



Department of
Aging

Green Belt Six Sigma Project Report Out

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Ohio Department of Aging

Tuesday, Dec. 2, 2014

THE OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN'S CERTIFICATION FOR OMBUDSMAN SPECIALISTS

LEARNING THE OMBUDSMAN CERTIFICATION PROCESS



Ohio Department of Aging

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External Voice to Process

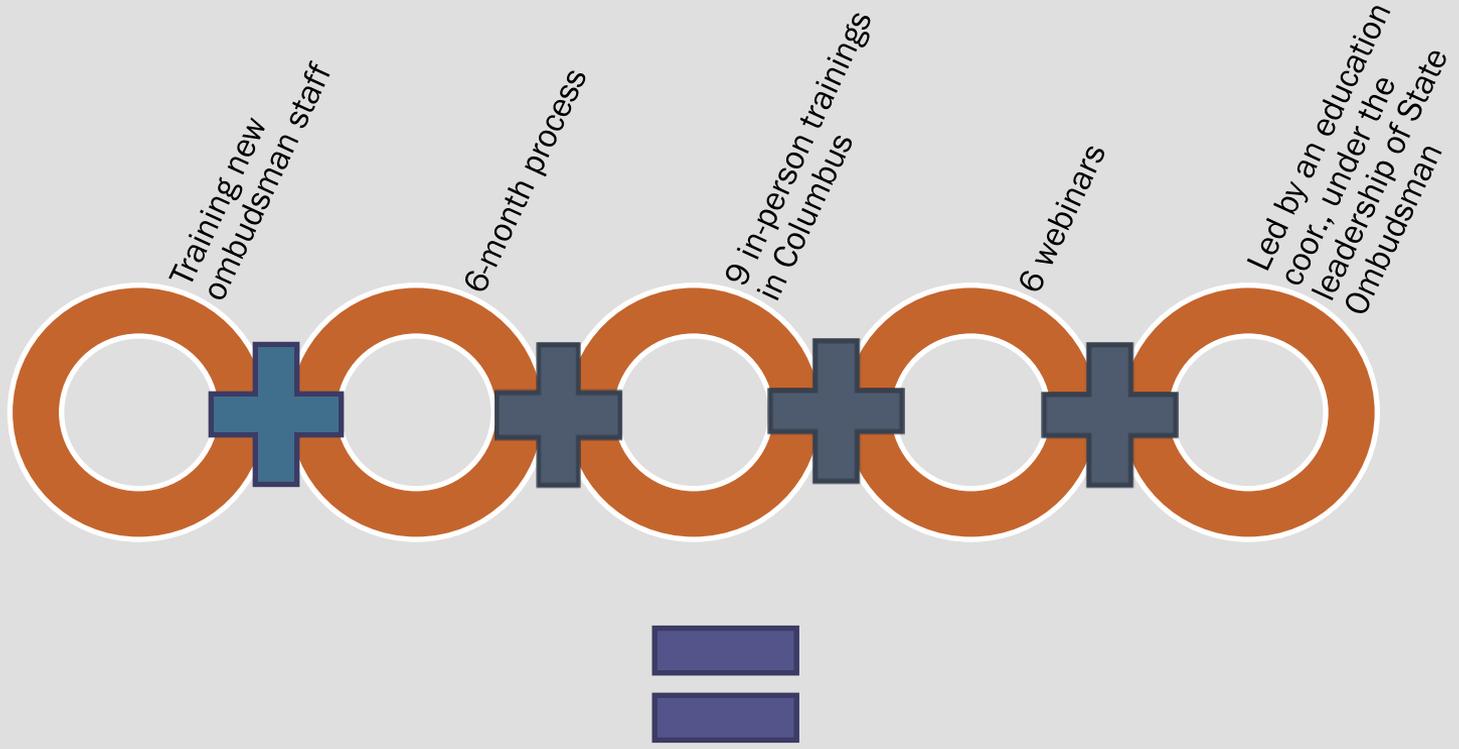
BACKGROUND

WHAT IS AN OMBUDSMAN?



- ✘ Advocate for home care, assisted living and nursing home consumers
- ✘ Resolve complaints and offer selection assistance
- ✘ Independent State Ombudsman at ODA
- ✘ 12 regional programs
- ✘ State ombudsman certifies new staff





Current Process

DEFINE

PROBLEM/OPPORTUNITY STATEMENT

- No standardization, reinvention
- Multiple calendars
- Uncertainty of content
- Education coor. runs in circles because of others

PROJECT

Scope:

Project is intended to standardize the certification process of new long-term care ombudsman.



Objective:

Reduce the number of steps and streamline the process of certifying ombudsman specialists.

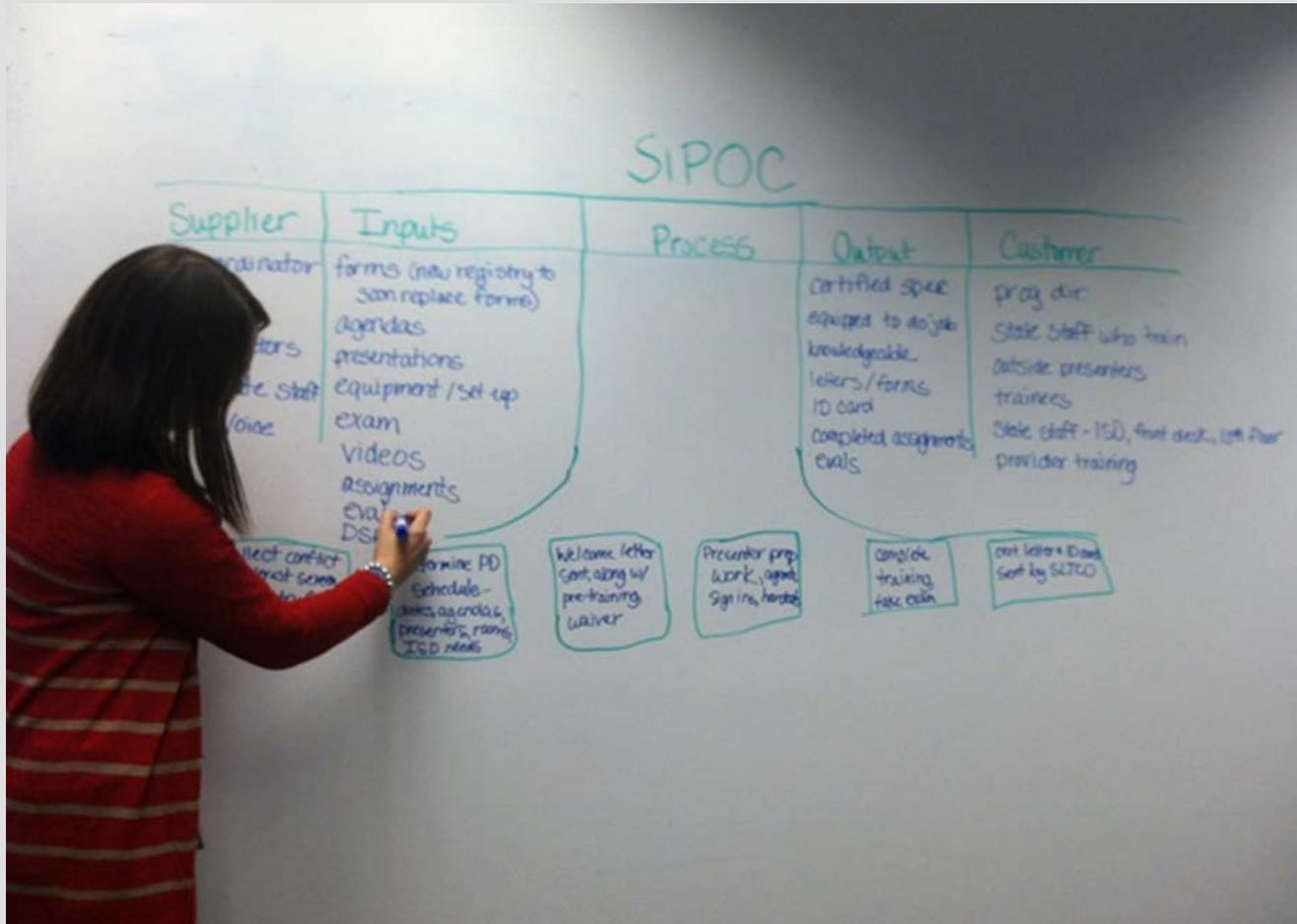
DEFINING OUR SCOPE

Includes/Excludes Chart

Streamlining and Leaning the Ombudsman PD Process – “Leaning PD”

	Includes	Excludes
What	Certification of ombudsman specialists	Certification of ombudsman associates and program directors
Where	SLTCO training and on-the-job training	OCEs offered by SLTCO
When	Next PD class	Current PD class
Who	New regional staff hired on or after July 1	New regional staff hired before July 1
Time	Professional development session beginning no earlier than Oct. 2014	Current professional development session

To improve the details, you have to start **BIG.**



HIGH LEVEL PROCESS - SIPOC

Suppliers	Inputs	Process	Outputs	Customers
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Training Coor.
Presenters
State staff
Consumer voice

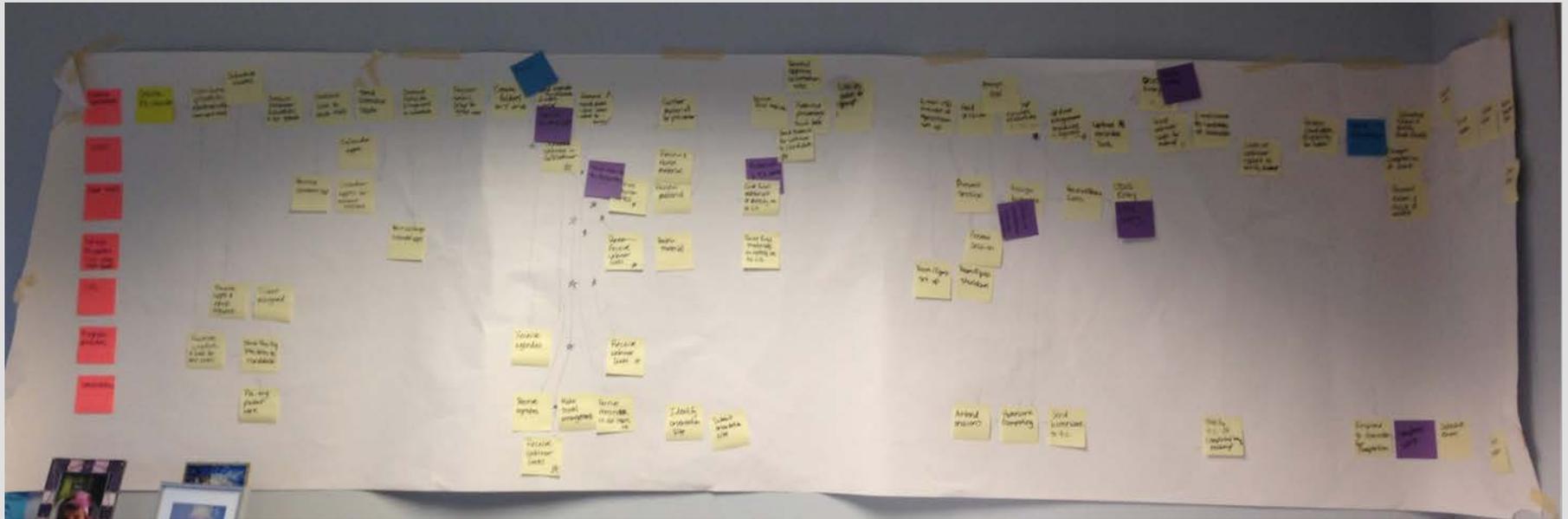
Forms
Agendas
Presentations
Equip/set-up

Certified Spec.
Knowledge
Letters/forms
ID cards

Program Dir.
State staff
Presenters
Consumers



CURRENT STATE: DETAILED PROCESS MAP



MEASURE

CHECK SHEET

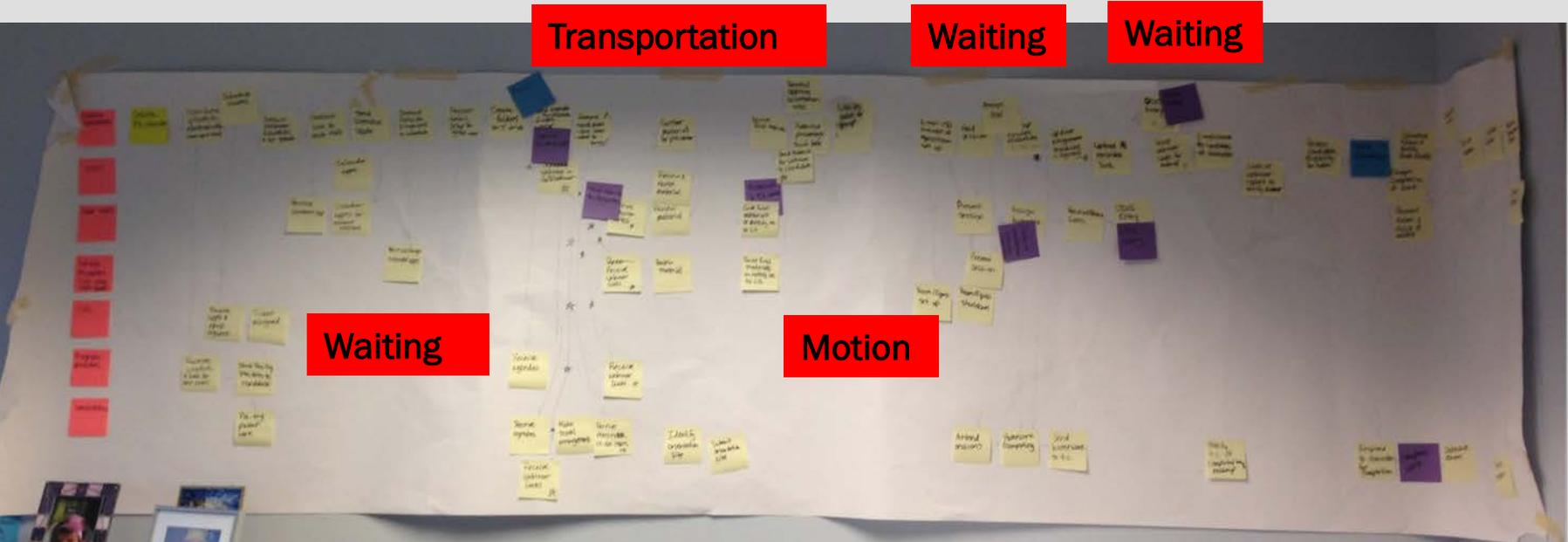
Number of modifications to training calendar

||||

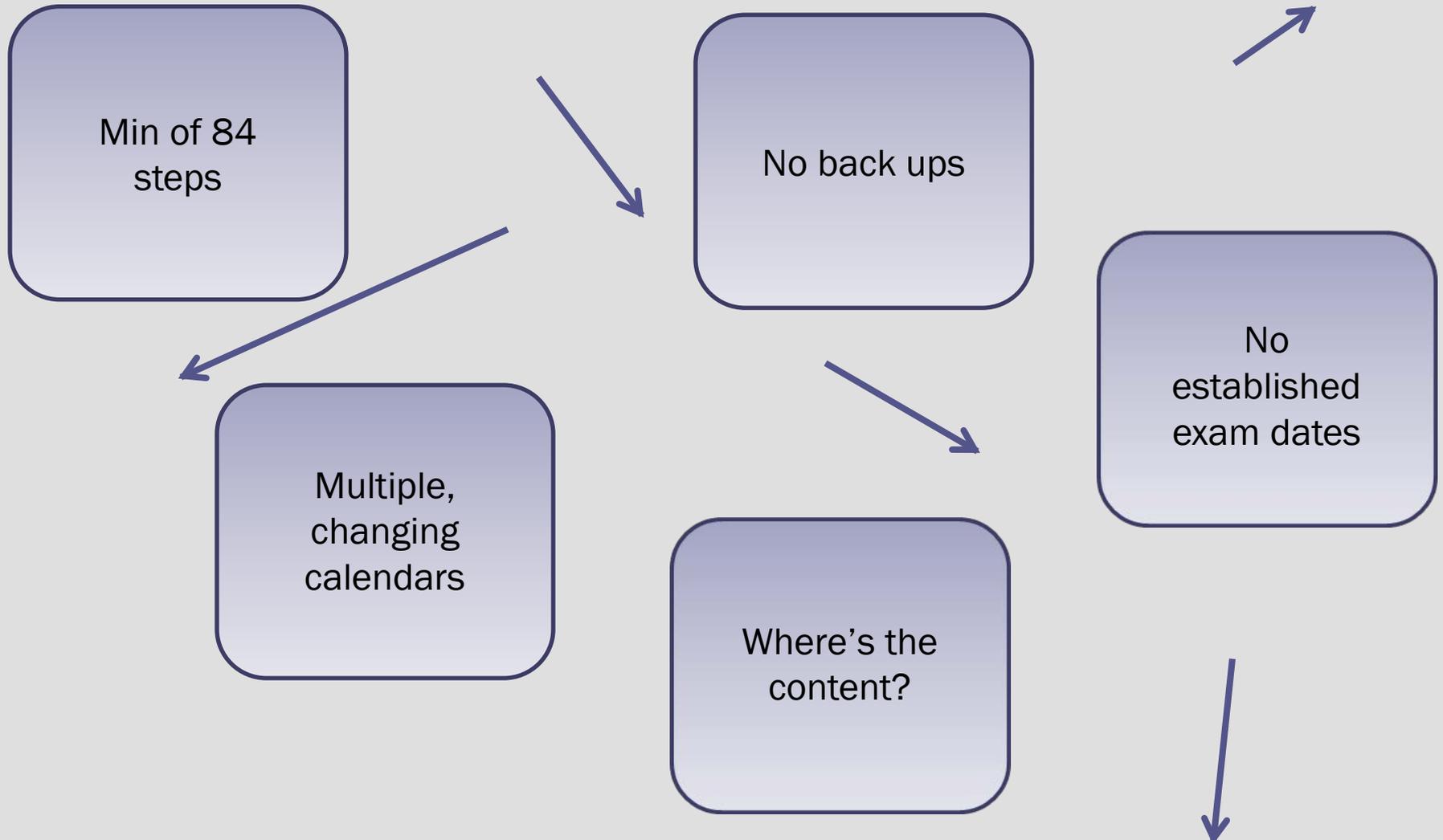


ANALYZE

TIMWOOD



CURRENT PROCESS



ROOT CAUSE OF WHY IT'S NOT WORKING



- × It's not the person
– it's the process.



WHY THE VARIATION



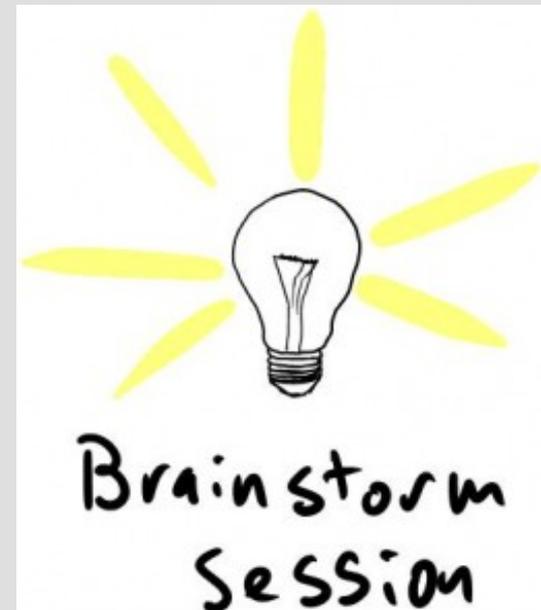
IMPROVE

PROJECT GOALS

1. Develop a standardized process so there's no guess work of what is the next step
2. End the “it depends”
3. Make it “automatic”
4. Stick to the established calendar of dates
5. Hold people accountable

BRAINSTORM – FREE FLOW METHOD

- ✘ The team brainstormed and evaluated more than 10 improvement ideas.



IMPROVEMENT SUMMARY

Current Key Issues

Variation in process

No back-up for trainers

Modified and different versions of calendar

How We Improved

Formalized process and informing stakeholders

Presentations are created with speaker notes saved in content folder on shared drive, which allows other team members can step in.

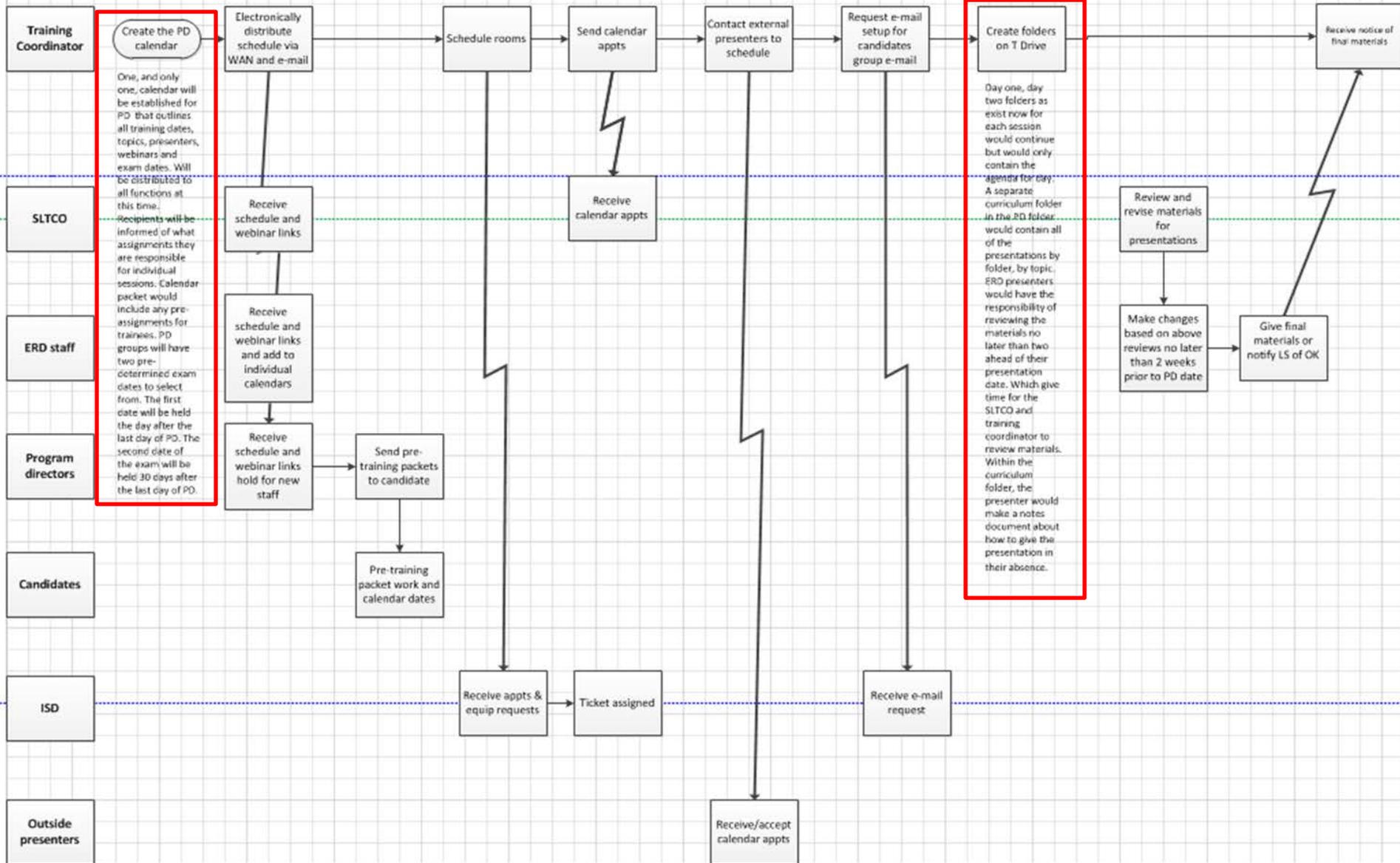
One master calendar

COST SAVINGS

- × Old process: 84 steps. Often more.
- × New process: 60 steps.



Future State of Scheduling Professional Development



WHERE IS THE MEDICAID FOLDER?

4-23-13 Cols Day 1	7/10/2014 12:31 PM	File folder	
4-24-13 Cols Day 2	7/10/2014 12:31 PM	File folder	
5-2-13 Cols Day 3	7/10/2014 12:32 PM	File folder	
5-3-13 Cols Day 4	11/29/2013 9:18 AM	File folder	
5-22-13 Webinar Day 5	7/2/2014 4:15 PM	File folder	
6-4-13 Cols Day 6	6/27/2014 8:29 AM	File folder	
6-19-13 Webinar Day 7	5/2/2014 2:36 PM	File folder	
7-17-13 Cols Day 8	8/28/2013 12:03 PM	File folder	
7-30-13 Webinar Day 9	4/2/2013 5:34 PM	File folder	
8-14-13 Cols Day 10	6/3/2014 11:57 AM	File folder	
8-28-13 Webinar Day 11	6/3/2014 11:57 AM	File folder	
9-5-13 Webinar Day 12	6/23/2014 3:08 PM	File folder	
9-18-13 Cols Day 13	5/30/2014 4:43 PM	File folder	
10-23-13 Cols Day 15	5/30/2014 4:43 PM	File folder	
10-23-13 Webinar Day 14	6/3/2014 11:53 AM	File folder	
Day 16	6/3/2014 11:57 AM	File folder	
Pre-Training Preps	6/26/2014 12:00 PM	File folder	
Resident & Family Councils Webinar (pre...	4/16/2013 5:04 PM	File folder	
1st Quarter 2013 Sign In Sheet	10/22/2013 5:58 PM	Microsoft Word 9...	235 KB
AG's office brainstorm session	2/20/2013 4:11 PM	Microsoft Word D...	15 KB
C Valentini Orientation letter	6/5/2012 6:39 PM	Microsoft Word T...	39 KB
Elizabeth Schaefer forms	2/22/2013 4:25 PM	Adobe Acrobat D...	1,673 KB
Jessica Bader - Picture	1/22/2013 3:27 PM	JPEG image	279 KB
Jessica Bader - Registry, COI and Resume	1/23/2013 4:40 PM	Adobe Acrobat D...	1,411 KB
Jessica Bader Provider Orientation Site A...	11/8/2013 12:19 PM	Adobe Acrobat D...	76 KB
jody odell orientation letter	7/25/2012 4:39 PM	Microsoft Word T...	39 KB
MY CHILDREN ARE COMING TODAY	2/17/2013 10:41 AM	Microsoft Word D...	14 KB
ODH Speakers Bureau Policy and Form	5/1/2013 12:25 PM	Adobe Acrobat D...	156 KB
Pre PD Training Pkt Qtr 1 2013	4/23/2013 12:58 PM	Microsoft Word 9...	532 KB
Professional Development Status Updates	1/16/2013 6:10 PM	Microsoft Word D...	15 KB
Provider Orientation Cover letter 2-2013	6/28/2013 2:50 PM	Microsoft Word T...	42 KB
Provider Orientation Cover letter	8/9/2012 4:32 PM	Microsoft Word T...	41 KB
Provider Orientation Packet 2-2013	6/28/2013 2:49 PM	Microsoft Word 9...	50 KB
Provider Orientation Packet	8/9/2012 4:30 PM	Microsoft Word 9...	54 KB
Qtr 1 2013 PD Calendar	4/26/2013 5:07 PM	Microsoft Word D...	65 KB
Qtr 1 2013 sign in sheet	9/18/2013 6:16 PM	Microsoft Word 9...	237 KB
Qtr 2 2012 PD Calendar	7/10/2012 6:01 PM	Microsoft Word D...	65 KB
Qtr 2 2012 sign in sheet	2/25/2013 5:56 PM	Microsoft Word 9...	236 KB

REMOVING THE GUESSWORK

ERD > PD > Training Topics 2014

Search Training Topics 2014

Name	Date modified	Type
Abuse, Neglect, & Exploitation	12/1/2014 7:48 AM	File folder
Administrative	12/1/2014 11:44 A...	File folder
AG's Office	8/1/2014 4:25 PM	File folder
Appeals & Hearing Process	10/3/2014 2:00 PM	File folder
APS	8/1/2014 4:24 PM	File folder
Case Review, Notes, Documentation	8/1/2014 4:26 PM	File folder
Columbus 6-25-14	8/1/2014 4:19 PM	File folder
Columbus 6-26-14	8/1/2014 4:19 PM	File folder
Columbus 6-27-14	8/1/2014 4:19 PM	File folder
Complaint Handling Exercises	11/28/2014 11:58 ...	File folder
Comprehensive Assessment & Care Plann...	10/9/2014 6:13 PM	File folder
Consumer Rights	11/24/2014 4:26 PM	File folder
Core Services	11/5/2014 5:53 PM	File folder
Creating Home	10/9/2014 11:43 A...	File folder
Decision-Making Principles & Omb Practi...	11/20/2014 7:18 PM	File folder
Disability Rights Ohio	8/1/2014 4:24 PM	File folder

A3) (T:) > ERD > PD > Qtr 2 2014 > Agendas

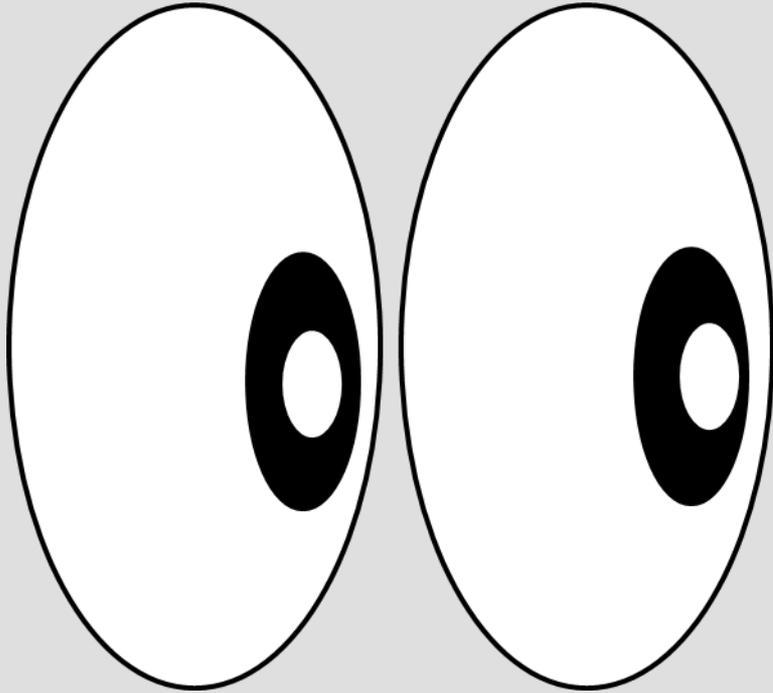
Search Agendas

Name	Date modified	Type
11-6-17 Eval	11/6/2014 4:36 PM	Ad...
11-21-14 Evals	11/21/2014 4:43 PM	Ad...
Columbus Day 1 Agenda 11-6-14	11/5/2014 5:52 PM	Mi...
Columbus Day 2 Agenda 11-7-14	11/3/2014 5:29 PM	Mi...
Columbus Day 3 agenda 11-20-14 PRESE...	11/20/2014 11:20 ...	Mi...
Columbus Day 3 agenda 11-20-14 PRESE...	11/12/2014 5:41 PM	Mi...
Columbus Day 3 agenda 11-20-14 PRESE...	11/19/2014 4:04 PM	Mi...
Columbus Day 3 agenda 11-20-14	11/14/2014 5:20 PM	Mi...
Columbus Day 4 agenda 11-21-14 PRES...	11/20/2014 11:21 ...	Mi...
Columbus Day 4 agenda 11-21-14 PRES...	11/20/2014 9:33 A...	Mi...
Columbus Day 4 agenda 11-21-14	11/20/2014 7:18 PM	Mi...
Day 1 Agenda 11-6-14 ERD GUIDE	10/31/2014 6:23 PM	Mi...
Day 1 Evaluation 10-6-14	11/5/2014 4:45 PM	Mi...
Day 2 Agenda 11-7-14 ERD GUIDE	11/7/2014 5:02 PM	Mi...
Day 2 Evaluation 11-7-14	11/7/2014 5:01 PM	Mi...

IMPLEMENTATION PLAN

Task	Who	When	Status
Master calendar	Ed. coordinator	End of current training session	Completed
Content-labeled folders	Ed. coordinator	Sept. 2014	Completed
Handouts	Ed. coordinator	End of current training session	In progress
Presentations	State ombudsman staff	End of current training session	In progress

CONTROL



- × Visual Management
 - × Pocket guides of the new process
 - × Handout: “What does a program director need to do when they hire an ombudsman?”

SPECIAL THANKS TO...

- × Team members
- × LEAN Ohio
- × Sponsor: Beverley Laubert
- × Process owner: LaTosha Slappy

