

Lean Ohio Kaizen Event Fact Sheet

Ohio Department of Mental Health: Northcoast Behavioral Healthcare

Issue: The Legal Assurance Administrative Office underwent numerous changes over the past 24 months leading to confusion, disorganization and slowing of patient movement.

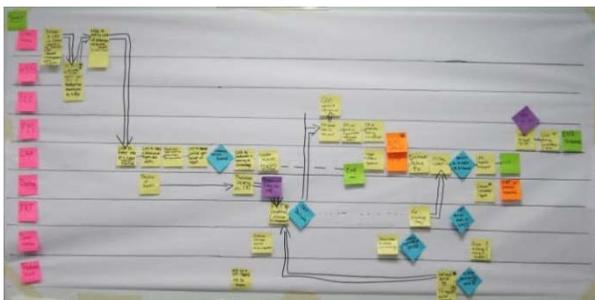
Department	Changes to Process	Metrics	As a Result
Ohio Department of Mental Health Northcoast Behavioral Healthcare Forensic Movement June 10 – 14, 2013	<ul style="list-style-type: none"> Process steps reduced from 122 to 36, a 70% reduction Reduced handoffs from 37 to 6, a 83% reduction Reduced decision points from 25 to 6, a 76% reduction Reduced loopbacks from 14 to 6, a 57% reduction 	<ul style="list-style-type: none"> Total cost savings \$64,050. Total number of redirected hours was 1,895 per year. 	Forensic Admissions will be processed faster resulting in expedited mental health treatment for patients. Overall patient length of stay will be decreased.

Major Improvement	HOW it was accomplished
Fast and accurate tracking of patient data and movement.	Created one “snapshot” database that includes all tracking information for accurate and instant reports. Moving to a paperless system.
Overall culture and morale of Legal Assurance Administration office was improved.	Documenting the process and reducing redundancy, duplication of services and waste.
Reduce duplication of services among hospital departments.	Reinvent the wheel by having the Admissions Department reassume all patient admissions.
Lengthy turnaround for Court Reports was reduced.	Utilize existing Microsoft Outlook calendar and alert reminders to ensure timely reports and easier scheduling.

Current State



Future State



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