

**Lean Ohio Kaizen Event Fact Sheet**  
**Ohio Department of Developmental Disabilities**  
**April 18, 2014**

**Issue:** The current compliance review process within the Department of Developmental Disabilities is not standardized between review staff, has several levels of approval, and has not fully utilized technology.

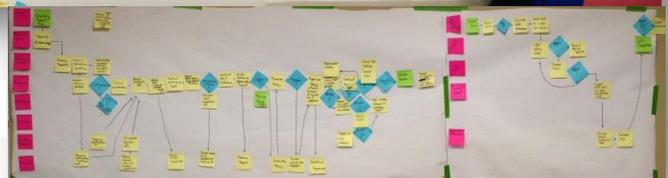
Department	Changes to Process	Metrics	As a Result
Ohio Department of Developmental Disabilities Compliance Review Process April 14-18, 2014	<ul style="list-style-type: none"> <li>• Reduction of steps from 394 to 64 steps: an 84 percent reduction.</li> <li>• Reduced decision points from 50 to 15: a 70 percent reduction.</li> <li>• Eliminated 18 handoffs to 12: a 33 percent reduction.</li> </ul>	<ul style="list-style-type: none"> <li>• The compliance review process was reduced from a maximum of 219 days to a projected maximum of 142 days-a 77 day difference.</li> </ul>	Department of Developmental Disabilities service providers will be more knowledgeable and better able to keep Ohioans with disabilities safe and healthy.

Major Improvement	HOW it was accomplished
Creation of “automagical” systems	New software will be utilized to complete review prep work (schedules, demographics, automatic emails), data management, and the plan of correction process.
Standardized review process and simplified, error-free form	All review types will follow the same process. Staff and customers will use standardized forms and have access to the same new training (webinars, manuals, and tool kit).
Quality enhancement and expansion	The process will allow for enhanced staff competencies, group reviews focusing on outcomes for individuals, and prioritization on areas of focus. Document review “touches” will decrease from 17 to 9.

**Current Process Map**



**Future Process Map**



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