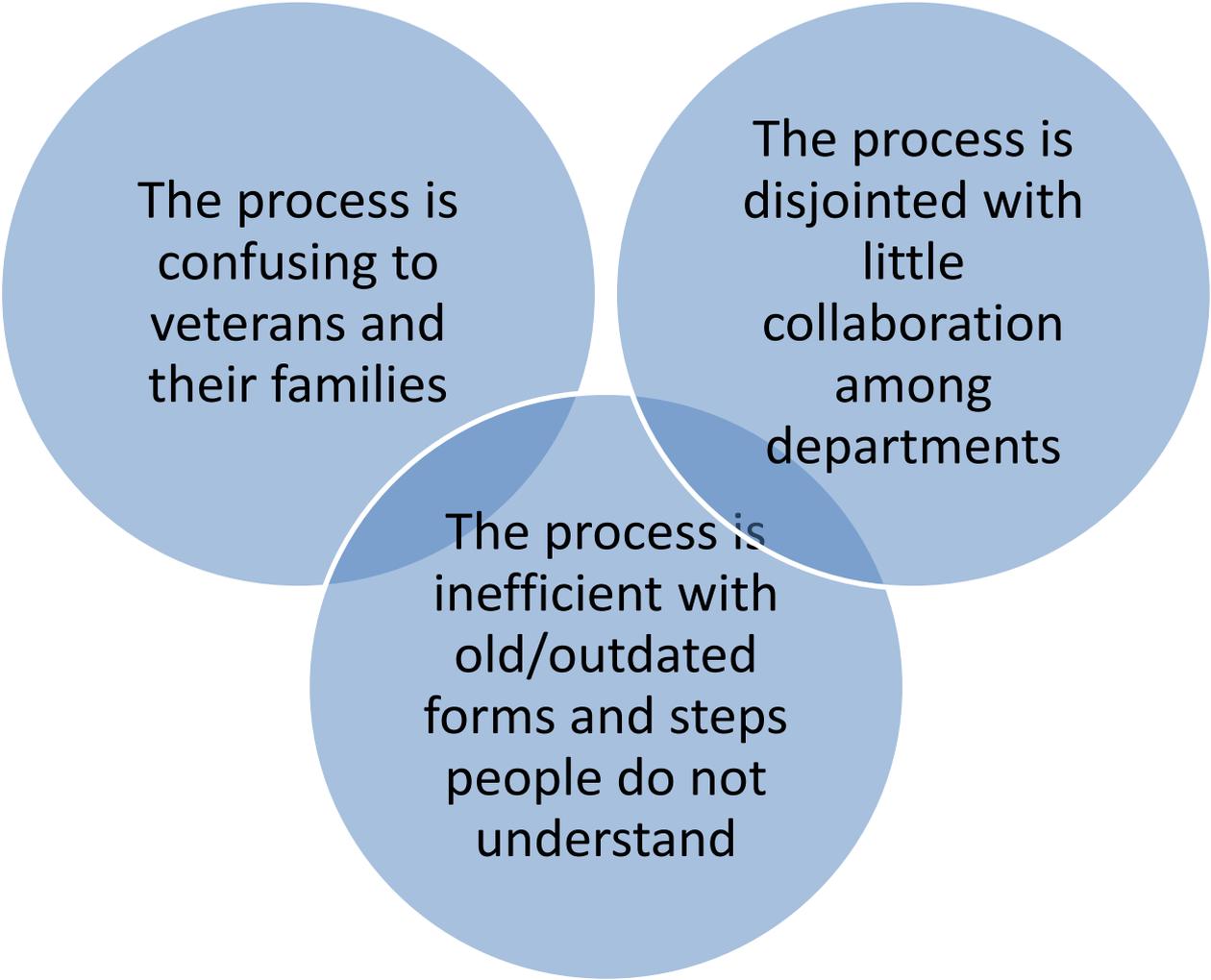


LEAN Ohio

Ohio Veterans Home Admissions Process

January 25-29, 2016

Background



The process is confusing to veterans and their families

The process is disjointed with little collaboration among departments

The process is inefficient with old/outdated forms and steps people do not understand

Admission Possible

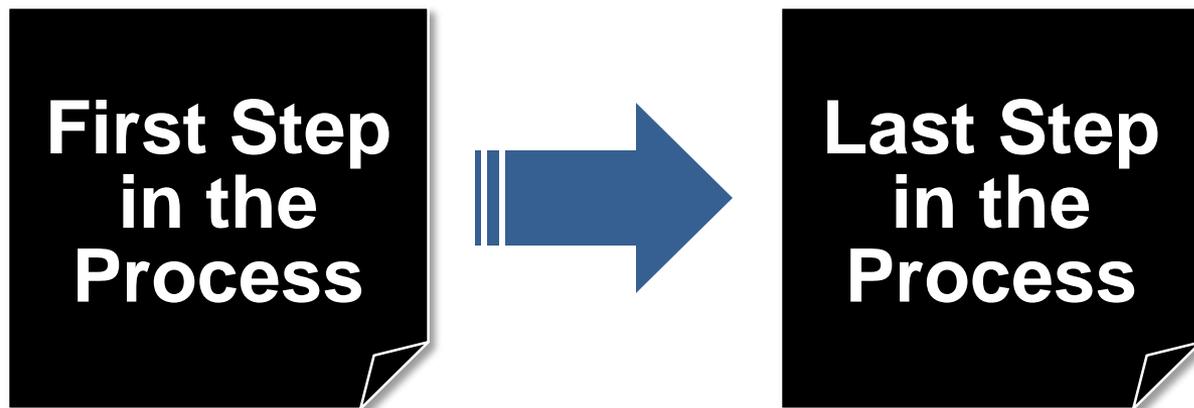


SIMPLER. FASTER. BETTER. LESS COSTLY.

lean.ohio.gov

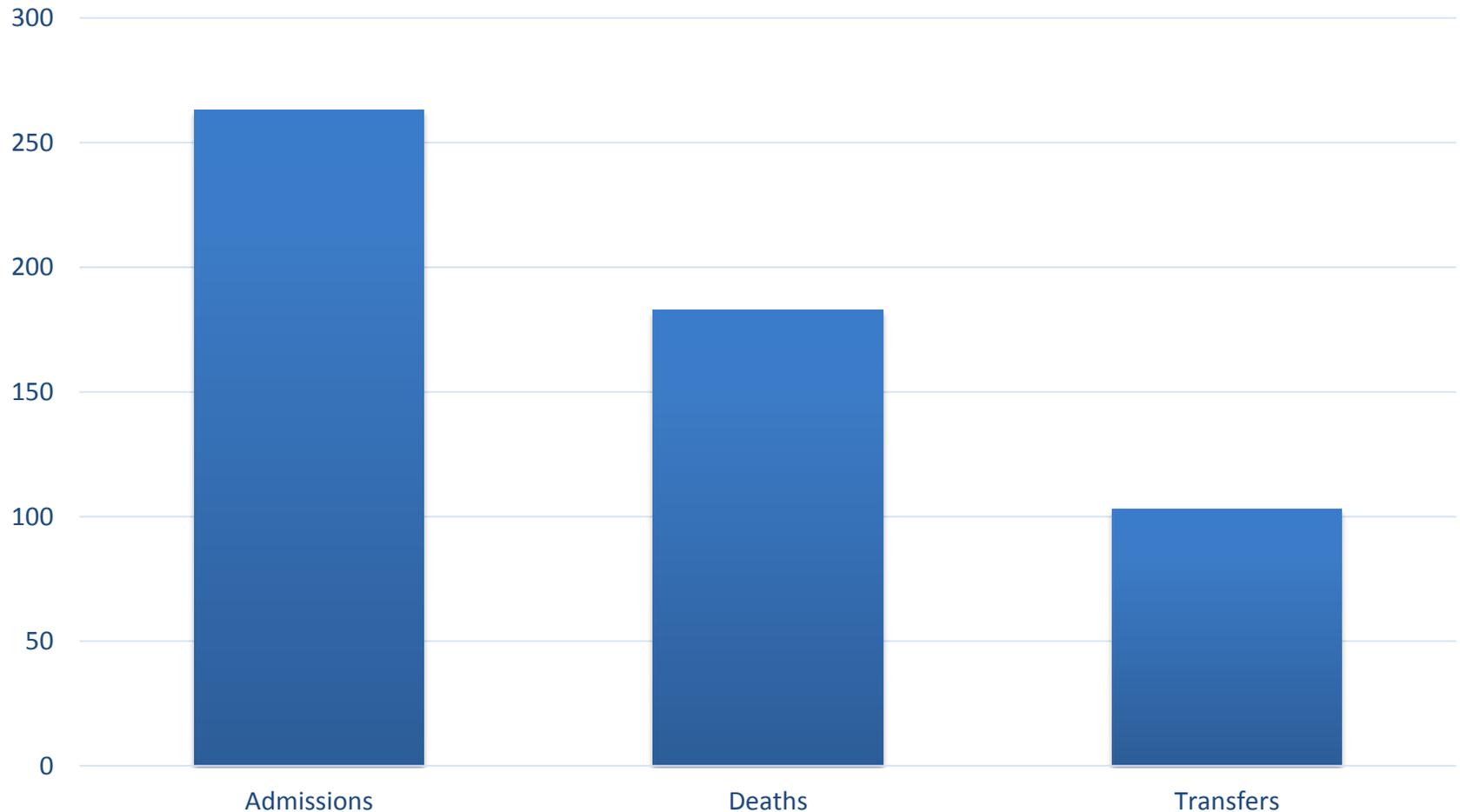
Event Scope

- What is the first step in the process?
 - Our process begins with... **first contact from a family member or potential resident**
- What is the final step in the process?
 - Our process ends with... **the veteran getting settled into his/her room**



Event Baseline Data

January 2015 – January 2016



Process Improvement Goals

Provide value to our
veterans and their
families

Encourage collaboration
among departments
interacting in the
admissions process

Streamline an important
process and provide
clarity to all involved –
error proof the process

Change for the Better

- Customer focused
- Right people changing the process
- One week-quick and action oriented
- Necessary resources available immediately
- New process implementation begins next Monday





Day One

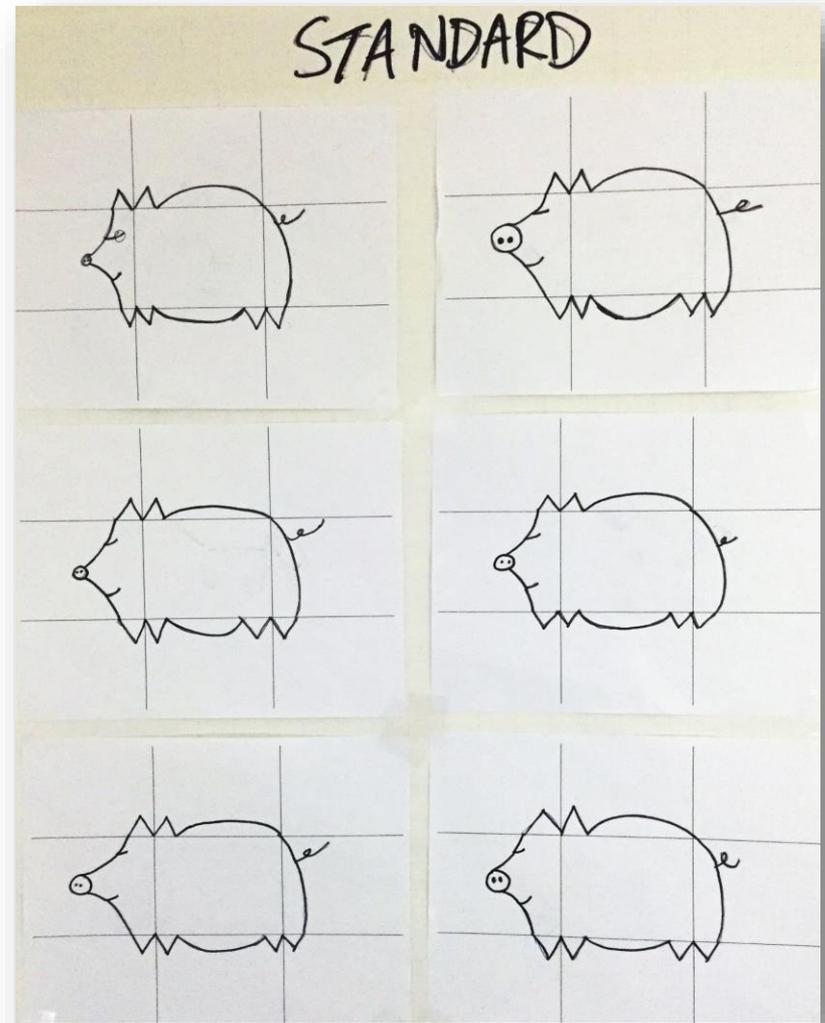
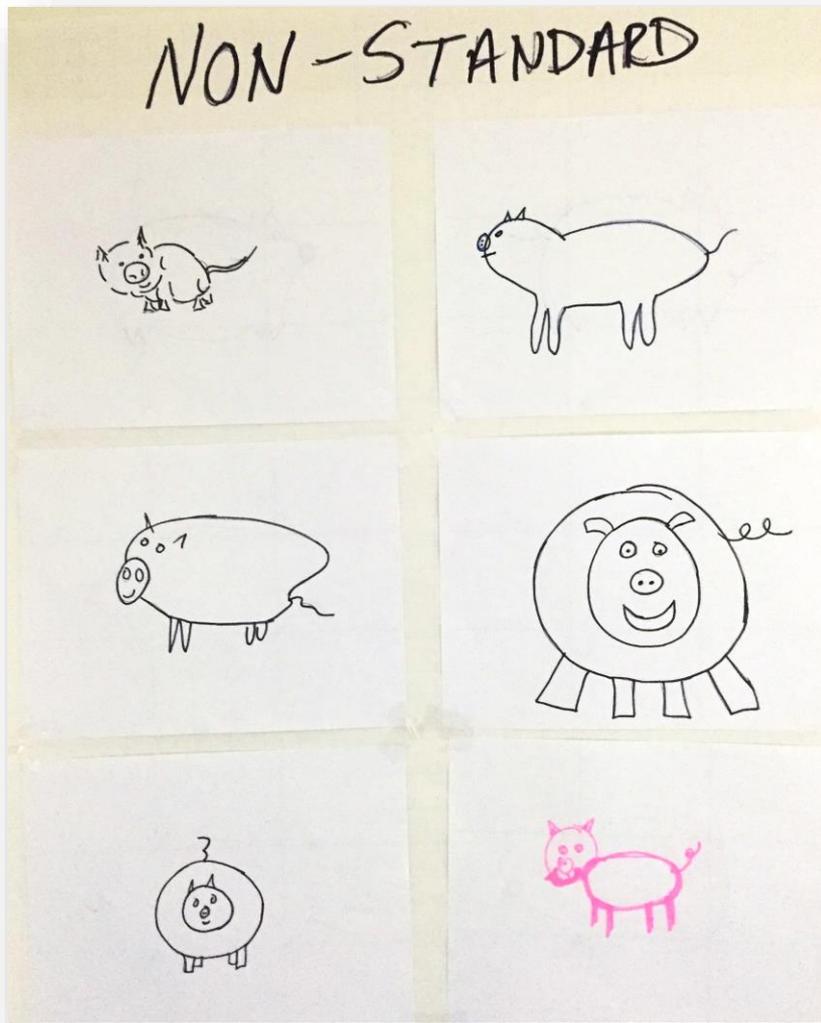
- Level setting
- Scope of event
- Stakeholder identification
- Current state mapping

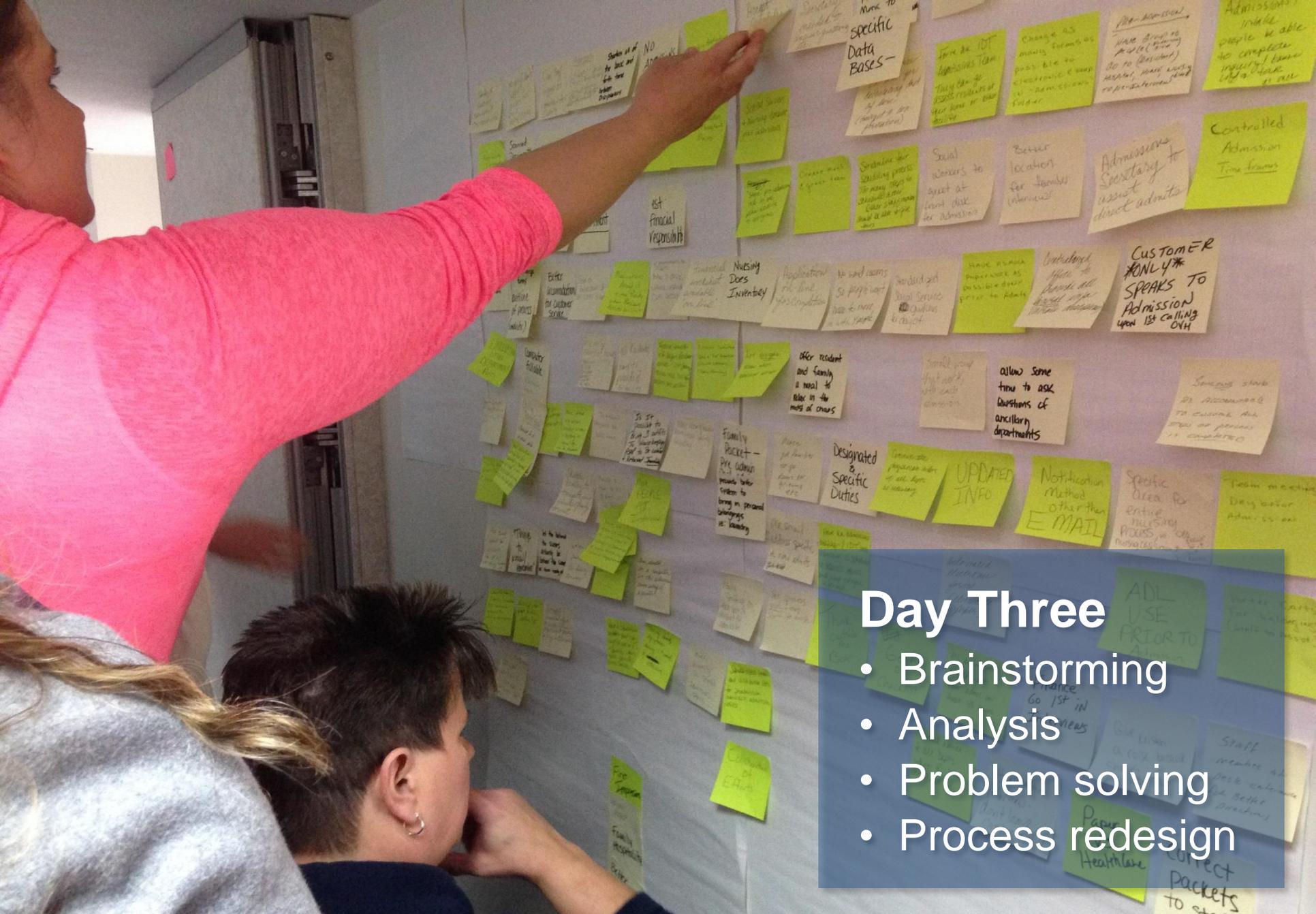


Day Two

- Finish current state mapping
- Waste identification
- Value added discussion
- Lean Six Sigma training

Standardization Activity





Day Three

- Brainstorming
- Analysis
- Problem solving
- Process redesign



Day Four

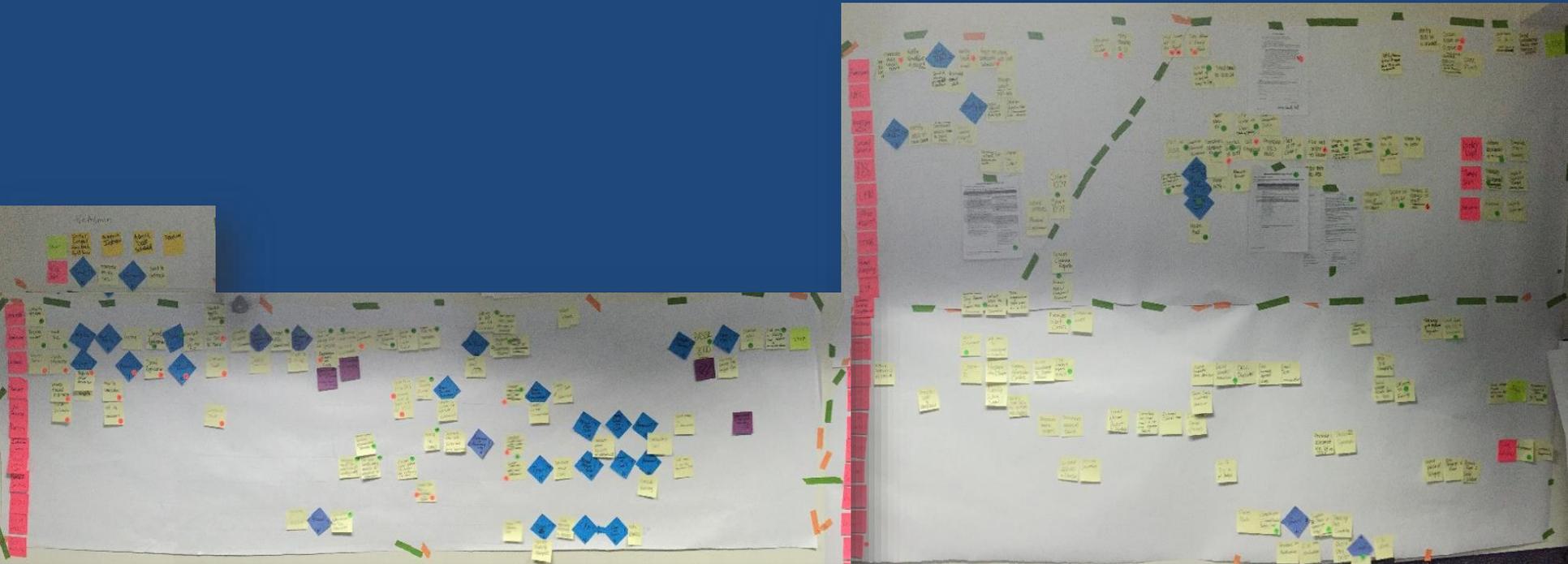
- Future State Process
- Discussion and consensus
- Implementation planning
- Details

Today - Day Five

- More implementation planning
- Celebration
- Sharing results



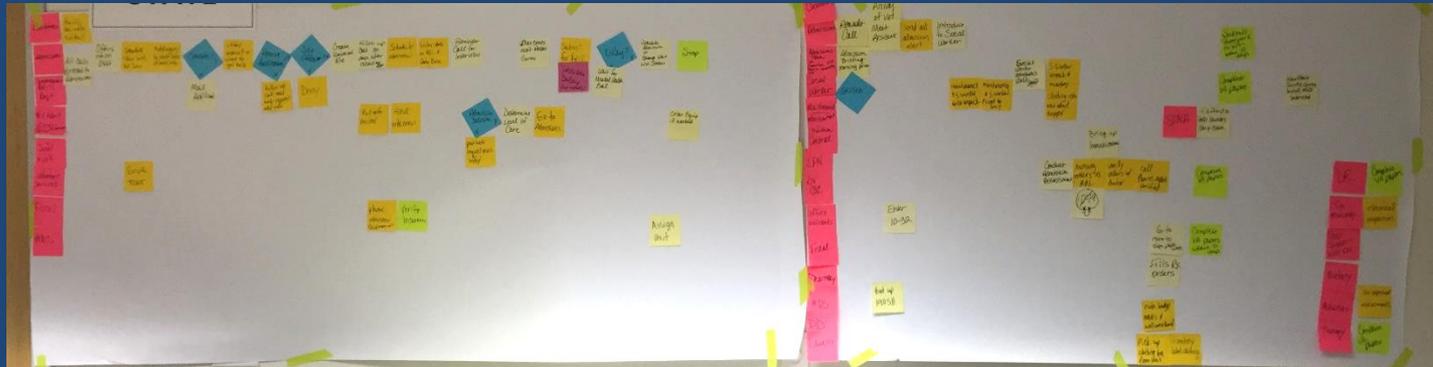
Current State



SIMPLER. FASTER. BETTER. LESS COSTLY.

lean.ohio.gov

Future State



Simpler



- Reduce steps for staff
- Eliminate 1079 form
- Reduce duplication of forms and process steps
- Better defined roles
- One point of contact

Faster



- Universal shared drive provides access to all information
- Online forms
- Pre-admissions team
- Fewer forms and signatures (approvals)

Better



- More focus on residents and their families
- Improved tracking of resident laundry and personal belongings
- More defined laundry process – no more black trash bags
- Improved admission experience

Less Costly



- Fill beds faster
- Reduced printing costs
- Reduced rework
- Reminder call for admissions and pre-admissions interview

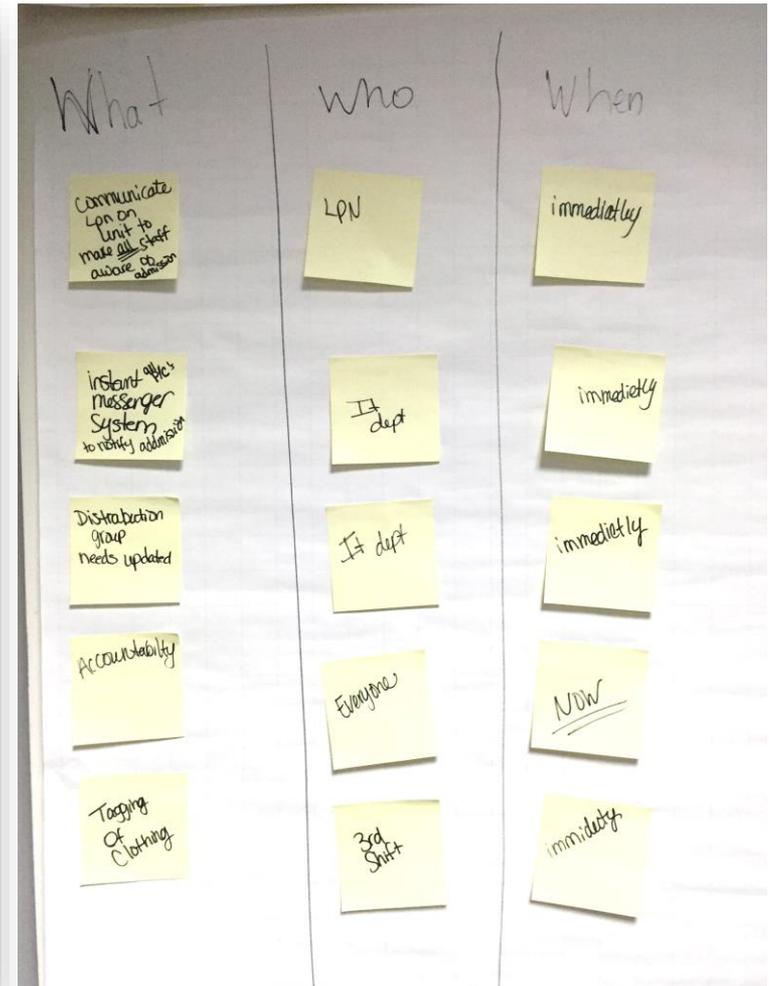
Summary Scorecard

Measure	Current Level	NEW	Change
Process Steps	234	68	71%
Decision Points	34	6	82%
Handoffs & Loopbacks	81 12	25 1	69% 92%
Process Lead Time	3 – 6 months	1 – 3 months	-

Implementation Plans

- Communication
- Information Technology
- Forms

Communication Plan



IT Implementation Plans

what / how | **who** | **when**

what / how:

- IT depts U-drive
- educate what u-drive is available
- create PDF fillable forms
- possible Online training for CVSO for long distance
- PDF fillable forms training
- DVS website update
- User friendly appropriate verbiage
- Standard process of procedures on every shift & unit
- Leadership

who:

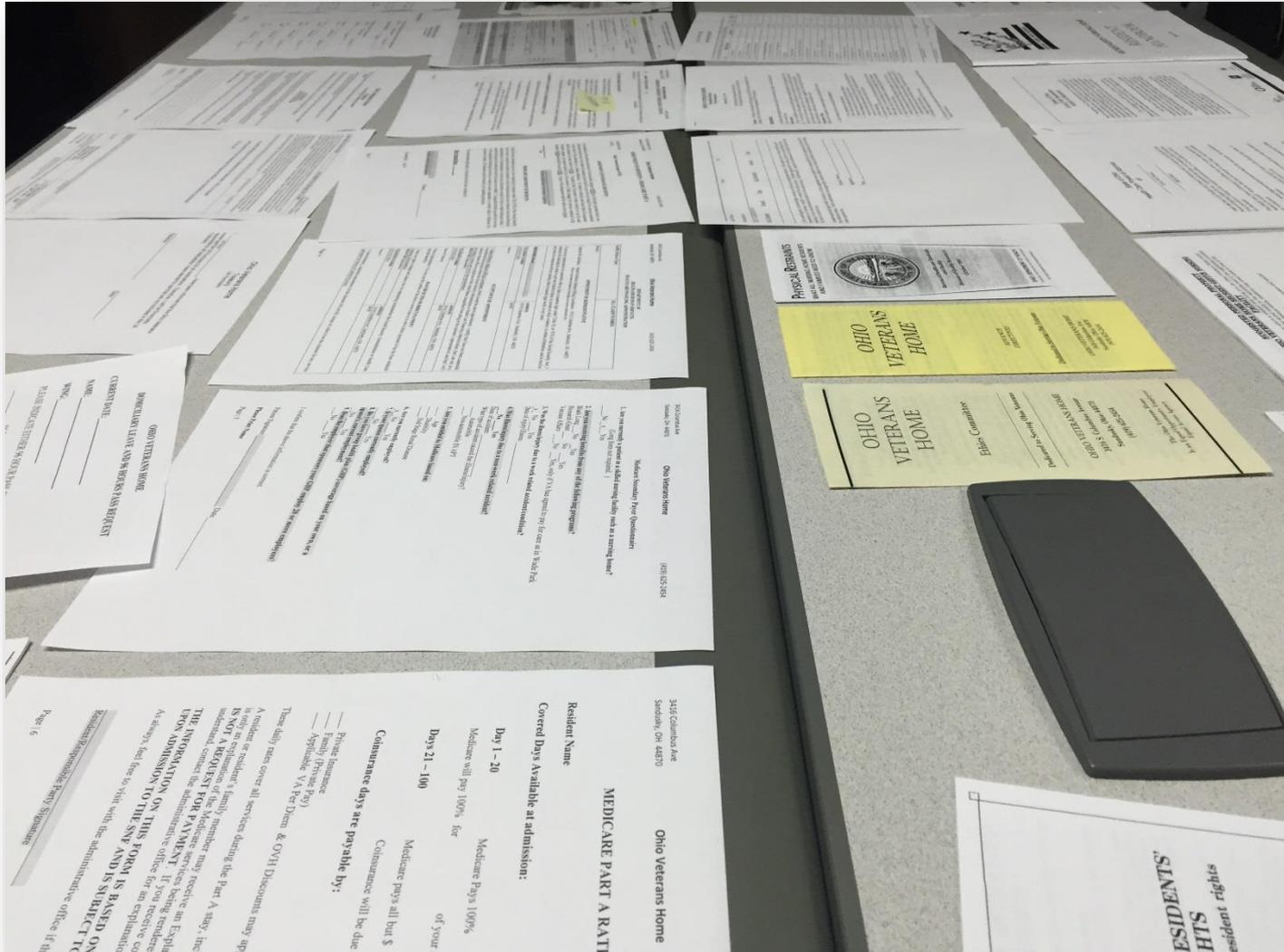
- IT dept
- Each dept that it effects
- IT dept creates
- IT dept CVSO all DVS offices
- Nursing Agency
- Social Services
- IT support CVSO/DVS ect....
- IT dept
- facility wide
- IT dept
- suppore people

when:

- March 1st 2016
- March 1st 2016
- July 1st 2016
- Aug 1st 2016
- immediatly regardless of what changes
- immediatly
- immediatly



Forms Plan

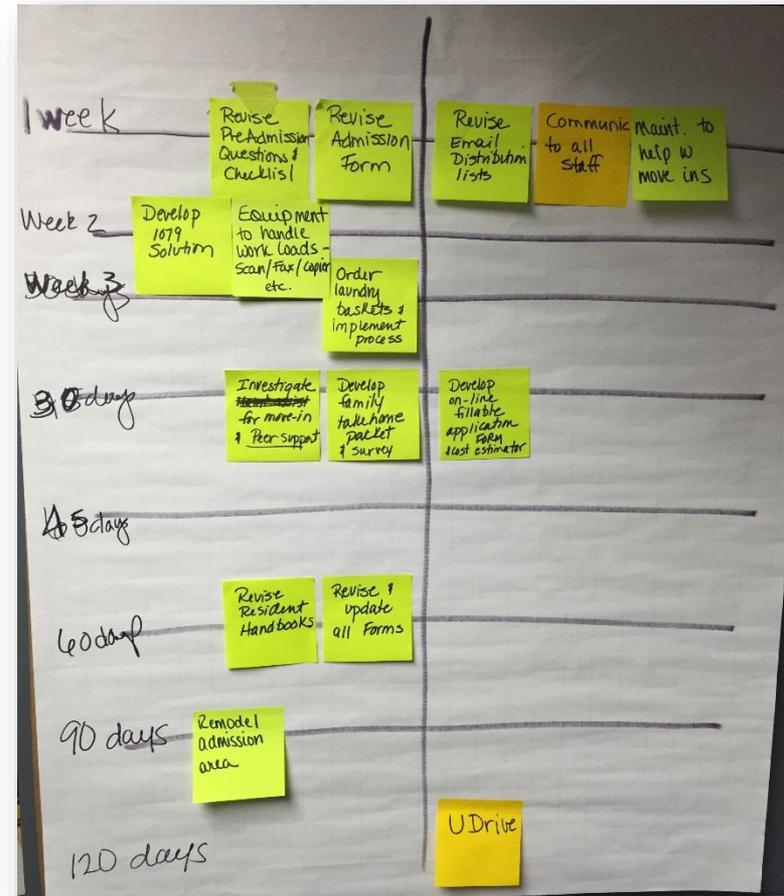


SIMPLER. FASTER. BETTER. LESS COSTLY.

lean.ohio.gov

What Begins Monday?

- Communicate to facility point of contact for questions and tours
- Greet admission
- Emergency designee to call while in admissions



Your Kaizen Experience



Special Thanks to...

Senior Leadership:

Robin Carlin

Sponsors:

Robin Carlin, Rocco Parro

Team Leader:

Craig Selka

Subject Matter Experts:

Ron Beverick, Robin Christman, Mike Liptay, Dr. Ramey, Jim Allen, Andrea Klausing