

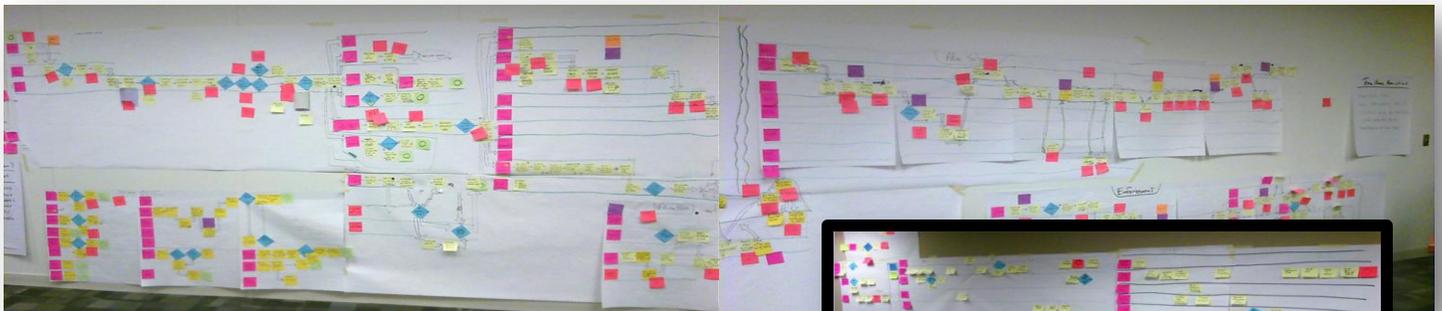
Lean Ohio Kaizen Event Fact Sheet

Issue: To get complaints to the Ohio Medical Board resolved in a more timely manner.

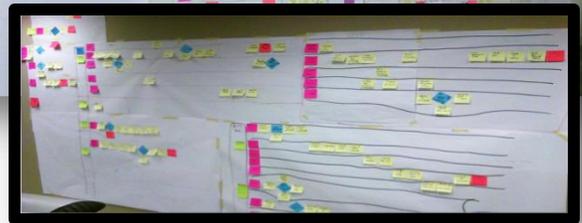
Department	Changes to Process	Metrics	As a Result
State Medical Board January 28 to February 1, 2013 Complaint Intake and Routing to Resolution	<ul style="list-style-type: none"> • Protocol Close: reduced process steps from 32 to 3, a 91% improvement • QIP with Education: reduced process steps from 113 to 44, a 61% improvement • ADM Protocol Subpoenas: reduced process steps from 76 to 28, a 63% improvement 	<ul style="list-style-type: none"> • Protocol Close: process lead time reduced from (12 to 44 days) to (3 to 17 days) • QIP with Education: process lead time reduced from (516 to 2027 days) to (133 to 334 days) • ADM Protocol Subpoenas: process lead time reduced from (174 to 987 days) to (43 to 154 days) 	Citizens of Ohio will receive a resolution to their complaints much faster

Major Improvement	HOW it was accomplished
Resolve cases faster	<ul style="list-style-type: none"> • Streamlined subpoena process • Redesigned closing process • Eliminated redundancy
Improved internal and external communication	<ul style="list-style-type: none"> • Redesigned complaint form, consumer guide and website
Reduce processing errors	<ul style="list-style-type: none"> • Reversed order of triage to eliminate entry of false complaints • Design triage form to provide better direction • Reduced alleged issue codes

Before Process Map



New Process Map



Team members: Kay Rieve, Nicole Weaver, Barb Jacobs, Judy Rodriguez, Doug Edwards, Kim Anderson, Krista Tackett, Ruth Pologrute, Jenifr Hayhurst, Mike Miller, Angela Fields, Jeff Bradford, Sue Bigham, Danielle Bickers, Angela McNair, Bill Schmidt, Rebecca Marshall, Kathleen Peterson, Rob Feldman