

**Lean Ohio Kaizen Event Fact Sheet**  
**Ohio Department of Medicaid, March 14, 2014**

**Issue:** Improving the field review processes for Ohio Medicaid consumers.

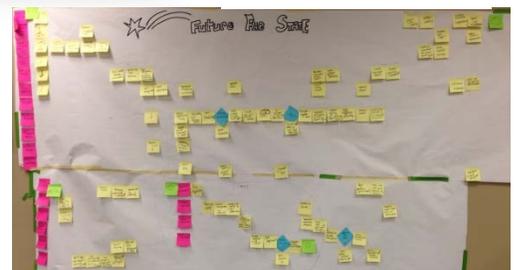
Department	Changes to Process	Metrics	As a Result
Ohio Department of Medicaid Field Review Process March 10-14, 2014	<ul style="list-style-type: none"> <li>Reduction of steps from 218 to 97 steps: a 55 percent reduction.</li> <li>Reduced decision points from 37 to 4: an 89 percent reduction.</li> <li>Eliminated 24 handoffs to 16: a 33 percent reduction.</li> </ul>	<ul style="list-style-type: none"> <li>The ongoing Medicaid waiver field review process was reduced from an average of 6 months to a projected 4 months.</li> <li>Projected event savings: \$16,000 per year.</li> </ul>	Medicaid field reviews will get done 2 months faster while keeping the focus on outcomes

Major Improvement	HOW it was accomplished
Consolidated work tasks and process collaboration	Eliminated redundant work duties and spreadsheets, work scheduling, and R-Drive activities. Employees from all levels of the process and care management stakeholders created a more collaborative process.
Improved individual assessment	Dedication to creating a more standard assessment tool that will provide information to improve individual outcomes.
Better sharing of individual outcomes	Faster communication of Private Duty Nursing decisions, increased involvement with sister agencies, and focused metrics on individual outcomes.

**Current State Map**



**Future State Map**



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