

Lean Ohio Kaizen Event Fact Sheet

Issue: Create an efficient process for Health Home Certification and information exchange for Health Home providers to successfully enroll and serve clients.

Department	Changes to Process	Metrics	As a Result
Health Home Roadmap Process Ohio Department of Mental Health Ohio Department of Job and Family Services - Medicaid May 20-24, 2013	<ul style="list-style-type: none"> Reduction of steps from 191 to 43 steps: a 77% reduction. Reduced decision points from 18 to 2: an 89% reduction. Eliminated all 54 points of waste: 100% reduction. 	<ul style="list-style-type: none"> The Health Home Roadmap current process time was reduced from 120-213 days to a projected 13-36 days: an 83% improvement. Projected annual savings of \$52,000 by redirected staff hours. Cut processing costs of Business Associate Agreement by 50%. 	Ohio mental health clients will now have better access to Health Home services to improve the experience of care and quality of life for the client through integrated care.

Major Improvement	HOW it was accomplished
Improved Health Home Certification Application	Shortened the application by eliminating redundancies, increased alignment with evaluation criteria, and improved ease of use for providers. Eliminated the 3 page pre-application and reduced the formal application from 21 pages to 10 pages.
Simplified Health Home Certification Process	Reduced the number of steps for provider certification, created a more efficient review process with a single point of contact, and eliminated unnecessary requests for additional information from providers.
Streamlined Health Home Client Enrollment	Created ability through improved process for providers to pull client information as needed to support client identification. Developed online solution for client enrollment process.

Current State



Future State



Team members: Jody Lynch, Afet Kilinc, Matthew Loncaric, Cheryl Reed, Alan Rogers, Rob Husted, Gina McDonald, Sivakumar Raju, Mary Haller, Peggy Smith, Teresa Lampl, Janel Pequignot, Lynne Lyon, Kathy Yokum, Elisha Ehnes

For more information please visit <http://lean.ohio.gov/> or contact Steve.Wall@das.state.oh.us