

LEANOhio

Ohio Department of Medicaid Pre-Admission Screening and Resident Review (PASRR)

April 4 – 8, 2016

How Did We Get Here?

- The current PASRR process is inefficient and riddled with unnecessary work, leading to long delays for local agencies and staff members doing the work and for individuals seeking NF admission.

Churn Busters

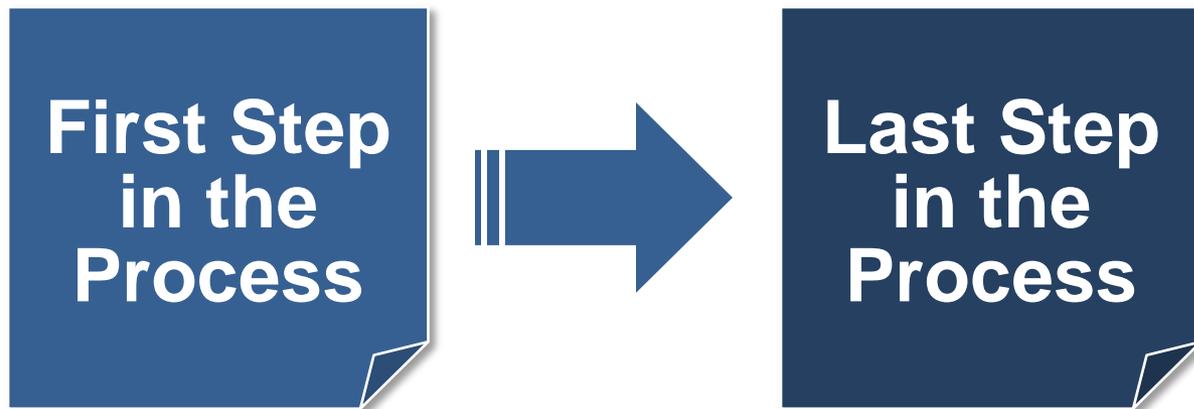


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Event Scope

- Our process begins with an individual, regardless of payer source, seeking admission to an Medicaid-certified Ohio nursing facility.
- Our process ends with an individual is discharged from the nursing facility or passes away prior to discharge.



Event Baseline Data

Ohio Department of Aging

	2014	2015
3622	62,355	61,369
7000	101,533	120,490
	2014	2015
Paper 3622	62,353	46,757
HENS 3622	2	14,612*
Paper 7000	4,622	4,425
HENS 7000	96,911	116,065
TOTAL	163,888	181,859

*HENS became required in 2015, therefore we are assuming that is why there is such a big increase in 3622 submissions via HENS

Ohio Department of Development Disabilities

	PAS	RR	Hospital Exemption
2014	3	0	1172
2015	178	93	903
2016	31	12	95

Ohio Department of Mental Health and Addiction Services

	Determinations	Assessments
2014	5522	5418
2015	6927	5147

Ohio Department of Medicaid

	Total Number Extension Requests			Total Number of Multiple Requests (2+)		
2014	107			65		
2015	114			53		
	1 Request	2 Requests	3 Requests	4 Requests	5 Requests	6 Requests
2014	107	37	17	9	1	1
2015	114	37	13	3	0	0

Process Improvement Goals

Develop new PASRR
future state

Re-design PASRR forms
(ODM 3622, ODM 7000,
Extension Request Form)

Gain better
understanding of
business process to
develop the requirements
for future IT systems.

Change for the Better

- Customer focused
- Right people changing the process
- One week-quick and action oriented
- Necessary resources available immediately
- New process implementation begins next Monday





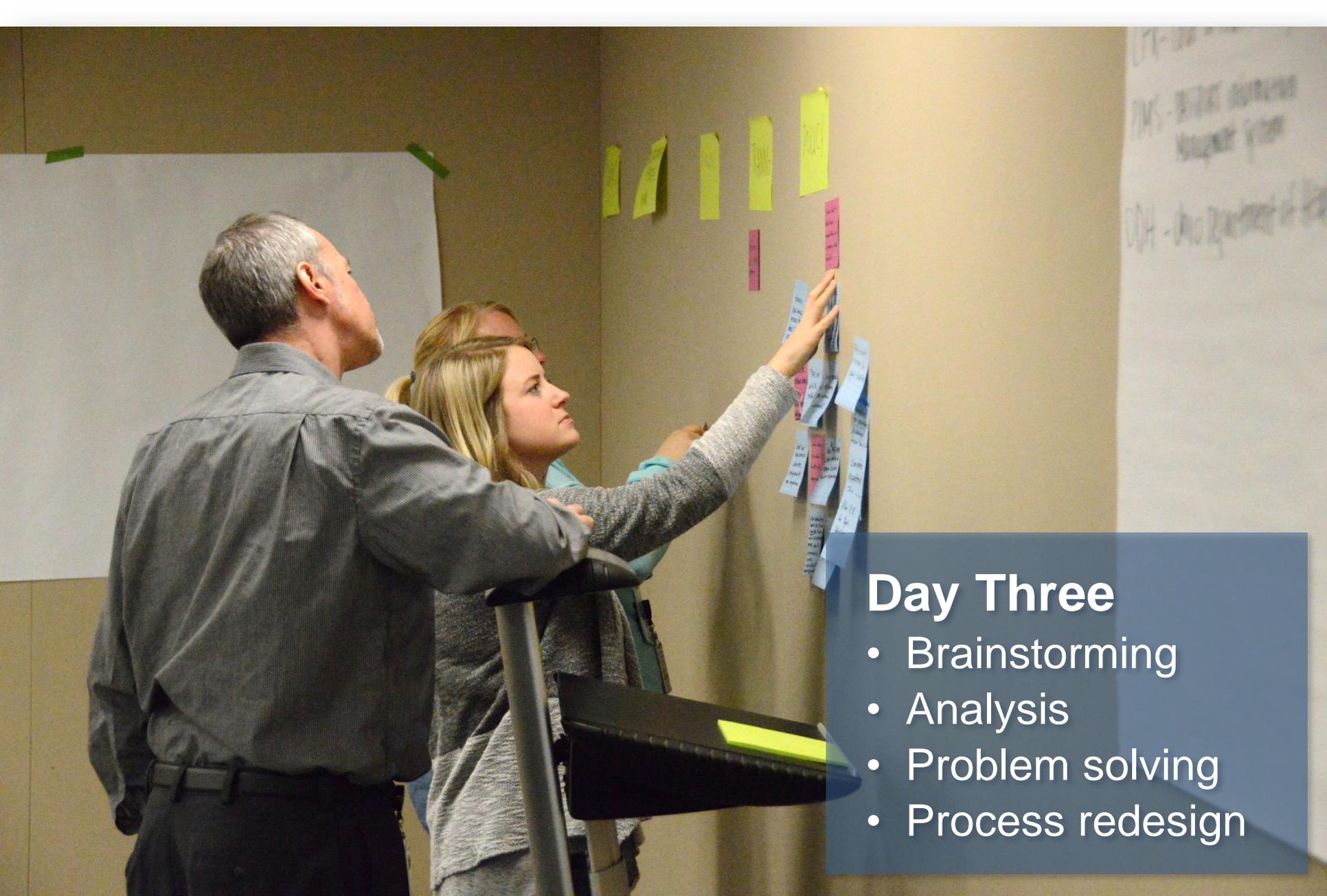
Day One

- Level setting
- Scope of event
- Stakeholder identification
- Current state mapping



Day Two

- Finish current state mapping
- Waste identification
- Value added discussion
- Lean Six Sigma training



Day Three

- Brainstorming
- Analysis
- Problem solving
- Process redesign

Day Four

- Future State Process
- Discussion and consensus
- Implementation planning
- Details

BRAINSTORM IDEAS

- Confirmation of complete requests based on required field completion
- Inform submitter that not all required fields are completed - so request cannot be processed
- System inform submitter of additional info or supporting documents are required
- Which boxes users use
- "Smart" fields
- The populate person is better
- Confirmation of complete requests based on required field completion
- Capability to upload supporting documents
- Capability to conduct Level 2 assessment for DO or SMF in System (1 level 2 entry but not 2nd entry)
- Workflow including alert functionality attached to workflow
- Triggers or tasks
- System-generated notifications
- Navigation help "hover" messages
- Messages that are time/date stamped

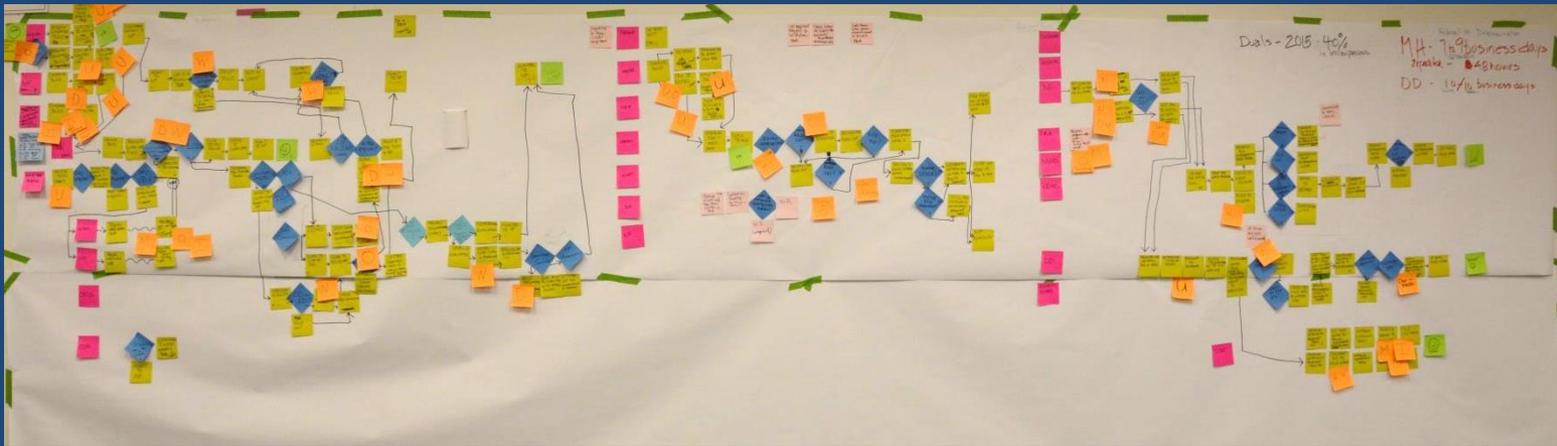


FUTURE
STATE

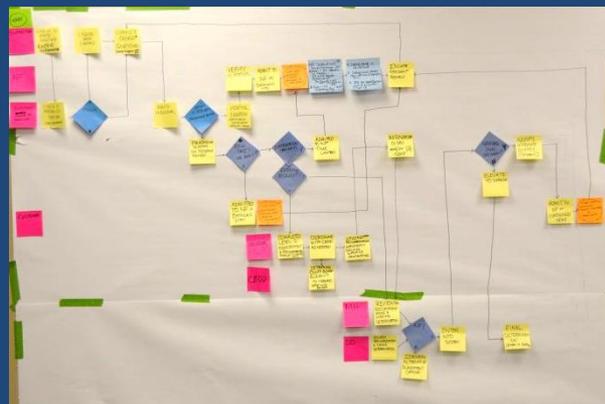
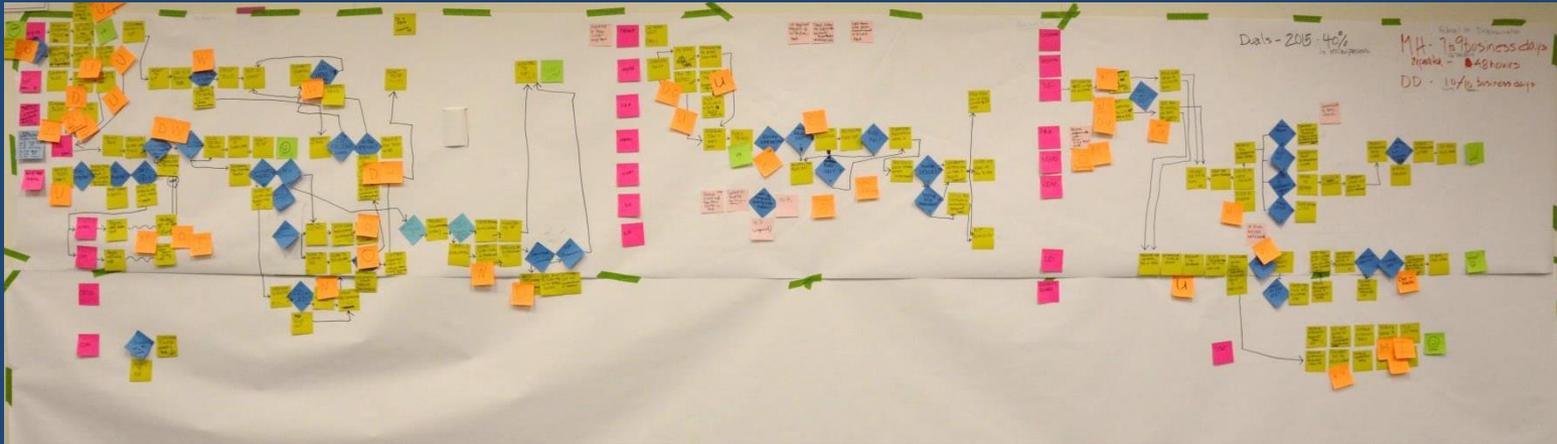
Today - Day Five

- More implementation planning
- Celebration
- Sharing results

Current State



Current vs Future



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Simpler



- 1 process rather than 3 (continuous)
- Statewide IT system
- Use one vendor to complete Mental Health and Developmental Disabilities Level 2 assessments
- Nursing facility process completely electronic (less steps for them to complete)

Faster



- One electronic system
- Unnecessary steps removed
- Communication between agencies and vendors more accessible due to availability of data/info in system
- Faster approval process

Better



- Error proofing
- Improved connectivity between state agencies, vendors and customers
- More integrated with data collection
- Quality improvement
- Training is targeted and it's only on one process

Less Costly



- Removed the PAAs from PASRR process
- Eliminated paper forms
- Reduction of administrative costs (unnecessary processing, NF reimbursement, transitions back to the community rather than NF stay)
- Reduction of unnecessary Level 2 assessments done by vendor

Summary Scorecard

Measure	Current Level	NEW	Change
Process Steps	128	26	80%
Decision Points	28	7	75%
Handoffs	47	20	57%
Loopbacks	6	2	66%
Delays	13	3	77%
Process Lead Time	3 Processes	1 Process	66%

Implementation Plans

- Communication
- Policy Changes
- Forms
- IT System Requirements
- Interim Process

Communication Plan



Communication

Kelsy Amy Deb

What	Who	When
PASRR compliance group EMAIL about what we've done this week @ kaizen <small>Others will be shared with others @ kaizen</small>	Kelsy	Next week (April 15th)
Convene larger stakeholder group to present future plan to address PASRR process	Kelsy Gallagher Deb Arnett Amy Coey Terry Watts	By June 1st
Future EMAIL communication about workgroup participation to build new system (IT/technical)	ODM ↓ Partner Agencies (senior leadership)	Future → based on reprocurement of a new system
Launch EMAIL to all PASRR stakeholders when future state launches	ODM ↓ Partner Agencies (senior leadership)	Future → based on completion of new IT system

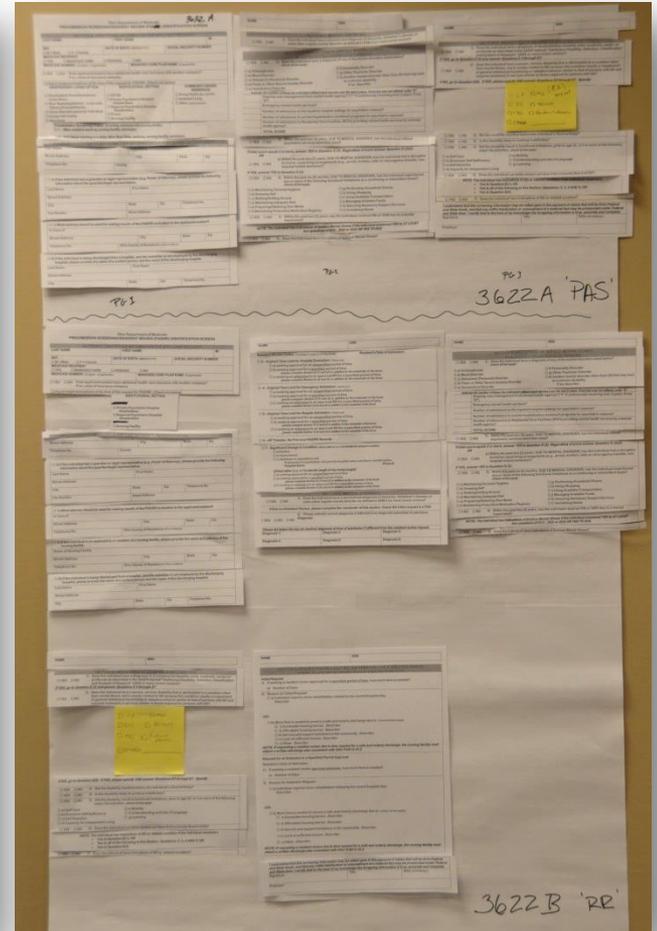
Policy Changes

Policy ACTION Register

What	Who	When
5123:2-14-1 (OD Rule) changes to CB and state time frames	DODD (Army)	Start process on June 1, 2016
5160-3-15.2 Extension Request ODM approval removal	ODM	July 2016
Updating forms (new forms created)	ODM	January 2017
Specialized Services Redesign	ODM, DODD, OhioMHAS, ODH	April 2016
Make \$22 mandatory in HENS (update OAC 5160-3-15.1)	ODM	July 2016



Forms Plan



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IT System Requirements Plan

- Confirmation of completed requests based on required field completion
- Inform submitter that not all required fields are completed - so request cannot be processed
- System inform submitter of additional info or supporting documents are required to proceed.
- Web-based - access for authorized users via login/password
- "Smart" technology
- Pre-populate questions when person is known to the system
- Users can view history + outcomes
 - data management
 - tracking
 - reports
 - oversight
- No identifiable forms
 - PASRR info is captured via series of questions w/ logic that lead to results - HE.
 - PAS
 - RR

- Capability to upload supporting documents
- Capability to conduct Level 2 assessment for DD or SMI in System (1 Level 2 entity during both DD and MH)
- Work-flow including alert functionality attached to timeframes
- Triggers or tasks
- System-generated notifications
- Navigation help - "hover" messages
- Notes that are time/date stamped

FUTURE IT System Requirements



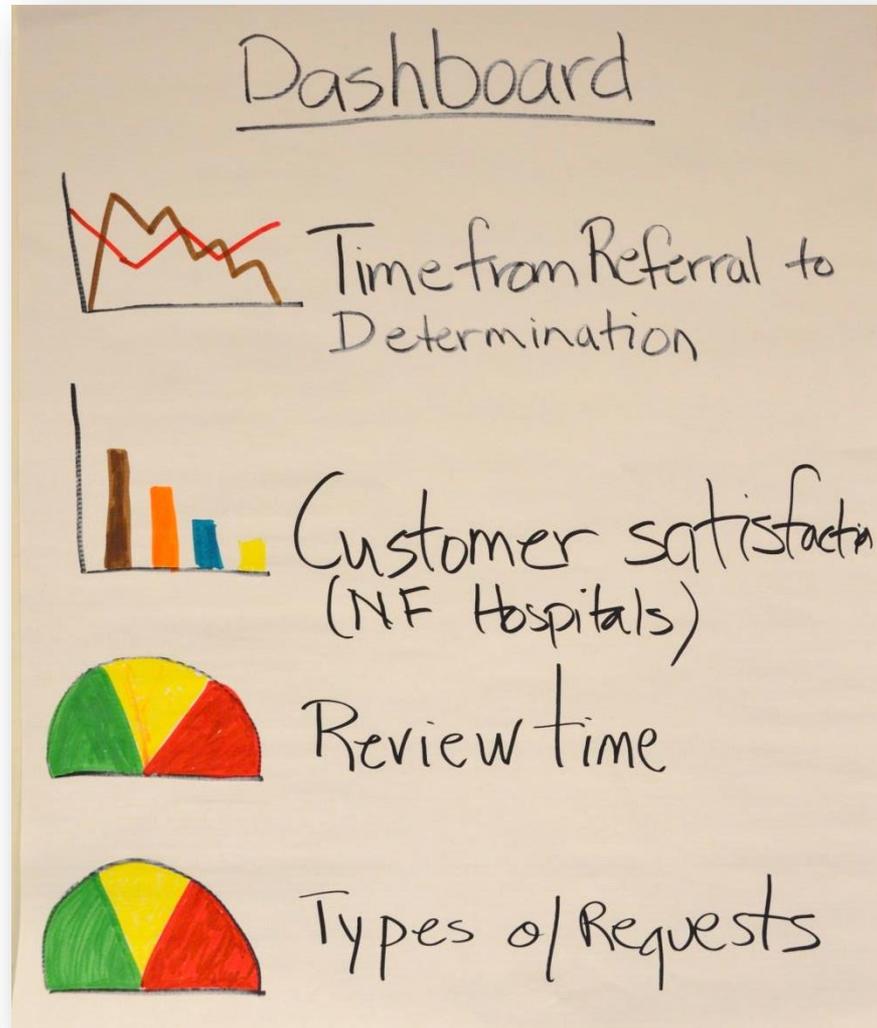
Interim Process

Jeff
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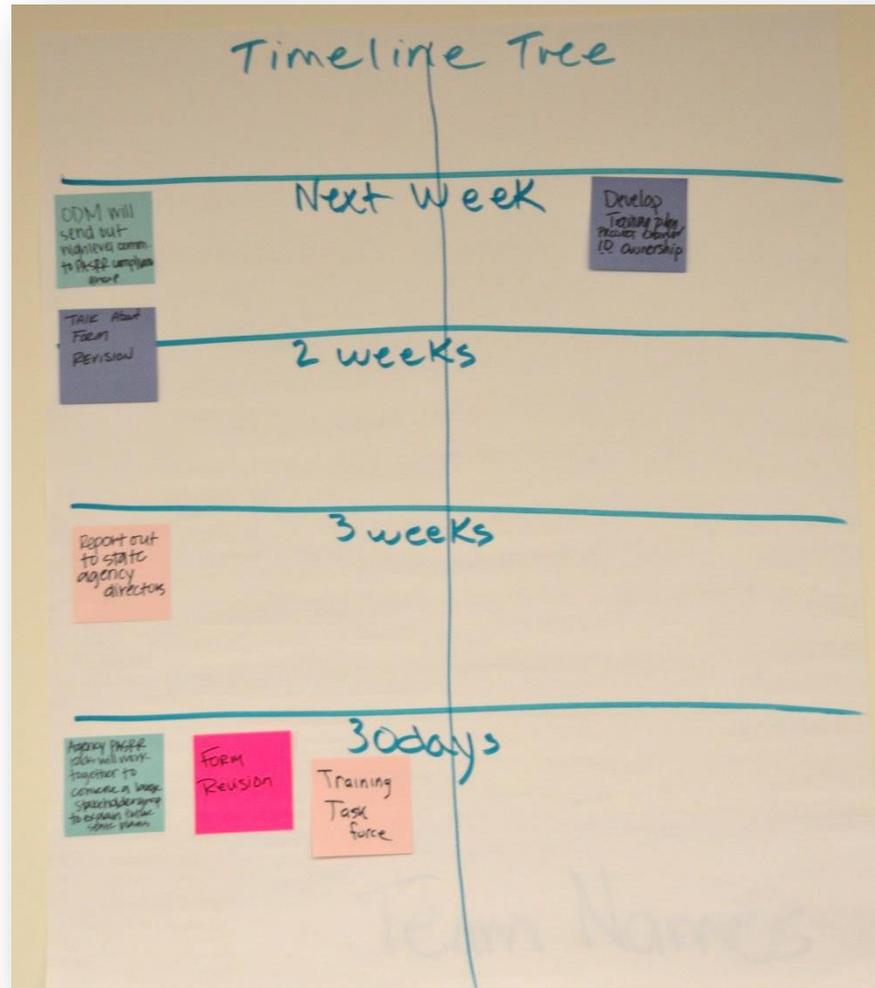
What	Who	When
Separate R.R From 3627/UPATUS/Simplifios	ODM	- For New Electronic process implementation - July-2016
- Align MHAS/DODD Expedited assessment	MHAS/DODD	
HENS - views privileged expanded across PAA's	ODA	
Clarification of who needs review results (L-2 results) (AAH, NF's, Hosp)	ODA/MHAS	July 2016
Clarification to NF's on R.R requirements/processing/ time frames. (MEMO)	ODM	MAY 2016
Clarification of extension Processing expectations	ODM	June 2016
Initiate Training Task force to explore training needs during Transition.	ODM MHAS DODD ODA	- June 2016



Dashboard



Timeline Tree



Special Thanks to...

Senior Leadership:

Kim Donica

Lori Horvath

Angie Bergefund

Matt Hobbs

Sponsor:

Tonya Hawkins

Team Leader:

Kelsey Gallagher