

Lean Ohio Kaizen Event Fact Sheet

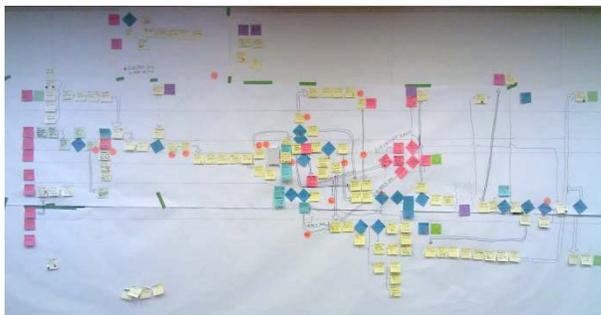
Ohio Board of Nursing, November 8, 2013

Issue: The current Ohio Board of Nursing Licensure and Renewal process was cumbersome, antiquated, and time-consuming -- causing delays and a high volume of telephone calls and emails.

Department	Changes to Process	Metrics	As a Result
Ohio Board of Nursing Licensure and Renewal Process November 4-8, 2013	<ul style="list-style-type: none"> Initial Exam and Endorsements: Reduced steps from 82 to 26 (68% reduction) Renewal: Reduced steps from 64 to 16 (75% reduction) Initial and Endorsement: Delays reduced from 29 to 8 (72% reduction) 	<ul style="list-style-type: none"> Renewal process time reduced from a max of 194 days to a max of 8 days Initial Exam and Endorsement process time reduced from a max of 100 days to a max of 12 days At least \$84,000 saved yearly from reduced imaging, scanning, paper, and postage With the new process requiring fewer work hours, the amount of staff time that can be redirected to other work activities has a wage equivalent of \$190,760 per year 	Streamlined licensing process will allow new nurses to work for their employers up to 19 weeks sooner -- while allowing licensed nurses to renew in one-tenth the time

Major Improvement	HOW it was accomplished
Single point of contact to lead customers through the compliance related applications	Designated Licensure/Compliance unit liaison. Reassignment or restructuring of Ohio Board of Nursing staff duties
Renewal applicants will be able to self-retrieve their password and user id, resulting in less phone calls, emails, faxes, and mail requests	Online retrieval of password and user ID
Added transparency to the application process	Use of eLicensing checklist so applicants know real time status of their applications
Significantly faster process.	Eliminate need for notarization and money order, ability to submit forms electronically instead of requesting a paper form to complete

Current Process Map



Future State Process Map



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