

## LeanOhio Kaizen Event Fact Sheet

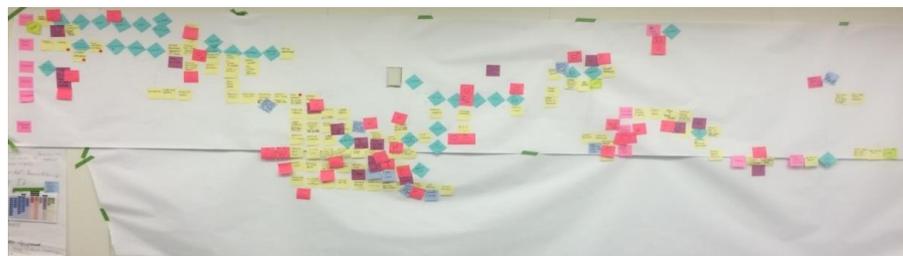
### Ohio State Pharmacy Board – Enforcement Intake

**Issue:** The Ohio State Pharmacy Board Enforcement Intake process was inefficient, resulting in excessive cost and delays.

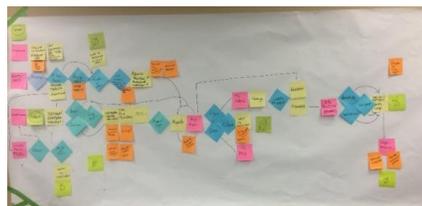
Department	Changes to Process	Metrics	As a Result
Ohio State Board of Pharmacy Enforcement Intake March 7-11, 2016	Process steps reduced from 133 to 69 (48% reduction)  Decision points reduced from 33 to 18 (45% reduction)	3,784 staff hours will be redirected to other mission critical work  Significant projected cost savings include travel, lodging and paper	The enforcement intake process will give Agents access to valuable resources sooner

Major Improvement	How it was accomplished
Enforcement intake process will faster	Employing a clear and concise audit procedure that includes a list of needed documentation up front.
Less travel time for field staff to central office	Streamlined process for uploading audio/video files that field staff is now able to complete without traveling to Columbus.
Improved staff workflow	Early out reports for admin staff and field staff to avoid over processing cases. Shift case types to admin assistant for routine/non-intensive investigations.
Simplified complaint submission	Shift to mostly online submission form. Mistake proof forms and creation of templates. Creation of investigation guidance.

**Current-State Process Map**



**Future-State Process Map**



**Team members:** Trey Edwards; Kevin Flaharty; Michael Poe; Lisa Dietsche; Andrea Wagner; Chandra Galante; Eric Griffin; Nicole Dehner; Sheri Zapadka; Paul Schad; Jesse Wimberly; Jim Ringer; Don Newton; David Gallagher; David Ingram; Betty Jones; Cameron McNamee; Yolanda Freeman; Matt Lampke; Susan King

For more information, visit [lean.ohio.gov](http://lean.ohio.gov) -- or contact  
[Yolanda.Freeman@pharmacy.ohio.gov](mailto:Yolanda.Freeman@pharmacy.ohio.gov) or [Jesse.Wimberly@pharmacy.ohio.gov](mailto:Jesse.Wimberly@pharmacy.ohio.gov)