Detailed Lean Improvement Project Report
For the June 1, 2014, through December 31, 2014, reporting period

Agency name:
Washington Health Care Authority

Improvement project title:
Apple Health Handbook

Date improvement project initiated:
04/03/14

Summary:
The Washington Health Care Authority improved Apple Health Client Handbook development process through reducing the size of the handbook and creating a repeatable and documented process.

Details:
Description of the problem: CFR requires Medicaid agencies provide client information to new clients upon enrollment and at least once annually. Quality and Care Management staff update the Apple Health handbook to coincide with implementation of a new contract. A coherent and repeatable process to update the handbook in a timely manner did not exist.

Description of the improvement: One of the main goals of the project was to incorporate customer feedback. Focus groups were conducted with customers and stakeholders. That information with a study of the current state resulted in development of standard work.

Specific results achieved: Reduced time spent to produce handbook. Cost savings achieved by reducing size of handbook from 42 pages to 16 pages (cost savings not yet determined).

How we involved customers or stakeholders in this effort:
Conducted a needs analysis with managed care staff, front line staff, managed care plans, and legal advocates. Various changes were incorporated based on their feedback to better address client needs and ensure timely access to accurate information upon enrollment.

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