

## Lean Ohio Kaizen Event Fact Sheet

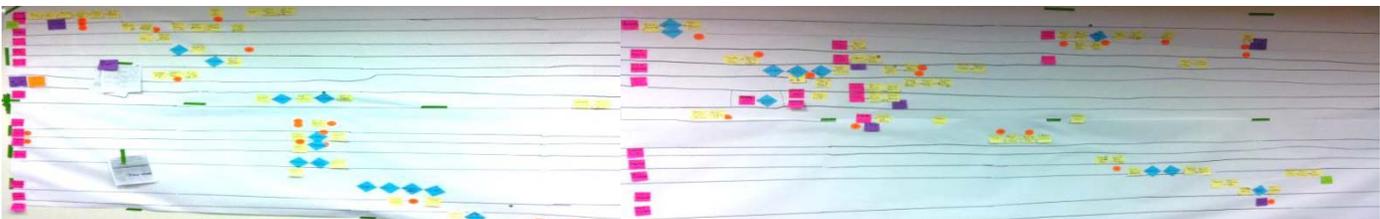
### Ohio Department of Medicaid, October 4, 2013

**Issue:** The current contract management process within the Department of Medicaid is not standardized between bureaus, has several levels of approval, and is paper based.

Department	Changes to Process	Metrics	As a Result
Ohio Department of Medicaid Contract Management Process September 30-October 4, 2013	<ul style="list-style-type: none"> <li>Reduced the number of process steps from 97 to 35 (64% improvement)</li> <li>Reduced decision points from 26 to 7 (73% improvement)</li> <li>Reduced 29 handoffs to 10 (66% improvement)</li> </ul>	<ul style="list-style-type: none"> <li>The Contract Management process time was reduced from a maximum of 154 days to a maximum of 98 days.</li> <li>The new process will eliminate paper and unnecessary transportation between locations.</li> </ul>	The Ohio Department of Medicaid will process contracts up to 42% faster with the new process, ensuring quicker delivery of products and services that are essential to operations.

Major Improvement	HOW it was accomplished
Contract Processing Time Reduction	Reduced contract processing time by removing layers of approval, reducing processing time, better utilizing staff resources, and lowering the number of touches.
Created a Centralized Contract Team	Created a central work group to facilitate contract development and flow through a standardized process that all agency bureaus will follow.
Improved IT Functionality	The process will utilize the CATS system in the short term and will research and develop a long-term IT system. The new system will allow for a paperless process.

**Current State Map:**



**Future State Map:**



**Team members:** Carolyn Nunez, ODM, Mary Jane Frank, ODM, Hank Sellan, ODM, Mina Chang, ODM, Heather Sullivan, ODJFS, Doug Chaney, ODM, John Mack, ODM, Rachel Jones, ODM, Liz Ramey, ODM, Tom Prunte, ODM, Candi Layman, ODM, Tom Parrott, ODM, Robyn Colby, ODM, Chris Carson, ODM, Patti Clements, ODFJS, and Rich Thompson, AG