

# GovQA Process Improvement

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Ohio Department of Aging  
Black Belt Project, June 2015

# Background

- \* Adopted GovQA application in 2009 to track constituent inquiries
- \* Original intent to standardize responses & communicate with stakeholders – not achieved
- \* Users, interpretations of policy, and needs changed
- \* Time to apply Lean principles

# Opportunity Statement

- \* Every division uses GovQA differently, interprets policy differently, and original goals not met
- \* Variation in process between users & divisions
- \* Information from system is not used beyond tracking that response was done



# Project Sponsor

- \* Dedicated to project
- \* Supportive of change
- \* Open to new policy
- \* Interested in minimizing effort and maximizing impact



# Challenges

- \* Change management
- \* Team dynamics
- \* Nothing was what it seemed at first



# Data



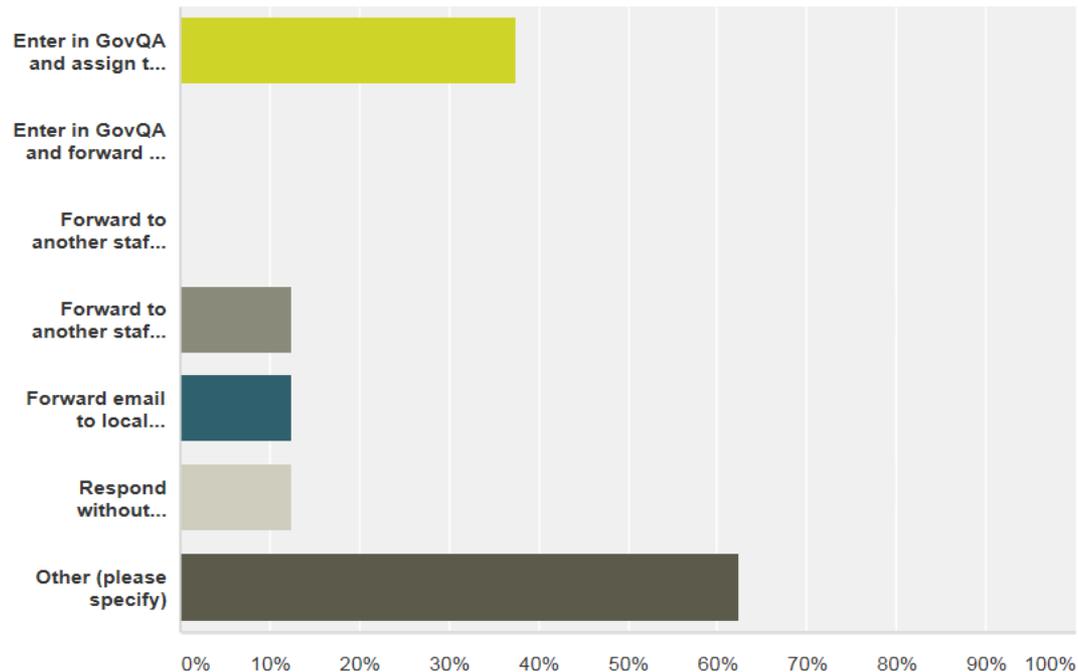
# Data Issues

- \* Create date vs. closed date
- \* Golden Buckeye inquiries & other information entered that is not required (policy not followed)
- \* Inquiries assigned to “former employees”
- \* Variance in what gets entered into system



# Data Collection

- \* Small attribute agreement analysis – survey – confirmed variance in what gets entered

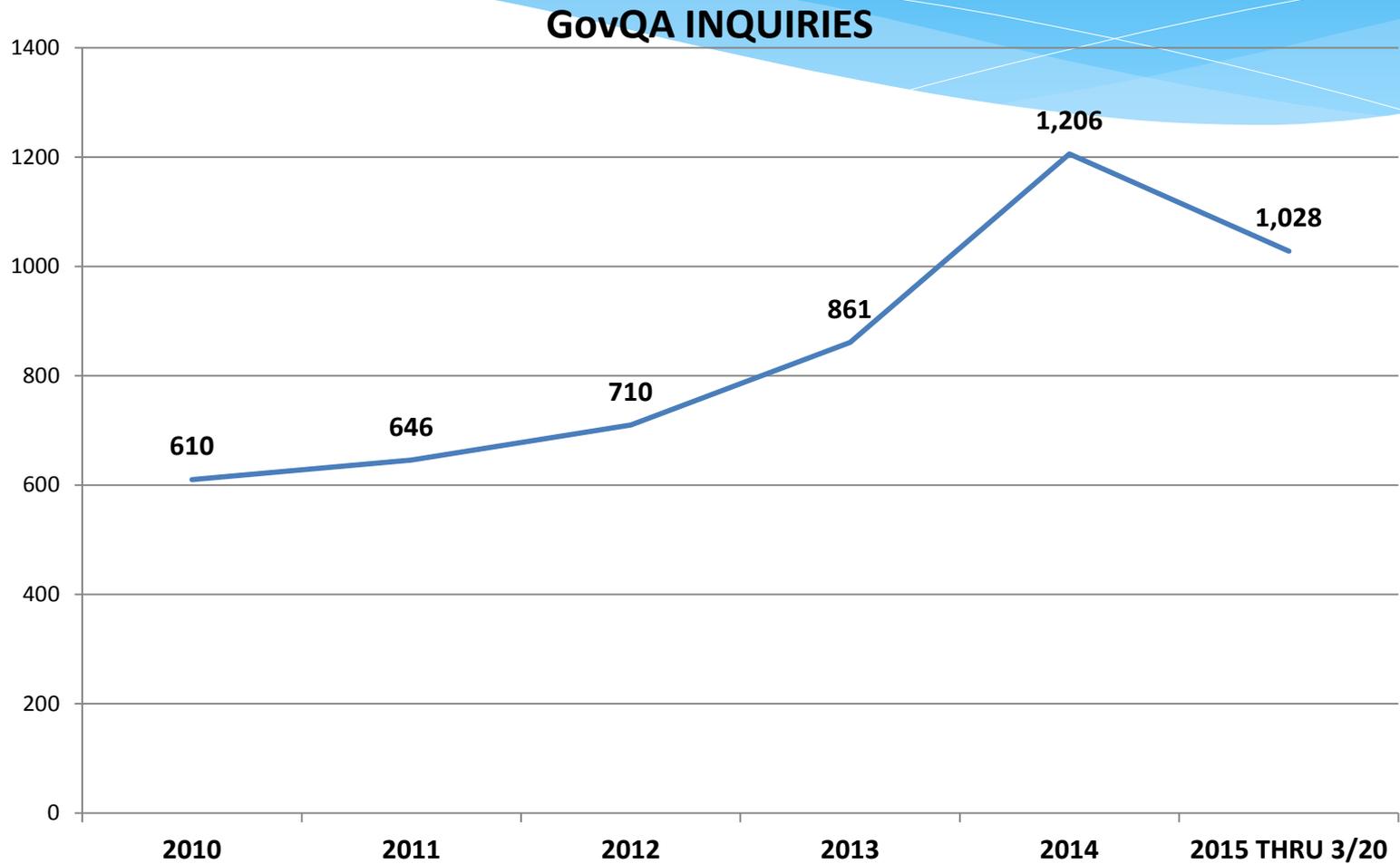


# Data Analysis

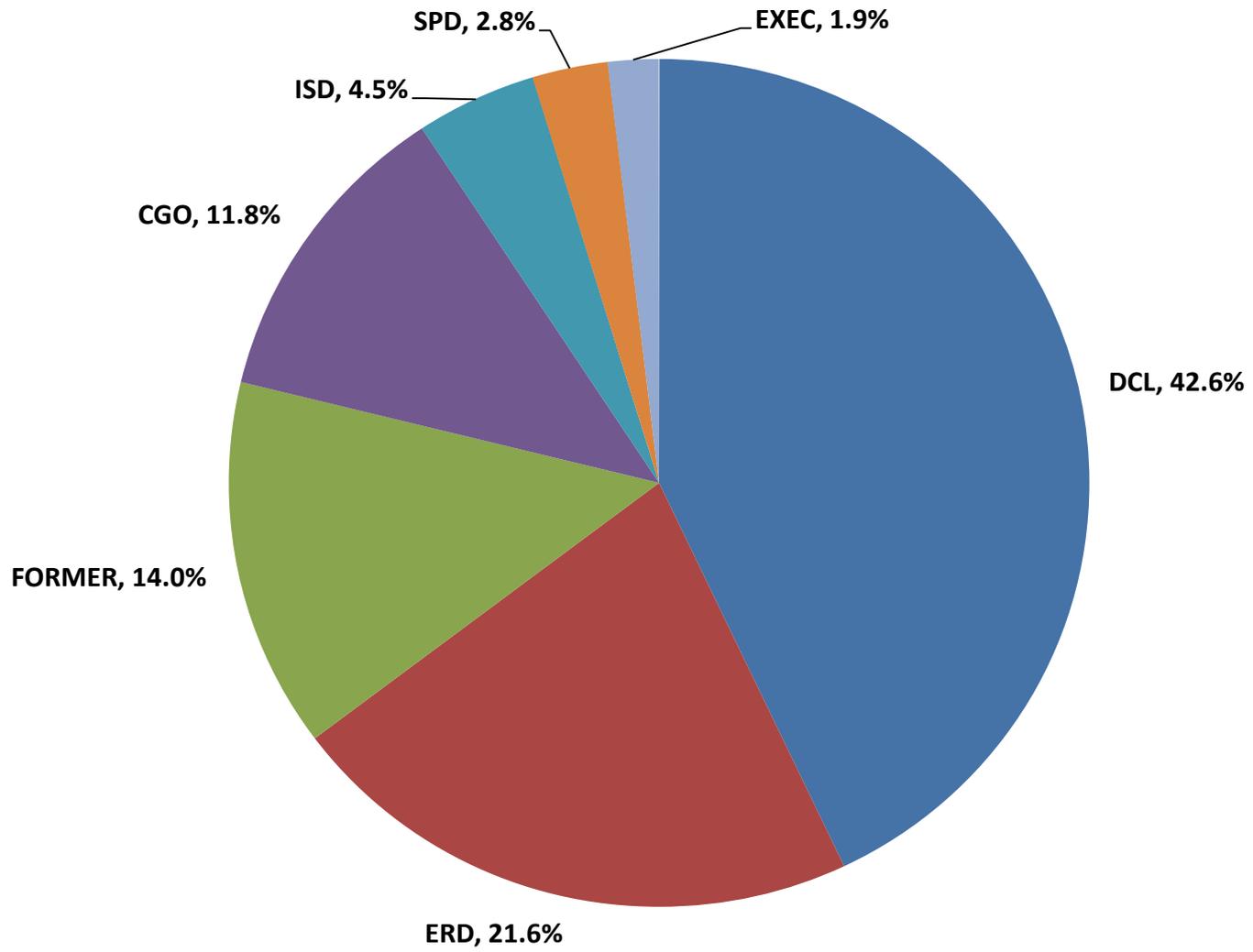
- \* Removed GBC inquiries – not required – skewed data
- \* 85% of inquiries come via email
  - \* Helped define scope of project
- \* 64.2% in two divisions (DCL and ERD)
- \* Half of all inquiries related to top five topics



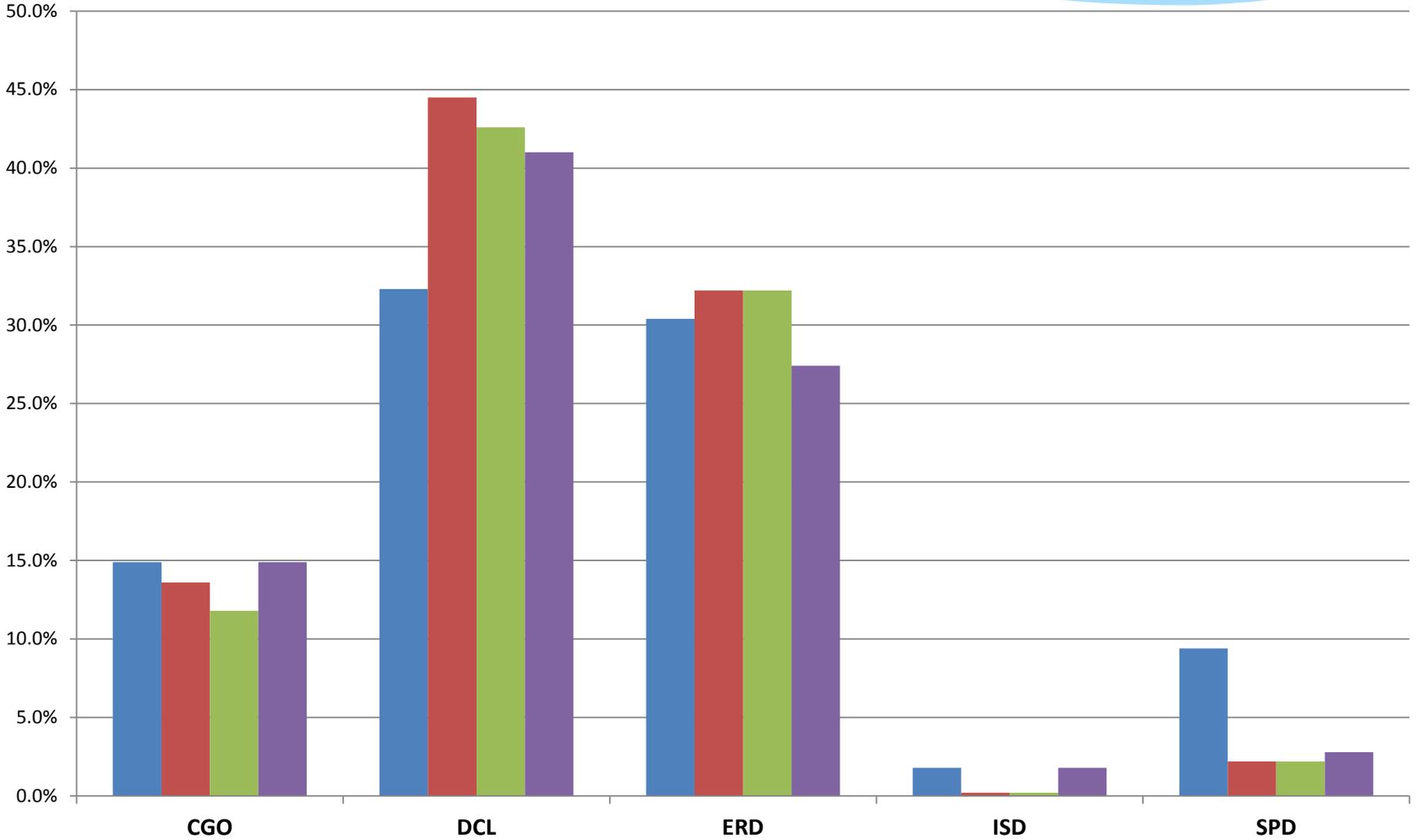
# Data



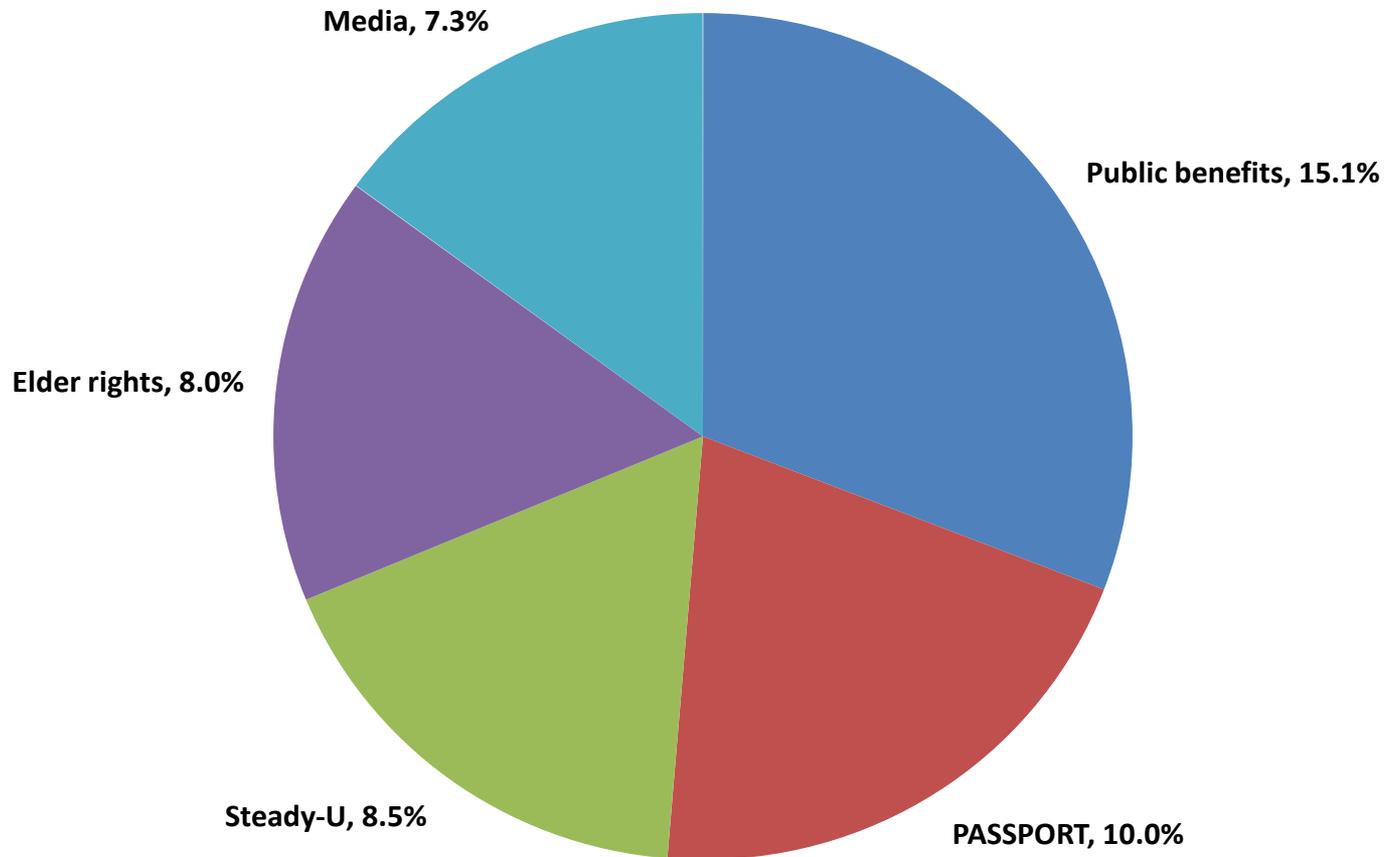
# ASSIGNED



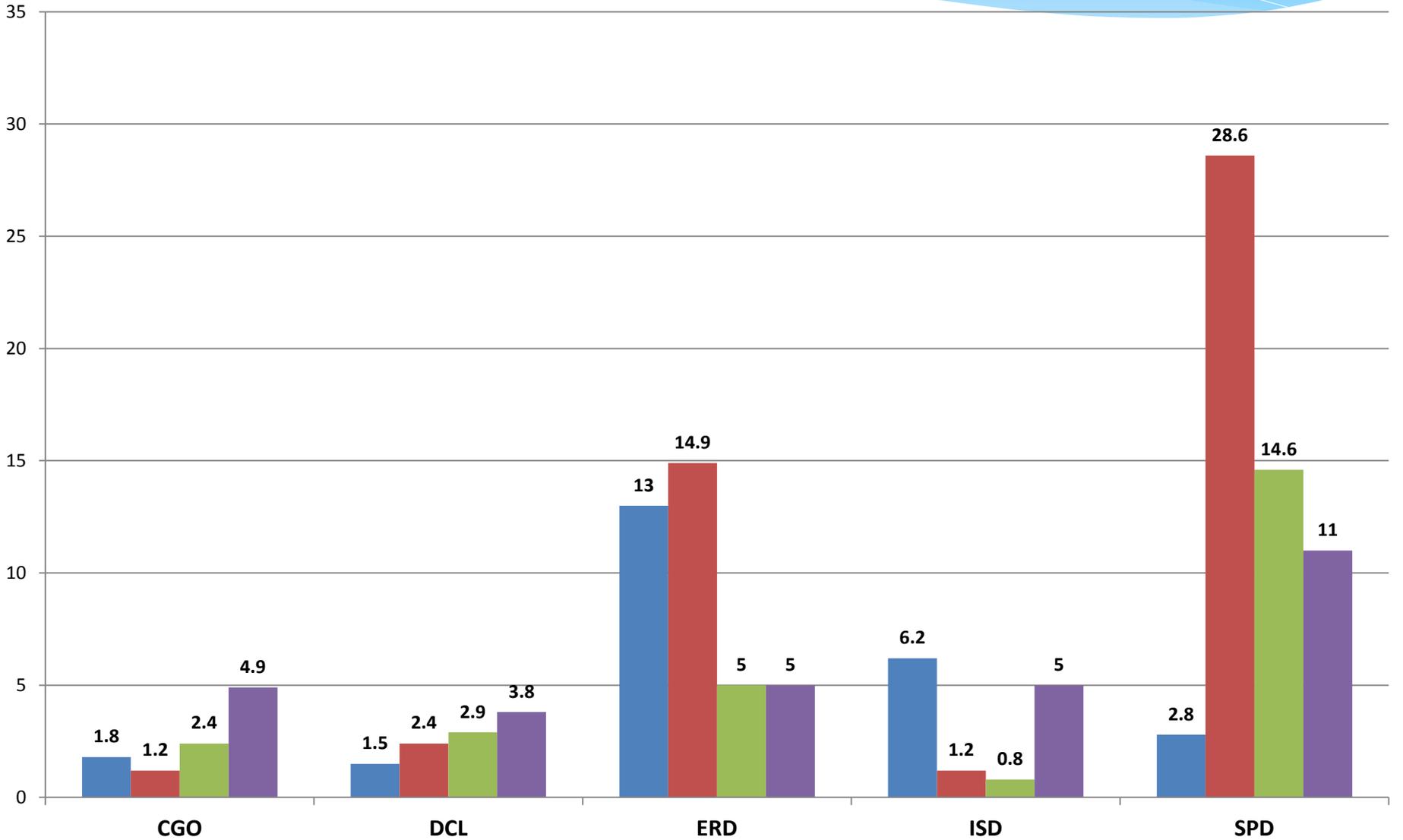
## Total inquiries by division



**TOP 5 ISSUES  
(49% of inquiries)**



## Average Days to Respond



# Policy

- \* All other inquiries
- \* All legislative inquiries
- \* GovQA used to ensure timely response and completion of task within 10 business days
- \* No confidential or sensitive information to be added

# What to Improve?

- \* Lean event using DMAIC process
- \* 4 meetings then weekly implementation meetings
- \* Process mapping current state
- \* Facilitated future state with brainstorming, waste identification
- \* Plenty of things came to light!



# Project Goals

- \* Prompt, accurate response to every inquiry by the right person every time (sustain)
- \* Share results and/or use information for CQI (VOC)
- \* Eliminate variance



# Project Goals

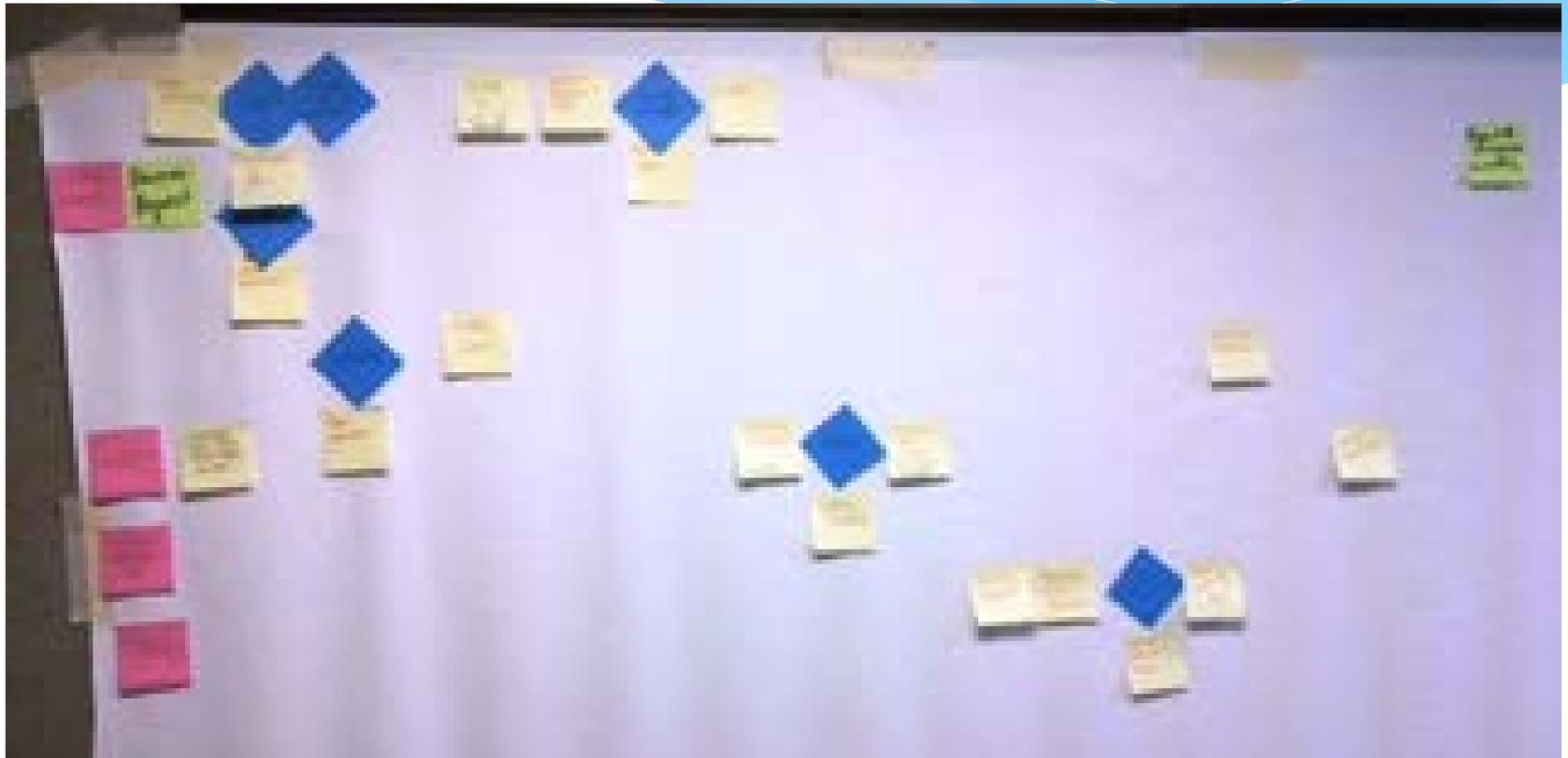
- \* Ensure that information is collected and documented in GovQA only if determined to add value to the constituent inquiry process.

ADDED  
VALUE

# Project Goals

- \* Evaluate GovQA as a tool for supporting ODA policy

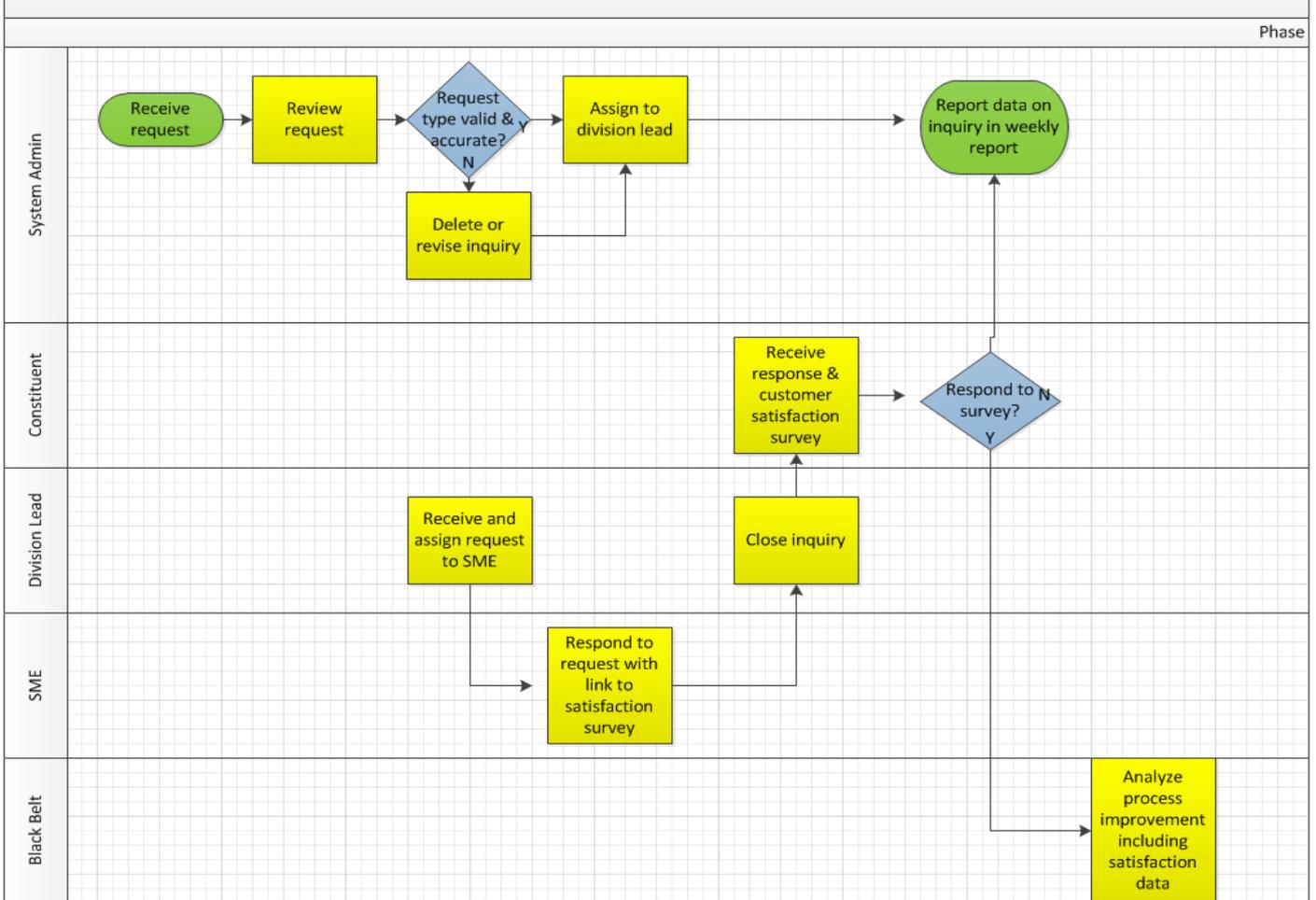
# Current State



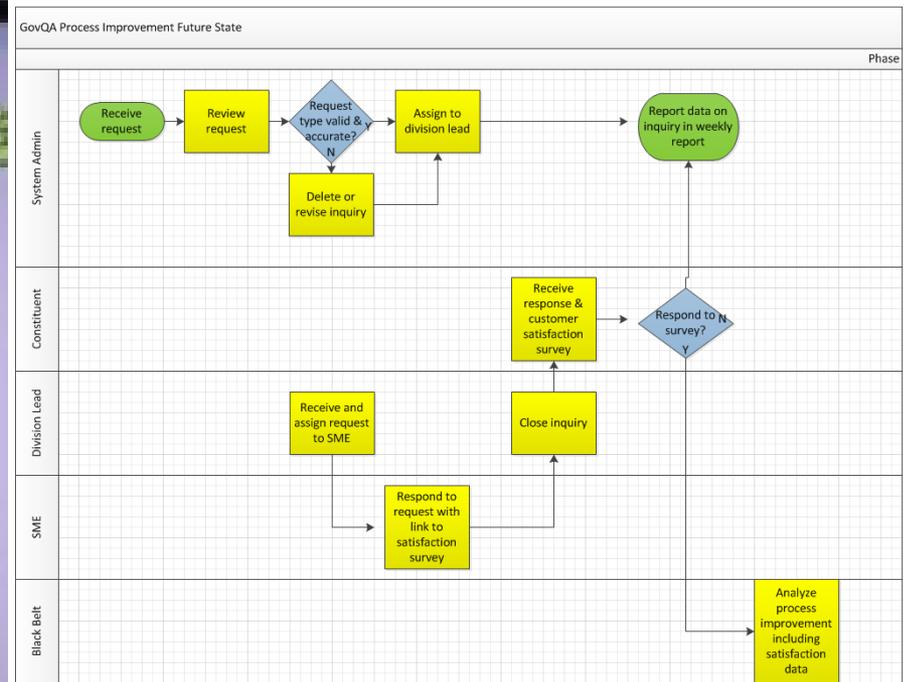
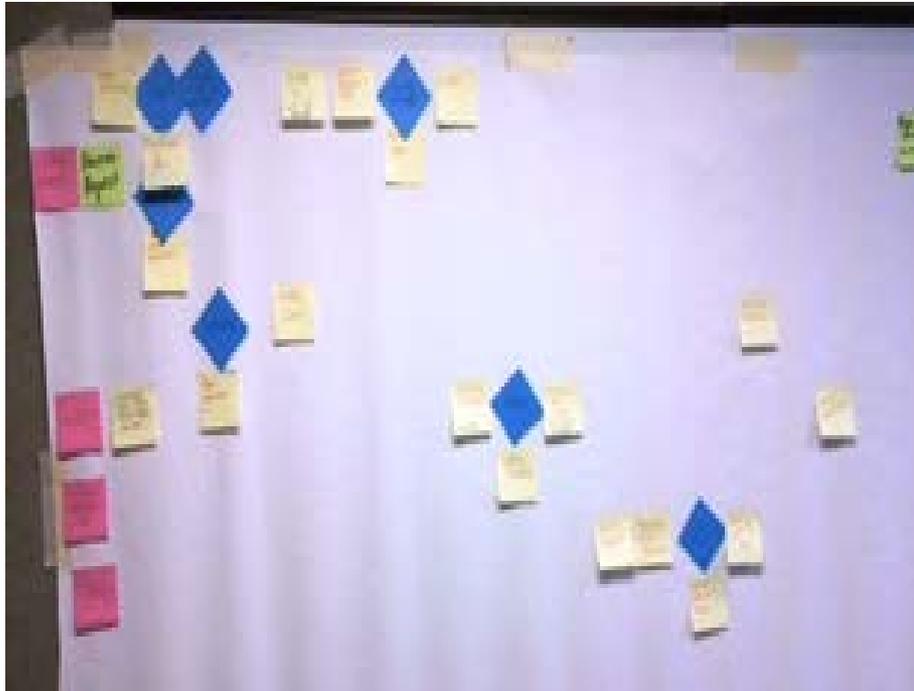
30 tasks, 8 decisions, 4 functions

# Future State

GovQA Process Improvement Future State



# Side by Side



# Improvements

- \* Expedite entry of inquiries into the system – automated front end portal
- \* Eliminate adding narrative information (not value added)
- \* Ensure accurate assignment (comprehensive matching lists)
- \* New customer satisfaction survey – online, 4 questions – automated delivery not feasible

# Additional Benefits

- \* Clarity of roles and improved accountability
- \* Consistent process – all divisions and users handle the same
- \* User guide
- \* Reduced burden – enter less information

# Ohio Department of Aging

## *GovQA User Guide*

*By Christa Callahan & Linda Neumann*

*June 2015*



# Performance Metrics

- \* Sustain timely response
  - \* Deal with outliers
- \* Constituent satisfaction
  - \* Collect, analyze, use to continuously improve
- \* Consider follow-up attribute agreement analysis
- \* Weekly report of activity
- \* Review topics – ensure list continues to meet needs (not everything going under “other”)

# Implementation

- \* Weekly meetings
- \* Ahead of schedule
- \* Will have process implemented by end of June
- \* May need to do some training
- \* Satisfaction survey analysis will begin in October when we have 3 months of data

# Implementation

## GovQA Process Improvement Action Register

WHAT	WHO	TARGET DATE	COMPLETION DATE	COMMENTS
Revise request list on “contact us” page and <u>GovQA</u> to ensure they match	Mel, Grace, Hilary	June 25		
Develop front end portal where emails from “contact us” page are automatically uploaded into <u>GovQA</u> (includes modifying <u>GovQA</u> , updating request lists, identifying required fields) <ul style="list-style-type: none"> <li>• Provide information to <u>GovQA</u></li> <li>• <u>GovQA</u> make requested modifications</li> </ul>	Cindy, <u>GovQA</u>	June 1 June 30	June 1	
Develop customer satisfaction survey	Pati and Grace	June 10	June 10	
Create satisfaction survey in <u>SurveyMonkey</u> and send link to division liaisons	Hilary	June 12	June 10	
Modify <u>GovQA</u> to send satisfaction survey link upon closure of inquiry.	Cindy	June 19		
Develop user guide reflective of new process	Linda, Christa	June 12	June 10	
Determine feasibility of assigning inquiry directly to SME without login credentials (enabling SME to enter response directly in system)	Cindy, Linda	June 19	June 10	Determined not feasible
Revise policy to reflect current process	Hilary, Mike Luers	June 19	June 12	
Training plan – who needs to know about new process other than division liaisons that were part of team & how best to deliver information	Linda	June 19		
Collect and analyze satisfaction survey data and use to determine if goals were met	Hilary	December	Quarterly starting October 2015	

# The Scorecard

	Current State	Future State	% Change
Tasks	30 (18)	8	73%
Decisions	8 (7)	2	75%
Functions	4 (4)	5	-25%

We added 1 function to achieve a goal – adding a customer satisfaction survey! Voice of the customer – value added!

# With Gratitude

- \* ODA – Director Burman
- \* Project Sponsor – Assistant Director Luers
- \* Supervisor – Beverley Laubert
- \* ERD team – Erin, Tessa, Rebecca, Pati, LaTosha, Karla
- \* Mentors – Racquel Graham & Anna Karousis
- \* Black Belt Cohort
- \* Lean Ohio

# The GovQA Team

- \* Grace Moran
- \* Cindy Brickner
- \* Pati Presley
- \* Hilary Stai
- \* Christa Callihan
- \* Linda Neumann
- \* Melanie Ayotte
- \* Dana Dunlap

