

LEANOhio

Newsletter

Project Results

DODD Kaizen Event

The Office of LeanOhio facilitated a Kaizen event with the Department of Developmental Disabilities (DODD) to overhaul their Medicaid Service System (MSS). MSS is used by a few thousand end users across the state and support for the system receives an average of 85 calls a week to address issues related to its outdated functionality. Employees that work in the system daily realized the first step was to improve the underlying business process before redesigning the system, which was the focus of the event.

Over the course of a week-long Kaizen event, a team made up of managers, staff, providers, county board employees and members of the LeanOhio Network analyzed every aspect of the current process. They identified all occurrences of inefficiency, brainstormed improvement ideas, and reached consensus on a set of high-impact changes. Then the team developed a streamlined future-state process designed to be much more customer-focused and increase collaboration among suppliers.

As a result of the Kaizen event, the time it takes to set up services in the MSS system is reduced by 40%, with an overall lead time reduction from 12.5 business days to 7.4 business days. This translates into providers receiving payments quicker. The team also projects that the new process will drastically decrease the number of MSS Support calls and emails received each week so work can be redirected to more value-added activities. More details about this event can be found [here](#).



Front Row, L-R: Jessica McGonigle, Katja Ryabtseva, Heidi Fisher, Nancy Bystry (Hamilton County), Nancy Housman (Viaquest), Brittany McGuire (Clermont County); **Middle Row, L-R:** Justin Hickey (ODOT), Jim McDougall, Rodney Smith, Matthew Turner, Jeramee Caraballo (Medina County), Rik Donley, Polly Malthaner; **Back Row, L-R:** Ravi Meddula, Tom Schaeffer (Greene County), Jared Mutchler, Mike Matthews (New Leaf), Adam Guinther (RHAM), Alyshia Benedict (ODJFS), Karen McCullough (Allen County), Nicole Northrup; Not pictured: Donna Patterson, Rachel Sielski (Cuyahoga County)

Project Results

ODNR Value Stream Mapping Event

A cross-divisional team from the Ohio Department of Natural Resources (ODNR) came together in November for a week-long Lean Event aimed at both identifying improvement opportunities throughout their grant administration lifecycle as well as addressing a time-sensitive, business-critical information system dilemma.

With the entire agency migrating to Kronos for timekeeping and payroll, the electronic Time and Activity Reporting System (eTARS) used by staff in relation to grant activity-related timekeeping would no longer be available for use at the end of the calendar year. While standard payroll functions would be handled by Kronos, grant administration staff had a tight timeframe in which to devise a new way of tracking employee time spent on grant activities and charge that time to the appropriate funding sources.

The “hybrid” Lean event (incorporating both Value Stream Mapping and Kaizen event tools) was facilitated by both LeanOhio staff and by ODNR Lean Liaison (and former LeanOhio staff member) Bill Demidovich. As a result of this event, ODNR IT staff will be able to implement a new activity tracking system that will not only fill the void left by eTARS, but will greatly improve data entry ease, speed and accuracy, which will lead to more accurate activity reporting and accounting, and less time spent on backend corrections and auditing. Additionally, the team came away with strategic action registers for addressing the waste and barriers to flow identified throughout their value streams, which will help structure and inform additional process improvement initiatives in the coming year.

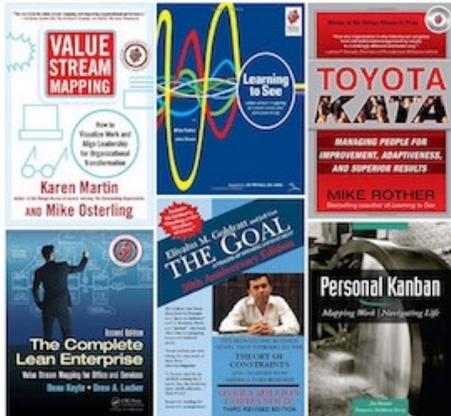


Front Row, L-R: Melissa Moser, Kelsey Denney, Rachel Morris, Deb Green, Tim Robinson; **Middle Row, L-R:** Stacy Xenakis, Marlin Holloway, Kelly Moseley, Anne Arnott, Kathy Cochrane; **Back Row, L-R:** Andy Plagenz (Public Defender’s Office), Cotton Randall, Greg Guess, Mike Bowden, Melissa Price, Mike Eberhardt, D’Juan Hammonds; **Not Pictured:** Paula Jones and Jonathan Sorg

Network Resource

Lean Learning

Are you looking to further your knowledge about process improvement? Are you interested in learning where Lean and Six Sigma got started? Checkout the [Recommended Reading](#) section of our website for books recommended by LeanOhio staff.



Our Recommended Reading page is a great resource if you are asking, “How can I learn more?” Many of the books listed on our site help provide additional context to the tools taught in our training program.

From creating and sustaining a Lean culture to learning how to gain the clarity needed to make better decisions, lead more effectively, and boost agency performance, these are the books you need to read!

If you are aware of additional books that are not on our list, we would love to hear from you. Send us your favorite

process improvement books to leanohio@das.ohio.gov.

Upcoming Events

[Department of Agriculture Kaizen Event:](#) December 2 – 6, 2019

[OSU COE Event:](#) December 6, 2019

[LeanOhio Open House:](#) December 12, 2019



“A clear vision, backed by definite plans, gives you a tremendous feeling of confidence and personal power.”

-- Brian Tracy, *Author*

Ideas or feedback? Please send to leanohio@das.ohio.gov

Ohio | Department of
Administrative Services

Mike DeWine, Governor
Jon Husted, Lt. Governor
Matt Damschroder, Director

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