

Strategic Lean Project Report



Project Title Office of Health Professions 5S Archiving Event

Agency: Washington State Department of Health

Project Impact

The Office of Health Professions (OHP) within Health Systems Quality Assurance (HSQA) successfully archived more than 80% of the paper materials stored in office space and developed an archiving process for all sections.

Project Summary

The Office of Health Professions (OHP) assists healthcare professions in credentialing and disciplinary work. Staff members handle a large amount of paper material such as applications. Over time, boxes of paper have outgrown all storage systems as well as staff workstations. Archiving standards were needed to decrease the paper material accumulated as well as establish auditing and sustaining protocols.

Problem Statement:

Currently staff members store 80% of paper material in their office space compared to our target of 100% of paper material properly archived, which we want to reach by 7/1/2017.

The process improvement team:

- Used the 5S method to identify and set aside paper materials in collaboration with the agencies facilities staff to provide tools required such as paper shred bins; sort materials and removal of excess office supplies; and created space to make work visible and identifiable so that every staff member is aware when something is out of place and can correct it easily.
- Archived or recycled more than 80% of paper documents.
- Created an OHP specific record retention excel document that allows staff to easily identify documents that fall under the retention schedules at the agency and state level. Document and schedule reside on a SharePoint site and get updated annually.
- Trained 36 staff on the 5S process.
- Established a documented record retention process for all OHP staff.

Project Results



Safety

Increased risk mitigation **from 0% to 100%**. Removing materials from office space allows staff to have more space to work, less materials to trip over and a centralize location to find materials.



112 boxes under desks removed, 24.5 linear feet cleared and archive process developed.



Quality

Decreased paper material accumulated in office space **from 80% to 0%**.



Archive and retention process established.

Shine



Testing out the new space....cubicle
after the



Project Details

Date improvement project was initiated: 2/1/2017

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