

LeanOhio Kaizen Event Fact Sheet Ohio Veterans Home (Sandusky)

Issue: State nursing homes give Ohio veterans a place to call home once they need the care the facilities provide. But the admissions process was confusing, and collaboration between departments was lacking. Improvement was needed.

Department	Changes to Process	Metrics	As a Result
Ohio Veterans Home (OVH) Sandusky	Process steps reduced from 234 to 68 (71% reduction)	The time to admit a new resident will be reduced from 3-6 months to 1-3 months	Ohio veterans and their families will experience a faster and smoother admission process at Ohio Veterans Home in Sandusky
Admissions Process	Handoffs reduced from 81 to 25 (69% reduction)	Reduced printing and mailing costs	
January 25-29, 2016	Decision points reduced from 34 to 6 (82% reduction)		

Major Improvement	How it was accomplished
Improved emphasis on the well-being of veterans and their families	Pre-admission teams formed to provide a positive experience – and to stay engaged with veterans and their families throughout the entire process
Reduced duplication of services among departments	Documented the entire admissions process, including pre-admission, and reduced redundancy and duplication of efforts
Fast and accurate tracking of resident data and movement	Implementing a “shared-drive” file system to encourage collaboration among departments and to track accurate real-time information regarding individual residents

Current-State Process Map



Future-State Process Map



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