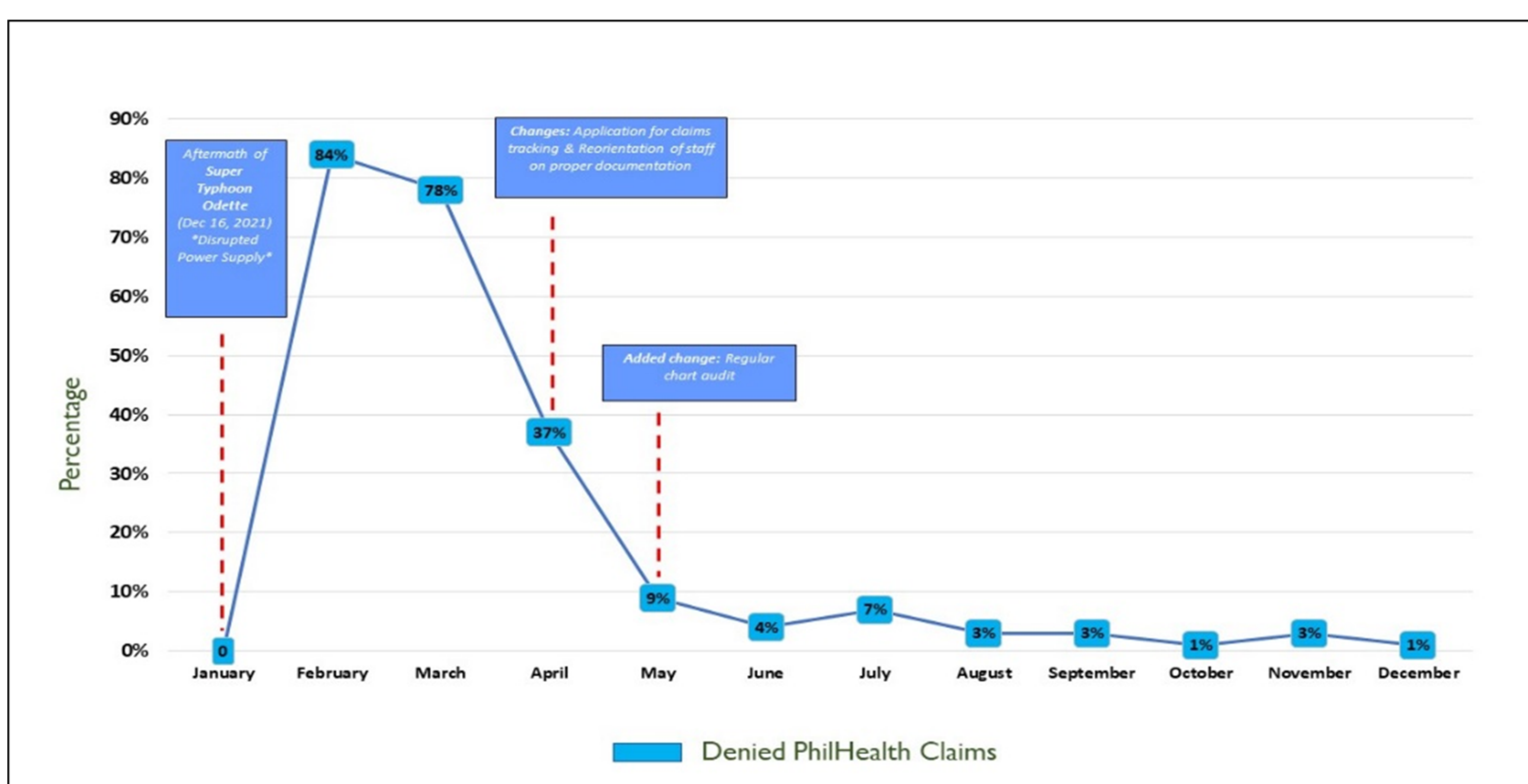
RETRAINED STAFF ON PROPER DOCUMENTATION & CHARTING



IMPLEMENTED REGULAR CHART AUDIT

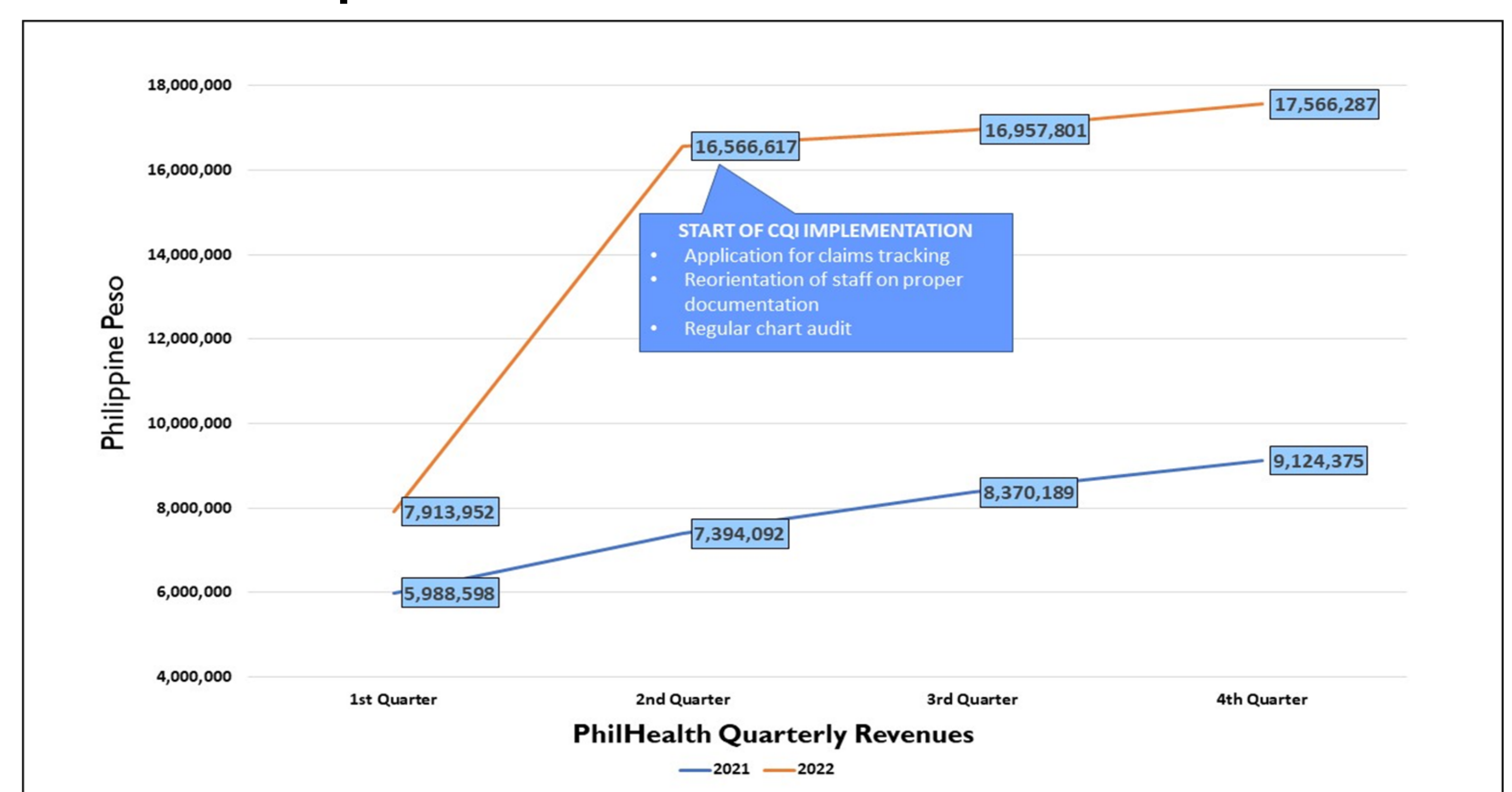
Results

Cases of Denied Philhealth Claims



- CQI initiatives reduced PhilHealth denials resulting to 30% increase in earnings.
- Charting errors decreased from an average of 12 per month in 2021 to 3 per month in 2022.
- Healthcare workers recognized the importance of proper documentation for insurance claims and improving the quality of care.
- PhilHealth earnings are ploughed back to the system to sustain equitable, affordable, and quality service especially for low-income patients.

Hospital Revenues from Philhealth Claims



Conclusion

- Accreditation and insurance claims drive CQI implementation and encourage quality standards compliance.
- Continuous capacity building, assessments, and audits help address ineffective practices and establish new standards, particularly in service documentation and ensuring service completeness.