

Strategic Lean Project Report



For Reporting Period: January 1, 2015, through June 30, 2015

I. General Information:

Lead agency name: Health Care Authority

Partner agencies: DSHS

Improvement project title: Alien Emergency Medical (AEM) Application Processing

Date improvement project was initiated: 11/12/2014

Project type: New Project

Project is directly connected to:

If applicable, specify the alignment:

- Results Washington performance measure
- Agency Strategic Plan
- Other

Report reviewed and approved by:

II. Project Summary:

The Health Care Authority improved Alien Emergency Medical application processing, resulting in a 85% reduction of the number of days needed to process an application from 170 days to 25 days.

III. Project Details:

Identify the problem: The AEM application process was a multi-section complex process that used multiple systems, multiple handoffs, rework loops, bottlenecks and a significant backlog resulting in HCA not meeting standards of promptness.

Problem statement: Currently, applicants receive a decision within 170 compared to our target of 45 days or less, which we want to reach by 6/1/2015.

Improvement description: A cross functional team conducted a 3 day value stream mapping event where the application process was revised by

Customer involvement: This project involved all HCA sections involved in the process.

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IV. Project Details:

Improved process as measured by: <i>(Click those that apply)</i>	Specific results achieved: <i>(Complete the narrative boxes below)</i>	Total Impact: <i>(Actuals; Current Reporting Period)</i>	Results status:
<input checked="" type="checkbox"/> Safety	Decreased risk to the agency by reducing processing time from 170 days to 25 days.	85% reduction	Preliminary
<input type="checkbox"/> Cost			
<input checked="" type="checkbox"/> Quality	Decreased constraints from 13 to 6.	54%	
<input checked="" type="checkbox"/> Time	Decreased backlog of applications from 1788 to 200.	89%	Preliminary
<input checked="" type="checkbox"/> Customer Satisfaction	Decreased customer wait time from 170 days to 25 days.	<input type="checkbox"/> N/A (or)	Preliminary
<input type="checkbox"/> Employee Engagement		<input type="checkbox"/> N/A (or)	

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