



Department of
Aging

Green Belt Six Sigma Project Report Out

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Ohio Department of Aging

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QUALITY REVIEW PROCESS



TEAM

LEANOhio
SIMPLER • FASTER • BETTER • LESS COSTLY

Kaizen Event Team Members

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NAME	Dept/Division/Area	Phone	Email	Team Member? / Customer? / Subject Matter Expert?
April Fleming	SLTCOP	614-721-8637	afleming@age.ohio.gov	Team/SME
Rebecca Cooper	SLTCOP	614-902-4054	rcooper@age.ohio.gov	Team
Hilary Stai	SLTCOP	614-466-5002	hstai@age.ohio.gov	Team Leader/Team/SME
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Beverly Laubert	SLTCOP	614-644-7922	blaubert@age.ohio.gov	Sponsor/Team
John Saulitis	RLTCOP RP11	330-505-2376	j.saulitis@aaa11.org	Customer
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Jamie Daniels	RLTCOP RP 7	740-853-3849	jdaniels@aaa7.org	Customer
Sam McCoy	RLTCOP RP 9	330-899-5205	smccoy@services4aging.org	Customer
Audrey Caley	RLTCOP RP 9	330-364-3465	acaley@services4aging.org	Customer
				Customer

BACKGROUND- SCOPE

- New Staff provides the opportunity to examine the process and make improvements, with the ultimate goal of annual DSR (Designation and Service Review) in each regional ombudsman program.

- Scope:

First Step: Scheduling Designation & Service Reviews

Last Step: “Closing” the Technical Assistance Plan

PROJECT GOALS

Balance the quantitative and qualitative evaluation of the review process to maximize staff time during the review process.

1. Annual DSR
2. Shorten timeline
3. Define staff roles

BASELINE DATA

7 Programs reviewed since 2013

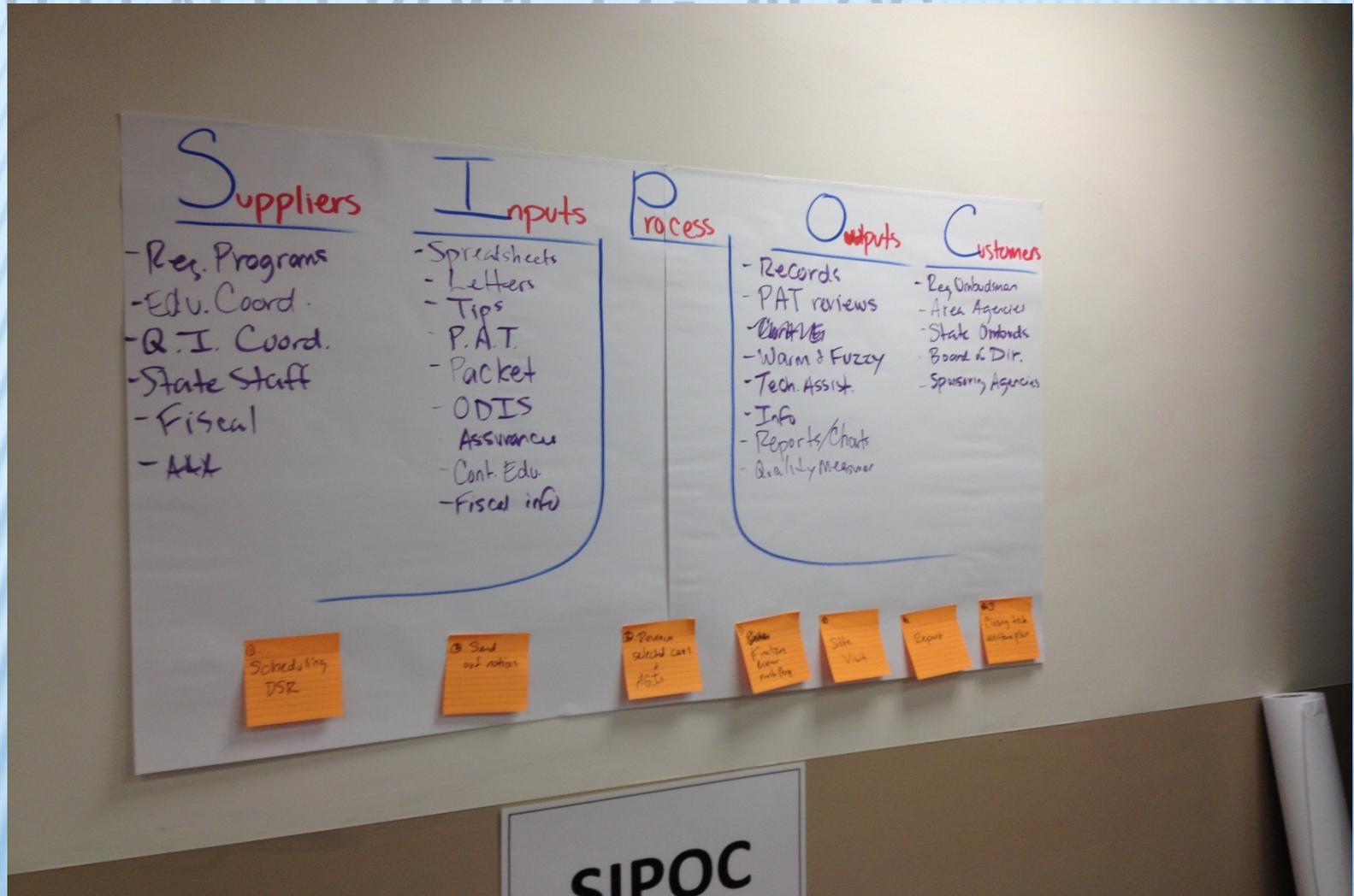
Average length of time: 6-8 months

Number of Errors Occurring:

Data Summary 100% error rate

(State Ombudsman edits nearly every report)

HIGH LEVEL PROCESS - SIPOC



DETAILED PROCESS MAP (IF APPLICABLE)

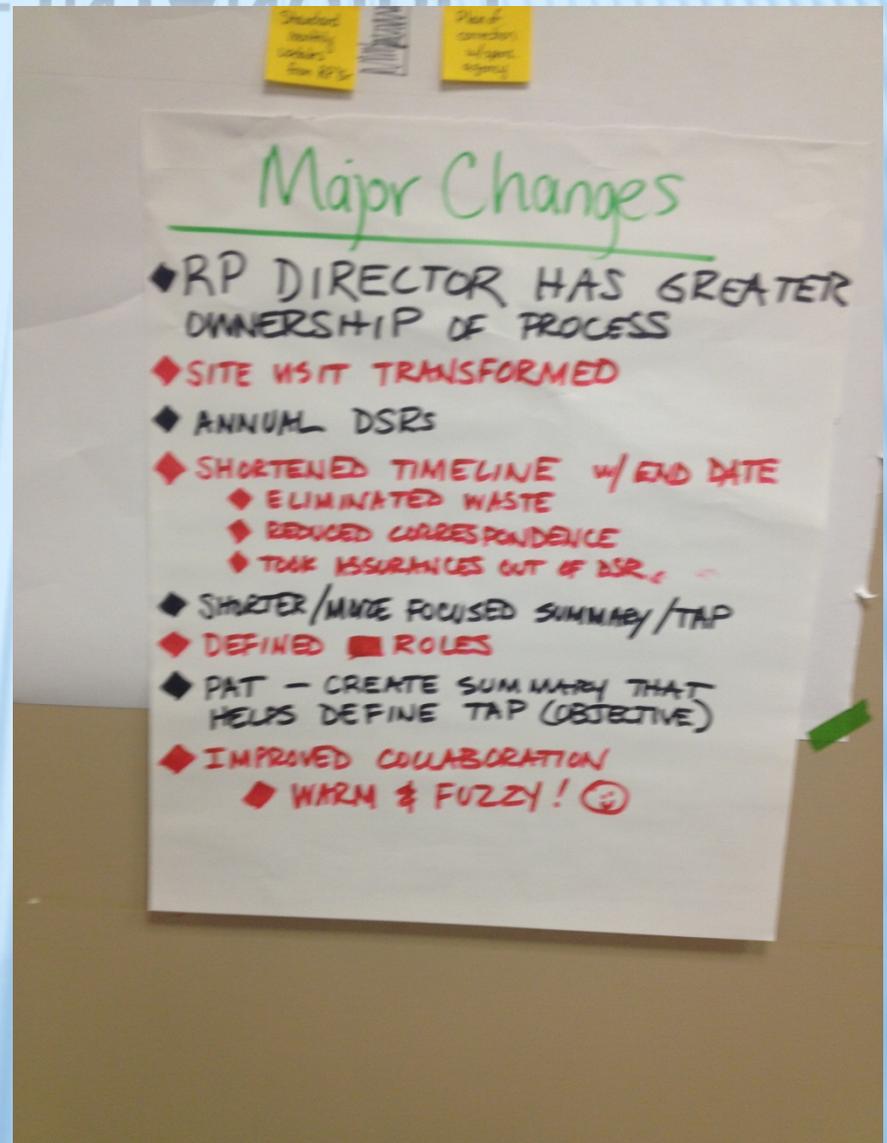


PROJECT METRICS

Measure		Result		
Measure		Before	After	Difference
<i>[Process Steps]</i>		+ 49	20	41%
<i>[Handoffs or more than 4 people involved]</i>		8	2	25%
<i>[Decisions]</i>		7	2	29%
<i>[Loop backs]</i>		+2	1	50%

PROJECT BENEFITS - INTANGIBLE

- ✘ Clear delineation of staff roles within the process
- ✘ Improved relationship with regional directors
- ✘ Increased understanding of the regional areas prep for reviews
- ✘ Clear understanding of what ODA is looking for when completing regional reviews



IMPROVEMENT SUMMARY

Current Key Issues



Biannual DSR



12-18 months to complete DSR



Confusion on staff roles/
expectations

How We Improved



Annual DSR process designed
and implemented



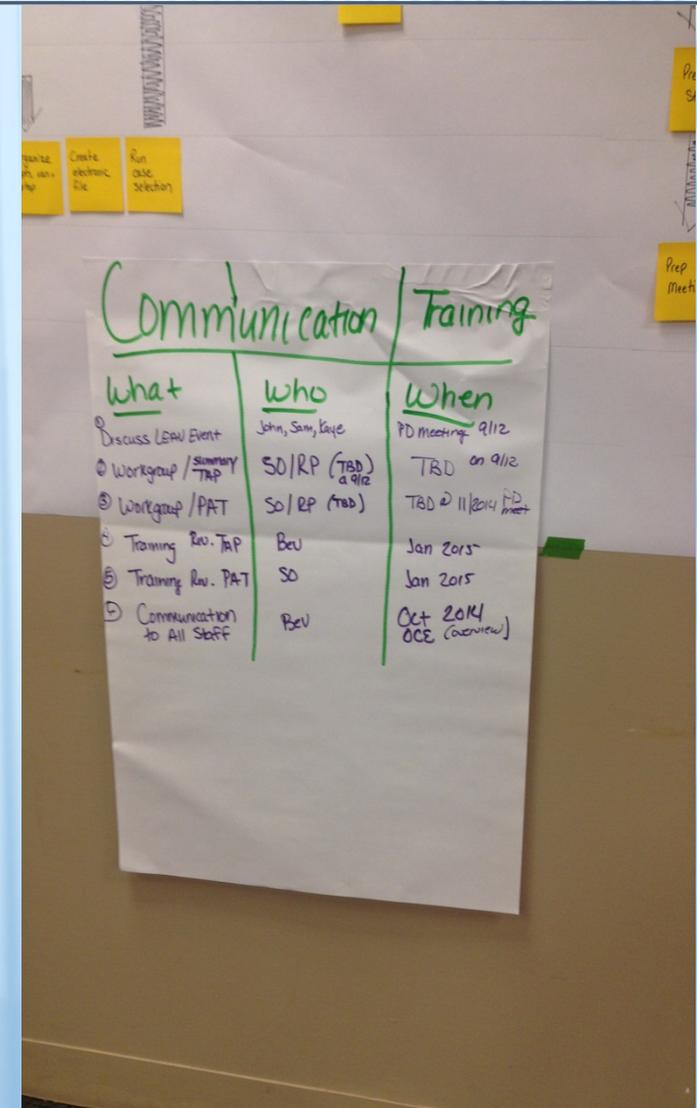
6-9 months to complete DSR



ODA staff and regional staff are
clear on their roles and
responsibilities during the process

IMPLEMENTATION PLAN

Task	Who	When	Status
Discuss Lean Event	John, Sam, Kaye	09/12/14	Complete
TAP Summary Workgroup	SO/ RP	09/12/14	Complete
Communication to al staff	Bev	10/2014	Complete



AS A RESULT

- One Team member left the agency
- The plan is being phased in
- The review process for the year has been scheduled
- Regional partners have asked to be reviewed

SPECIAL THANKS TO...

Senior Leadership:

Director Bonnie Burman

Sponsor:

Beverly Laubert, State Ombudsman

Team Leader:

Beverly Laubert and Hilary Stai

Subject Matter Experts:

April Fleming

Rebecca Cooper

Hilary Stai

Erin Pettegrew

LaTosha Slappy

Pati Presley

John Field

Customers:

John Saulitis

Theresa Knapik

Kaye Mason- Inoshita

Jamie Daniels

Sman McCoy

Audrey Caley