



# Ohio Office of Medical Assistance

Kaizen Event Report Out

## Medicaid Level 2 Comprehensive Assessment Process

June 24 – 28, 2013

# THE ASSESSORIZORS



# THE TEAM

- Kim Donica, OMA
- Tonya Hawkins, OMA
- Deanna Clifford, ODA
- Lori Horvath, DODD
- Joyce Starr, MHAS
- Ellie Jazi, MHAS
- Jeff Ryan, MHAS
- Al Rakas, ODOT
- Kathy Foley, LEAP
- Robert Butler, Mercer
- Miki Antonelli, Mercer
- Debbie Gulley, AAA



# STAKEHOLDERS

- PASSPORT Administrative Agencies (PAAs)
- Front Door Stakeholder and Inter-Agency Groups
- Balancing Incentive Program (BIP) Stakeholder Group
- Medicaid Beneficiaries
- Long-Term Services and Supports Recipients
- County Department of Job and Family Services (CDJFS)



# BACKGROUND

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



## SCOPE OF EVENT

- **First Step:** Person requests Medicaid long-term services and supports (LTSS)
- **Last Step:** Eligibility determination and the receipt of LTSS



# OUT OF SCOPE

**The basis for transformation is improving the process with...**

- No additional staff.
- No additional money.
- No IT solutions until the process is improved.
- No changes to laws or labor contracts.
- No one loses their job because of the Kaizen event, although duties may be modified.

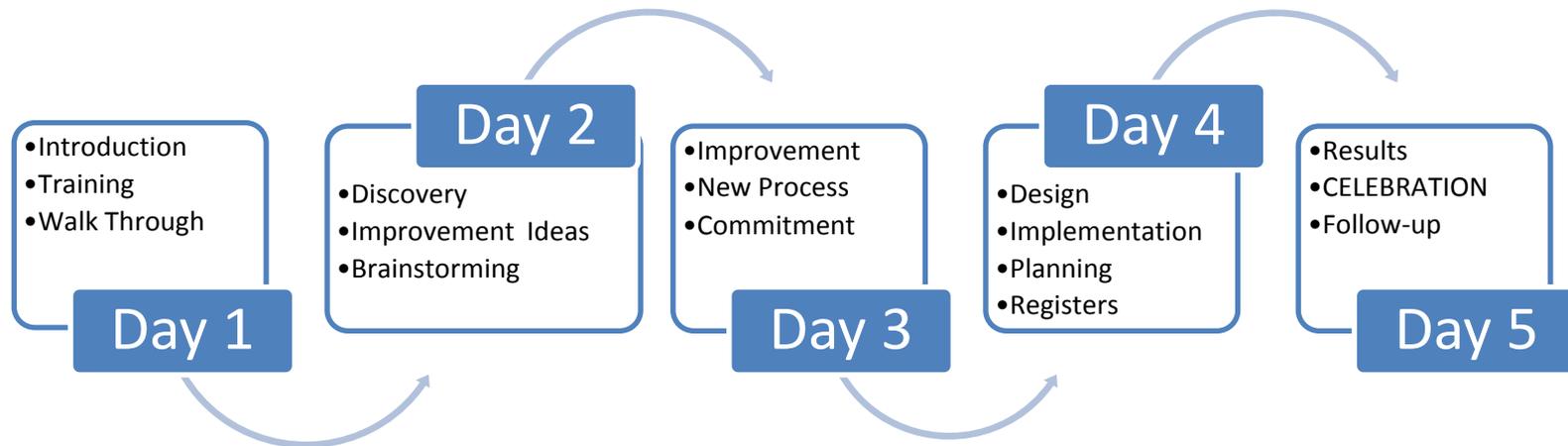


# TO BREAK FOR THE BETTER

- Customer focused
- Work level team
- Tight focus on time (one week)
- Quick and simple, action first
- Necessary resources available right away
- Immediate results (new process functioning by end of week)



# THE KAIZEN APPROACH

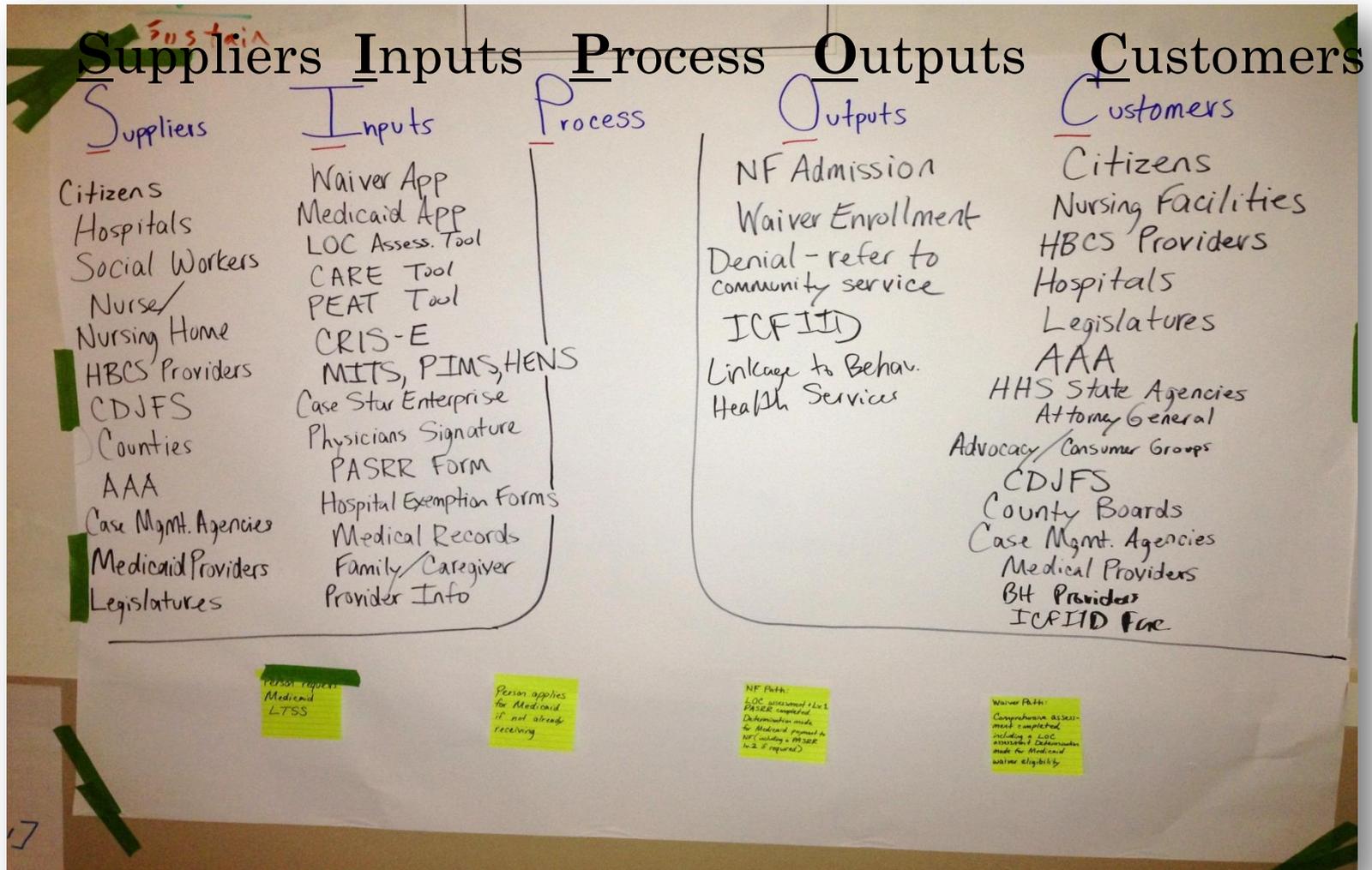


# BASELINE DATA

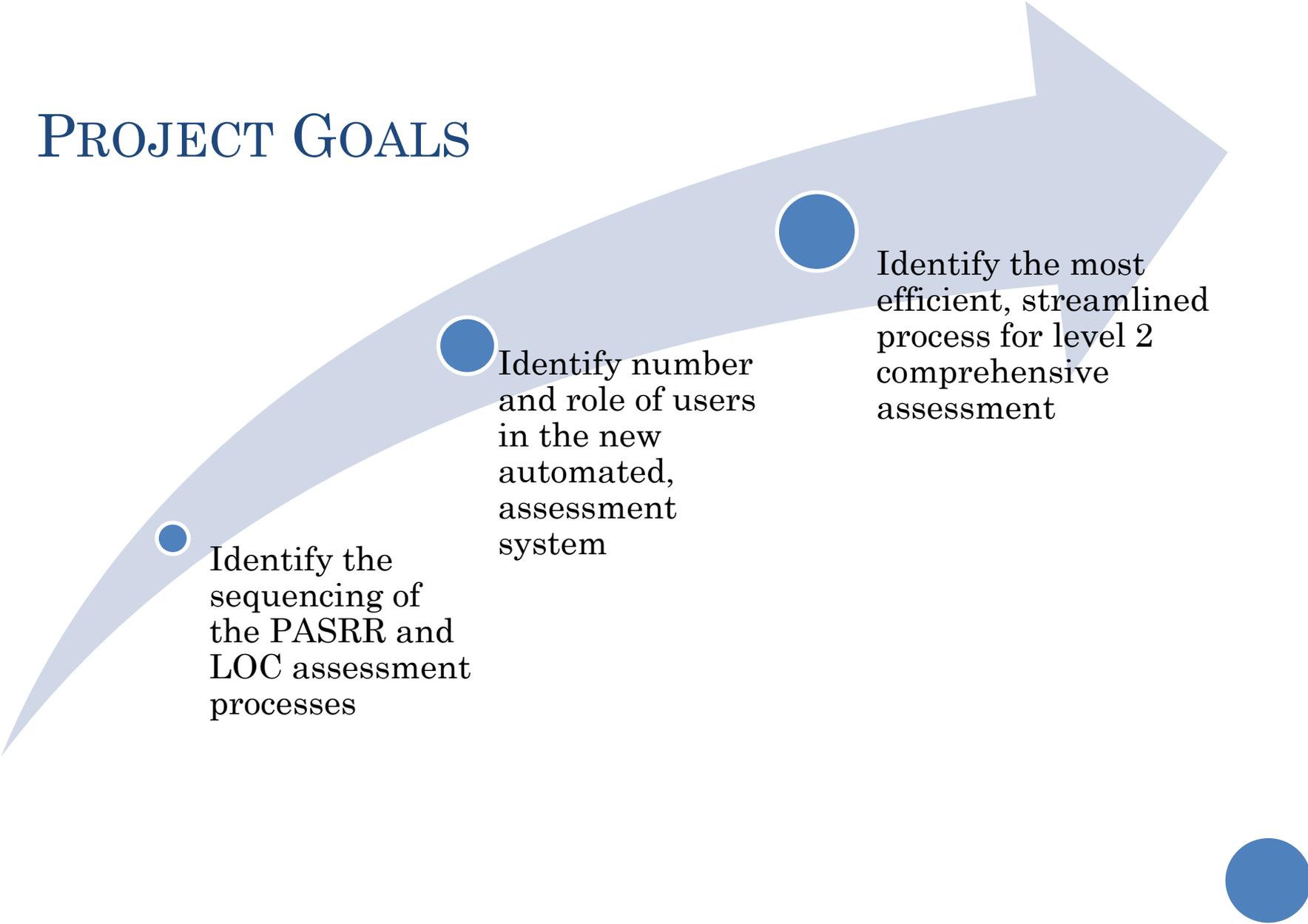
<b>OMA Waivers 2012 Average</b>		<b>OMA Waivers</b>	
Assessment to Enrollment	35 days	Screens per Month	520
Application to enrollment	150 days	Assessments	330
Community Based Waiver	77,232	Enrollments	169
Institutional Setting	59,255	<b>Aging 2012 CY</b>	
LTSS Service Users	44,260	Screens/Month	10,775
<b>Mental Health</b>		Assessments	3,928
PASSR Reviews/Annual	5,379	Enrollments	3,200
	8.5		
	Calendar		
AVG. Assessment to Enrollment	Days	PASSR Screens/Month	15,919



# HIGH LEVEL PROCESS - SIPOC



# PROJECT GOALS

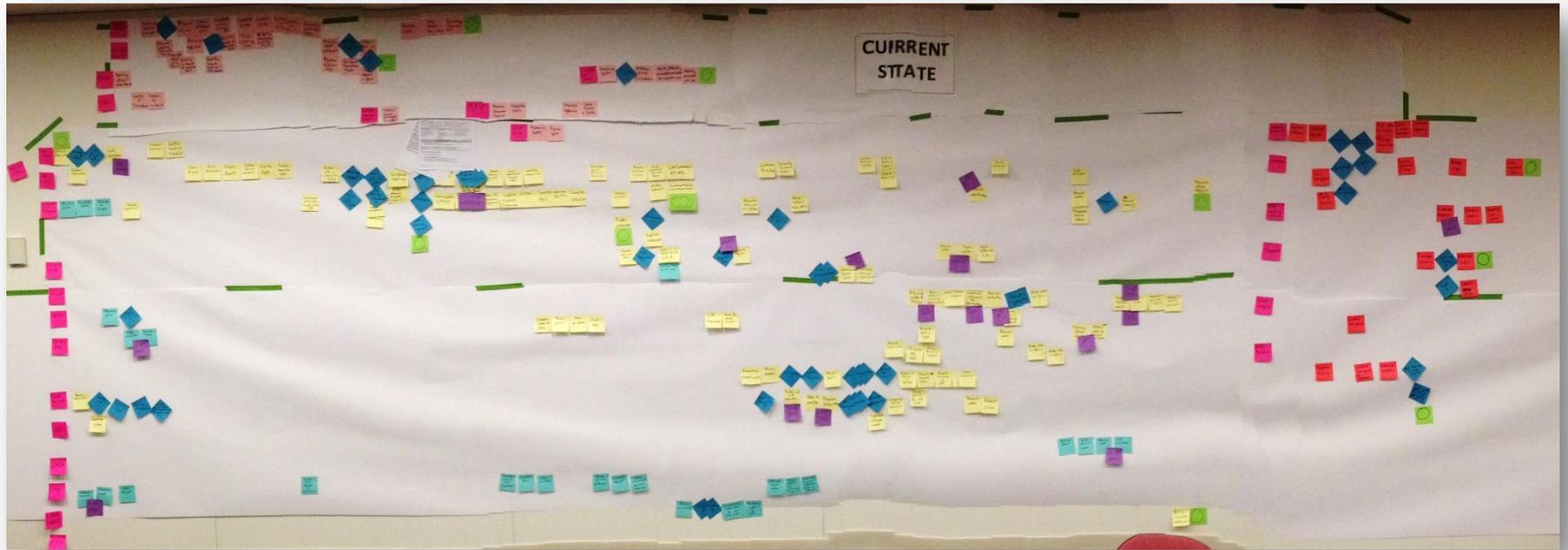


Identify the sequencing of the PASRR and LOC assessment processes

Identify number and role of users in the new automated, assessment system

Identify the most efficient, streamlined process for level 2 comprehensive assessment

# CURRENT-STATE PROCESS MAP

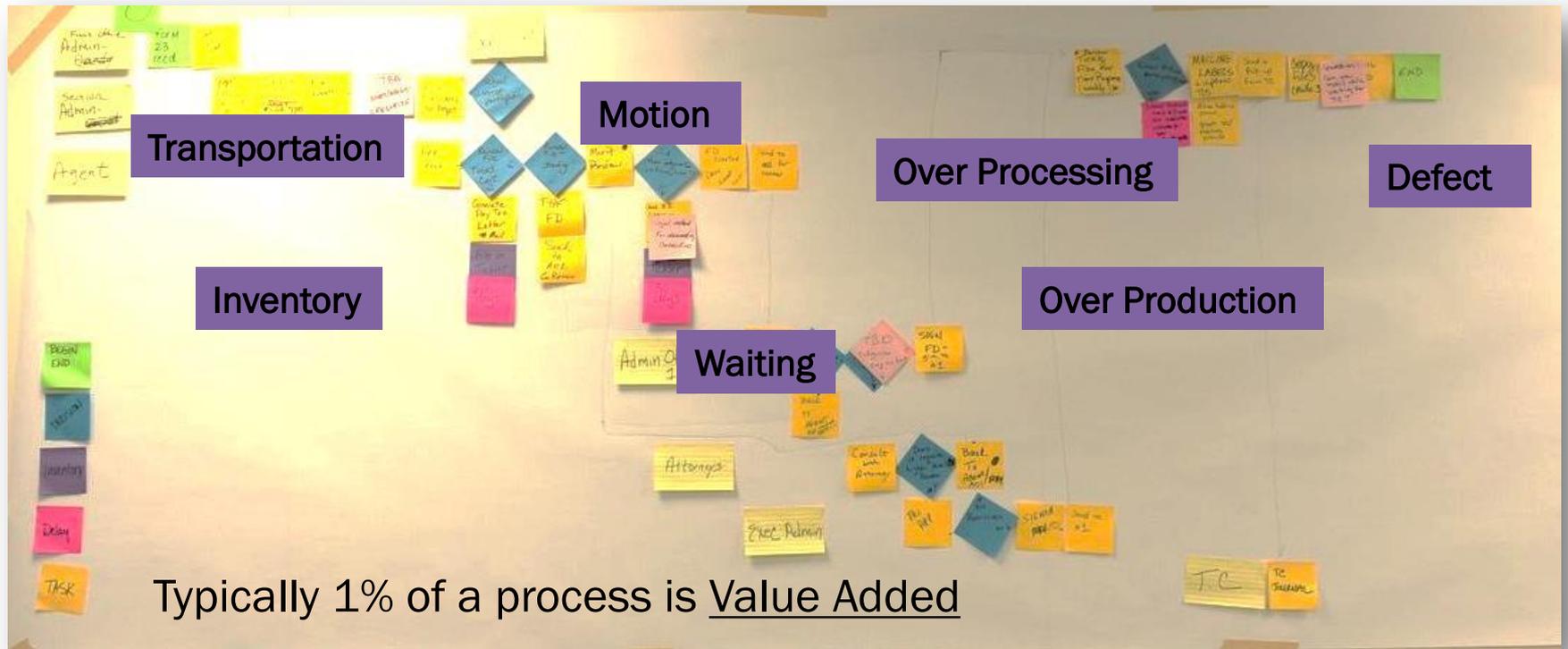


# THE ORIGINAL PROCESSES HAD

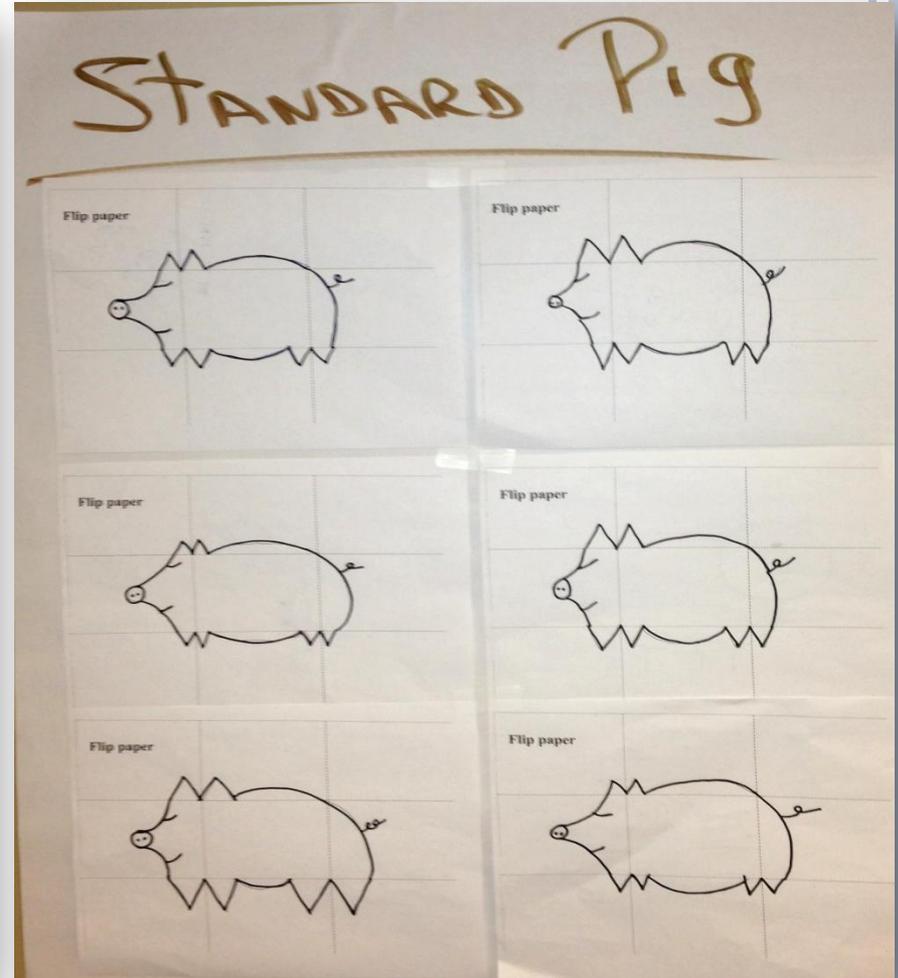
- Too Many Decisions
- Too Many Handoffs
- Too Many Loop Backs
- TIMWOOD



# TIMWOOD



# STANDARDIZATION



# BRAINSTORM – 132 IDEAS!



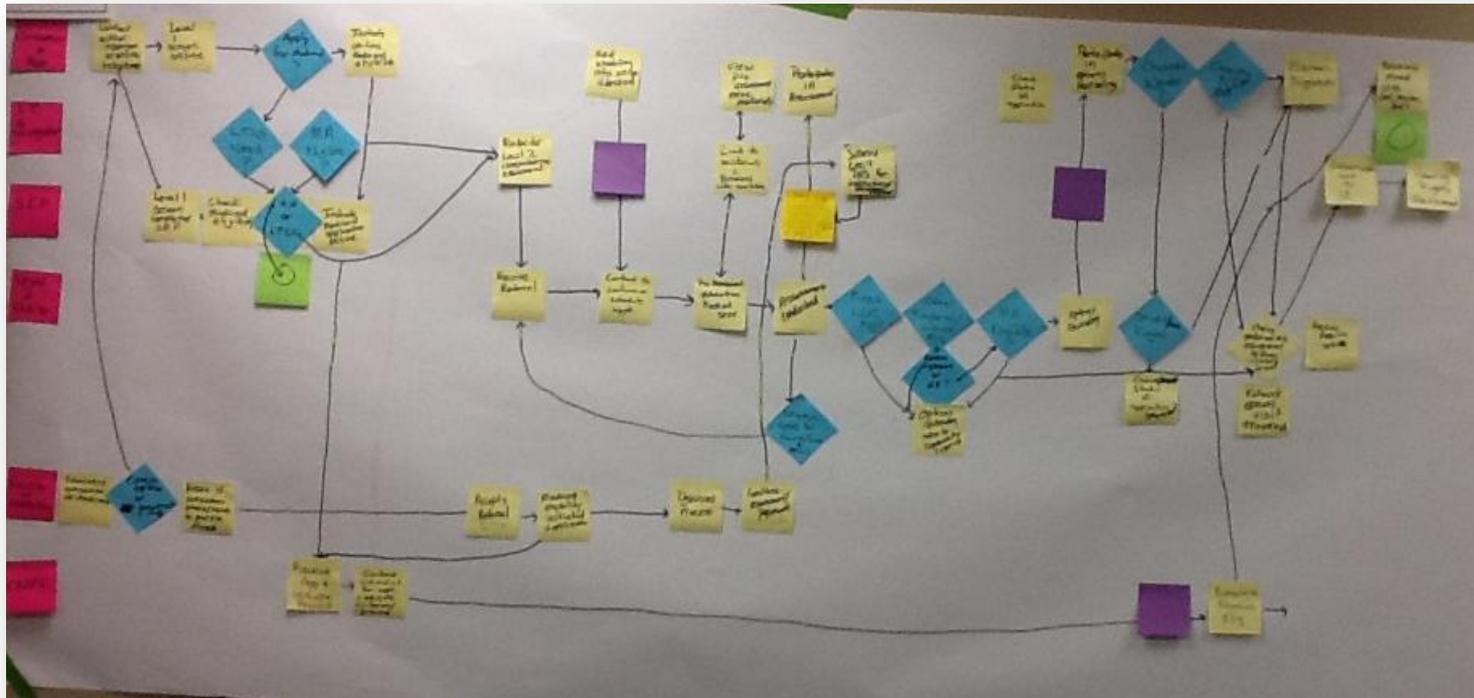
# THE TEAM ANALYZED AND EVALUATED ALL OF THE IDEAS

- Single Point-of-Entry
- Web-Based Assessment System
- Online Consumer Chat Function
- Real Time Assessment System Updates
- Pre-Assessment Education Packet for Consumer





# FUTURE STATE



# SCORECARD

Measure	Current Level	NEW	Change
Process Steps	340	50	<b>85%</b>
Decision Points	60	10	<b>83%</b>
Handoffs	34	6	<b>82%</b>
Loopbacks	17	1	<b>94%</b>
Delays	18	3	<b>83%</b>
Process Lead Time	1-25 Days	1-15 Days	<b>40%</b>

# COST SAVINGS

<u>Cost Saving</u>	<u>Redirected Hours</u>
Paper Reduction:	Cycle Time Reduction:
103,200 (*.04)	50 mins/Assessment
\$4,128	2012 Assessments:
	47,136
	Cost Savings:
	<u>\$488,800</u>



## MORE RESULTS

- Created Person Centered Experience
- Optimize Workflow and Accountability
- Expedite Medicaid Eligibility Determination
- Improve Collaboration among State and Local Stakeholders
- TIMWOOD Voted Off the Island

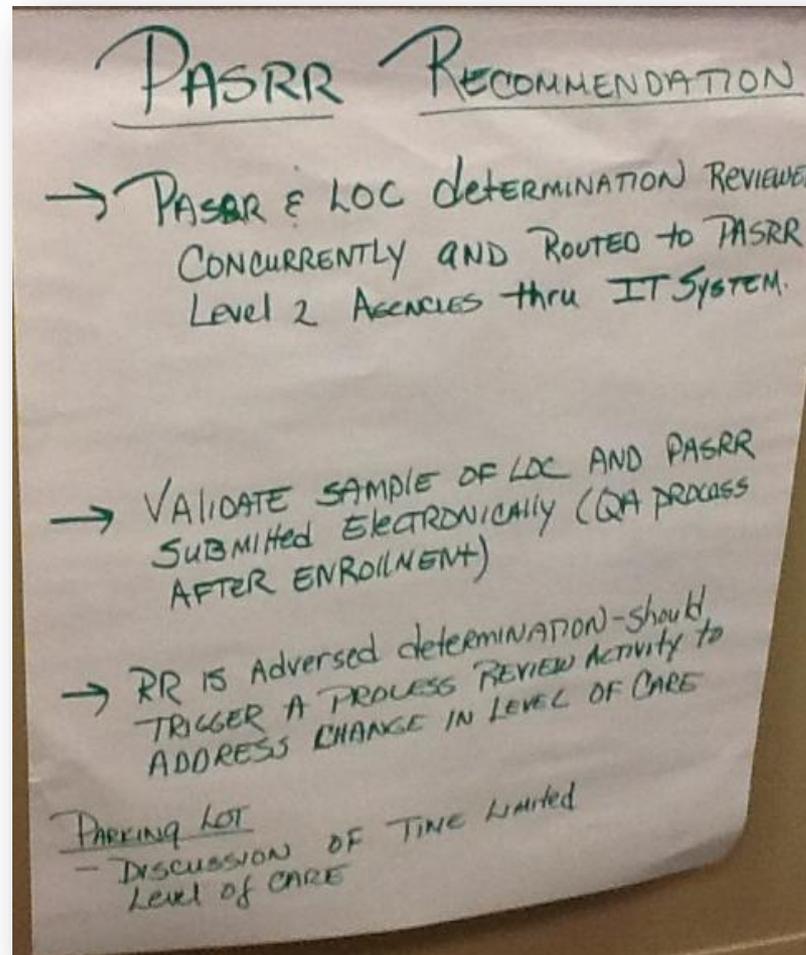


# IMPLEMENTATION PLANS

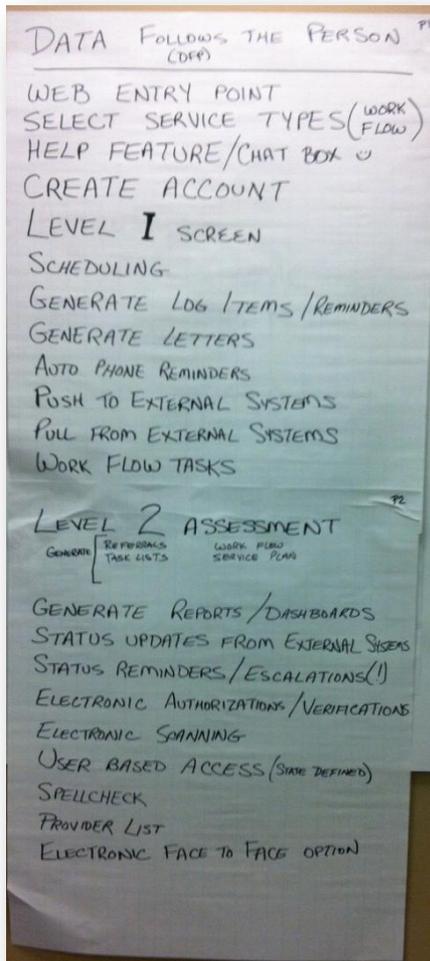
- PASRR
- Information Technology
- Communication and Training
- Consumer Education Packet
- Dashboard



# PASSR PLAN



# INFORMATION TECHNOLOGY PLAN



- Web Entry Point
- Consumer Online Account
- Level 1 Screenings Online
- Consumer Self Scheduling
- Generate Consumer Communications
- Push and Pull to External Systems
- Status Updates
- Electronic Scanning



# COMMUNICATION AND TRAINING PLAN

\*Kaizen Results\*

Who	What	When
K-Team	Report to HHS directors	Friday
Doug	IT requirements (Business)	w/o July 8
Kim/K-Team	Report results to	July 11
Kim/K-Team	- Interagency (FD)	July 2?/Aug. 6
Lori	- Stakeholders	July
Lori	- DD Leadership	July 25
Deanna	- <del>XXXXXX</del> ODA leadership	July <del>XXXXXX</del>
Jeff, Joyce, Ellie	- MHAS leadership	July
Interagency Team	Develop Common Message for systems	<del>July</del> July-Aug.

What	When	Who	What	When
Tools for consumers (my mom) - videos on using system - how to prepare for assessment			Training on new Tool - L2 entities - SEP agencies - State agency staff - Navigators	
System changes re: PASER - Nfs - hospitals		CIOs/Doug, Rex	System (IT) interface discussion	July
(m) Communicate common message around changes (w) - general - specifics per system for broad audiences		OMA	System change updates for CDJFS leadership staff	As phases roll-out
Technology changes requirements for future stake to local entities	As soon as system needs are defined	OMA (General) - sister agencies on specifics	Tools (CBTs, manuals, Procurement, webinars, etc.) - on system changes - on new tool	on-going
		"L1 Team"	Interface w/ L2 process	



# CONSUMER INFORMATION PACKET

## Education Packet (pre-assessment visit for consumer)

### Principles

- plain language / 5th grade reading level
- minimal/only what's needed
- available on web site
- simple mechanism - what's needed
- process - what happens
- navigation assistance (gets you from one step to another)
- send electronically if possible

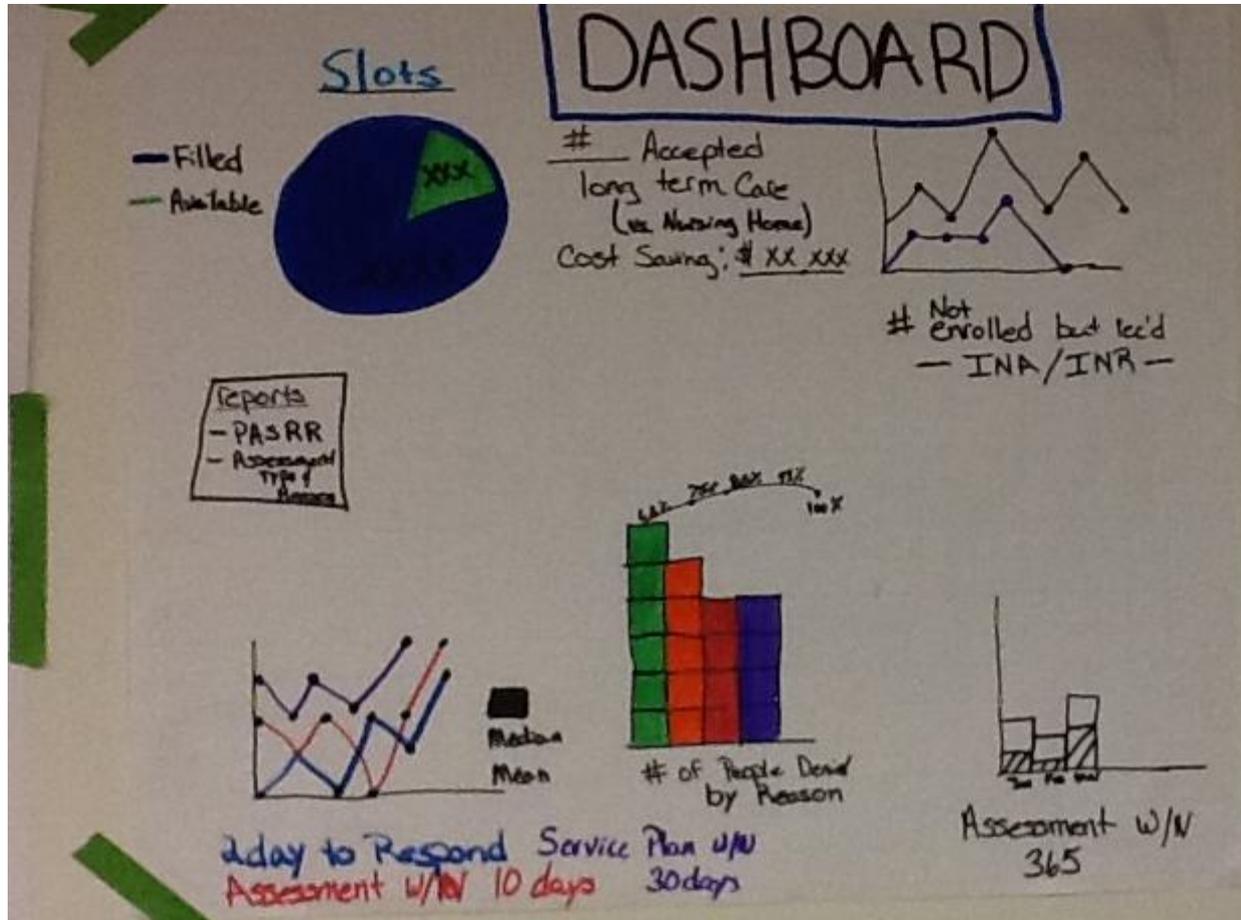
### Contents

- Checklist of documentation required
  - Medicaid financial process
  - assessment meds, doctors, (items from assessment tool)
- simple explanation of steps (what's going to happen, in what order)  
(what is an assessment, what will happen)
  - pre - here's what u should gather at the assess -
  - after
- required forms (LEAN what's required)
- common terms/questions

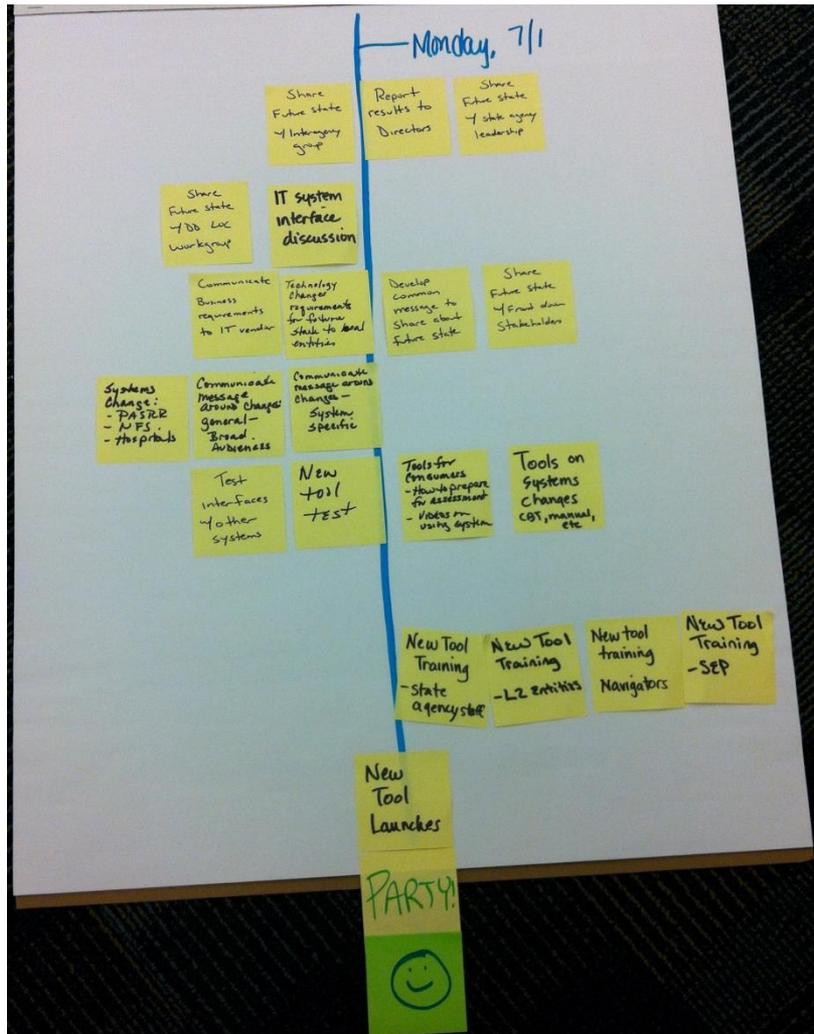
## Web site SIMPLE TO USE

- providers/services database
- visual (powerpoint) of forms - what is needed (requirements particularly)
- education packet info
- how to choose a provider info.
- what programs are available HCB, state plan NTP, KP/ID
- ask from question perspective are you looking for .... ?
- links directly to forms to complete
- FAQ

# DASHBOARD PLAN



# IMPLEMENTATION TIMELINE



## What Begins Monday...

- Share Future State with All Agencies Involved in the Process
- Share Future State with Leadership



# SPECIAL *THANKS* TO...

## Senior Leadership:

Director Greg Moody (OHT), Director John McCarthy (OMA),  
Director John Martin (DODD), Director Bonnie Kantor-Burman  
(Aging), Director Tracy Plouck (MHAD)

## Sponsors:

Greg Moody, OHT, John McCarthy, OMA, Patrick Beatty, OMA,  
Debby Moscardino, OMA

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Kim Donica, OMA

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Doug McCollough, OMA, Bonne Clevenger, OMA, Jim Rosmarin,  
ODA, Debbie Jenkins, DODD, Terry Watts, MHAS, Rick Tully,  
OHT, Cheri Steinmetz, Clark County CDJFS

