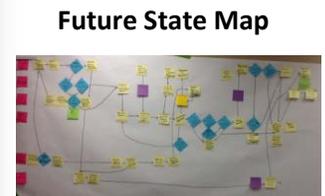
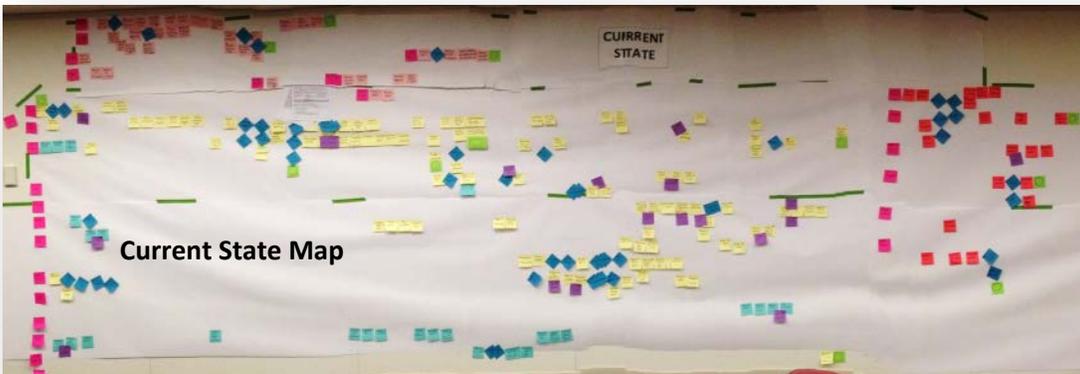


Lean Ohio Kaizen Event Fact Sheet

Issue: Create a person-centered, efficient, and streamlined process for the level 2 comprehensive assessment as Ohio moves to an automated comprehensive assessment process.

Department	Changes to Process	Metrics	As a Result
Ohio Office of Medical Assistance Medicaid Level 2 Comprehensive Assessment Process June 24-28	<ul style="list-style-type: none"> Reduction of steps from 340 to 50 steps: an 85 percent reduction. Reduced decision points from 60 to 10: an 81 percent reduction. Eliminated all 132 points of identified waste. New process saves over 40,00 employee hours – the equivalent of \$488,800 salary 	<ul style="list-style-type: none"> The Medicaid Level 2 Comprehensive Assessment process time was reduced from a maximum of 25 days to a maximum of 15 days. Paper reduction - \$4,128 Nursing Homes Diversion – \$115,317,730 Balance Incentive Program - \$2,363,482 Total Savings - \$118,667,068 	Ohio Medicaid consumers will receive invaluable medical services 10 days faster through a new assessment that educates customers and instantly communicates with all provider agencies. This new process will also allow 9000 customers to receive more appropriate and less costly home and community care – a projected saving of over \$118 million in the state share of Medicaid costs.

Major Improvement	HOW it was accomplished
Create person-centered experience.	LTSS consumer will share information once – data pushes as needed-allow multiple ways to access information, resources, and service eligibility. Consumer will receive education and information about what to expect during application and assessment processes and receive support from a Navigator service. The consumer will be empowered to track own status in obtaining LTSS.
Optimize workflow and accountability.	The new process will begin with a single assessment tool to cover multiple LTSS needs and a reduced number of required forms. The workflow system will include automated alerts, tracking abilities, and measurements.
Expedite Medicaid eligibility determination.	The Medicaid application will be facilitated through a single point of entry and will be initiated during screening rather than waiting until assessment. Enhanced consumer education will occur about information expected of consumer to complete the Medicaid application.
Improve collaboration among state and local stakeholders.	The workflow system will share electronic data across multiple systems in real time.



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