

Lean Ohio Kaizen Event Fact Sheet

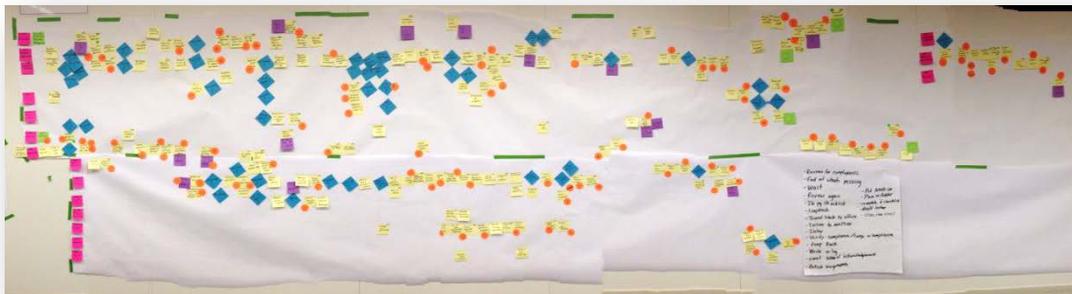
Ohio Department of Mental Health & Addiction Services, December 9, 2013

Issue: The current licensure and certification process within the Department of Mental Health & Addiction Services lacks standardization and does not have a combined process for both mental health and addiction services providers.

Department	Changes to Process	Metrics	As a Result
Ohio Department of Mental Health and Addiction Services Licensure and Certification Process December 2-6, 2013	<ul style="list-style-type: none"> • Reduced process steps from 230 to 47 steps (80% reduction) • Reduced decision points from 62 to 10 (84% reduction) • Eliminated 14 handoffs (57% reduction) 	<ul style="list-style-type: none"> • The new licensure and certification process will save providers 1.5 months per application on average. • The Department of Mental Health & Addiction Services will save \$15,210 annually in direct printing, postage, and travel savings. 	Mental health and addiction services providers will be able to complete <i>one</i> application for all services offered when applying for or renewing their licensure or certification.

Major Improvement	HOW it was accomplished
Consolidated two different agency processes.	There is one standardized process for new and renewal licensure and certification applications that all surveyors will use under one set of OAC rules.
Created an electronic provider licensure and certification application.	The electronic application will allow for providers to pull the application anytime and will provide guidelines on supporting documentation to ensure complete and compliant applications. The electronic application will also reduce paper and postage costs for providers and surveyors.
Training resources and materials will be posted online for stakeholders to access anytime.	Training resources and materials will be available for stakeholders 24/7 online and will include webinars, recordings, checklists, and frequently asked questions.

Current State Process Map



Future State Process Map



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