

OHDAP Returned Mail Storyboard

DEFINE

Problem: The process for handling returned Ohio HIV Drug Assistance Program (OHDAP) mail varied among all coordinators, leading to inconsistent handling of new or outdated client addresses.

Goal: Standardize process from initial OHDAP contact through processing returned mail.

Before



After



CONTROLS

Monitor after:

- 60 days
- 120 days

MEASURES

- 5 different processes
- Longest completion rate = >5 business days

IMPROVEMENT

- 1 process
- Longest completion rate = <5 business days

ANALYSIS

Process mapping
Current state vs Desired state

