



Batch approval mandate — five checks green

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Capped, dated, withdrawable with one word · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **This mandate delegates no decision**: it changes the unit of approval. The head of office approves in one gesture the files with no discrepancy, and opens one by one those that carry one.

Late billing, taken file by file

Cause of the delay	Stays concerned	Average wait
Entitlement document or agreement to cover never chased	890	47 days
Billing address to be updated	212	—
Length discrepancy left unsettled	138	—
Total stays billed beyond 30 days	1,240	—

What chasing changed

Measure	Before	With the agent
Chasing rhythm	One request, never repeated	Day 2, day 8, day 15, on the chosen channel
Average time to obtain a document	47 days	6 days
Stays billed beyond 30 days	1,240	96
Reminders after the document arrived	—	0: chasing stops within the second

The five checks that open batch approval

Check	Green when	Otherwise
Identity	The five traits match	The file leaves the batch
Entitlements	Open for the whole stay	The file leaves the batch
Cover	Agreement received	The file leaves the batch
Length	Recorded equals planned	The file leaves the batch
Address	Up to date	The file leaves the batch

The mandate's framework

Parameter	Value proposed
Cap	Only files whose five checks are green
Leaving the batch	A single failed check is enough
Record	Monthly, files approved and files taken out
Review	After one month

Parameter	Value proposed
Withdrawal	One word, back to file-by-file approval

Result over the three trial months: 3,190 files approved, 312 taken out of the batch. The head of the admissions office remains the one who settles what goes out — **and the decision comes back to her in four minutes instead of nine hours, files complete and discrepancies first.**

For the hospital to settle

Signature of the mandate and date of review: _____

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