

Public health institutions in Morocco are dysfunctional, affecting their overall performance. At the Beni Mellal Regional Hospital Center (CHR), malfunctions, inhérents to the billing and recovery chain observed during our internship, are a priority issue. The optimization of this chain remains a major issue for managers.

Our research work, which we have set ourselves as part of this thesis, is to develop a mapping of the risks associated with the F / R process. A study that aims to highlight potential malfunctions that could affect the performance of the process.

Our study is spread over 5 months [July-November] with a target population composed of key people in the billing process, who are directly involved in the development of risk mapping. To carry out our study, data collection is done on the basis of the Brainstorming technique.

We have chosen the process method, whose main steps are : delimitation of the scope of work, identification of potential risk factors, their prioritization, identification of the root causes of priority risk factors and the implementation of an action plan preventive or / and corrective.

The study concluded the existence of risk factors inherent to the F / R chain, coordination and communication between the SAA and other medical and medical-technical services. She also showed shortcomings in leadership and in steering the F / R process. In addition, the absence of a real adhesion of the majority of the medical profession vis-à-vis the billing was raised by the work team.

Corrective, managerial and organizational actions have been proposed to reduce unacceptable risk factors to the acceptable risk area.

Key words : dysfonctions ; Billing and collection process ; Risk Factors ; action plan ; process method.