

Detailed Lean Improvement Project Report

For the June 1, 2014, through December 31, 2014, reporting period

Agency name:

Department of Health: Mike Ellsworth and Natalie Reed

Improvement project title:

Office of Legal Services Transmission of Service Packets

Date improvement project initiated:

June 15, 2014

Summary:

The Department of Health improved transmission of service packets, resulting in reduced copying of approximately 36,000 pages annually (\$450) and reduced mailing of 600 service packets annually (\$1,000). Service packets are documents furnished or served on a health care professional by the department to initiate disciplinary action.

Details:

Description of the problem: Overproduction of legal service packets.

Description of the improvement:

- Mapped current process: Value Stream Mapping
- Identified waste: Value stream mapping
- Identified alternative options: 5-Why Analysis
- Prior to initiating new process, additional stakeholder feedback was requested through informal survey. Feedback about proposed alternative option was positive and responses were not recorded.
- Began to email copies of legal service packets to disciplinary managers, board members, and commission members. Previously these packets were mailed.

Specific results achieved:

- Reduced copying approximately 36,000 pages annually because we no longer produce physical copies for disciplinary managers, board members, and commission members. Approximately \$450 saved per year.
- Reduced mailing approximately 600 service packets annually. Approximately \$1,000 saved per year.
- Reduced service packets from 6 documents to 3 documents which improved customer satisfaction because the information was not useful to these customers.
- Stopped distributing confidential schedules resulting in increased privacy protection.



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How we involved customers or stakeholders in this effort:

Interoffice workgroup included representatives of all of the various internal customers. After the workgroup identified the proposed best alternative option, we sought feedback from board members and commission members.

Contact persons:

Mike Ellsworth, Natalie Reed, Judy Hall