

## LeanOhio Kaizen Event Fact Sheet

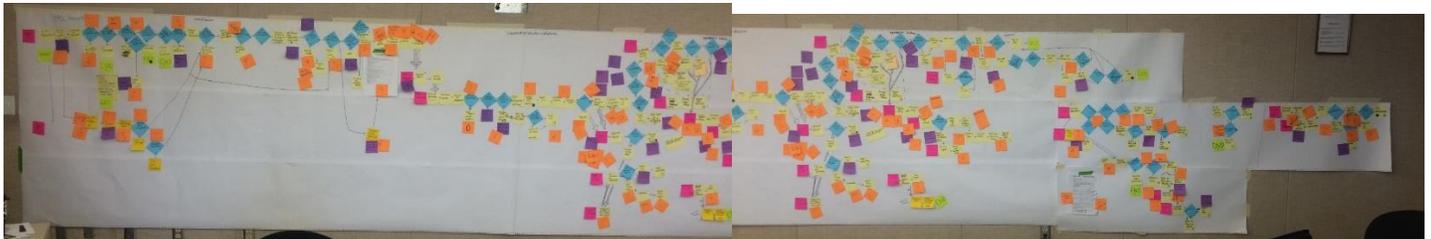
### Ohio Bureau of Workers' Compensation

**Issue:** BWC was experiencing numerous delays in the C92 processing and exam scheduling requirements for these requests. At the time of the Kaizen event, 40% of the applications were being completed beyond the targeted goal of 180 days for completion. There were opportunities to eliminate unnecessary steps in handling these award types.

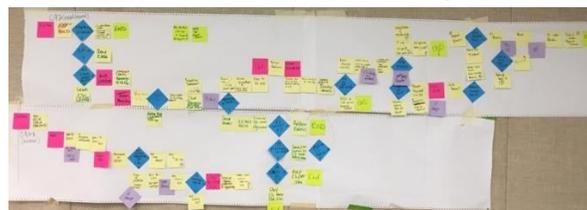
Department	Changes to Process	Metrics	As a Result
Ohio Bureau of Workers' Compensation Percent Permanent Partial February 1-5, 2016	Process steps reduced from 199 to 77 (61% reduction) Decision points reduced from 56 to 19 (66% reduction) Delays reduced from 34 to 9 (74% reduction)	Percent Permanent Partial process timeline will be reduced from 36-280 days to 14-246 days when improvements are implemented  Potential savings of \$563,401 per year when improvements are implemented -- from 10% fewer exams, 10% reduction in exam no-show rate, paper/postage savings, etc.	Injured workers will be able to receive compensation sooner through upfront agreements, and through quicker processing done by dedicated regional teams

Major Improvement	How it was accomplished
Faster resolutions of the Percent Permanent Partial Process	The introduction of proactive settlements earlier in the Percent Permanent Partial process will lead to early resolutions
Reduction in the number of people who don't show up for medical exams	Better communication with injured workers: scheduling appointments as soon as contact is made with the injured worker, followed by robo-call reminders of appointments
Better use of BWC staff	Introduction of the Percent Permanent Partial regional team to process applications, to ensure that the right individual is conducting the appropriate work
Less rework and errors in the process	Redesigned forms to make the process easier and more customer-focused

#### Current-State Process Map



#### Future-State Process Map



**Team members:** Brian Trinckes, Shawn Crosby, Jim Lalley, Megan Gump, Janeece Keyes-Shanklin, Aaron McGraw, Amy Hull, Susan Scharthi, Gina Bever, John Koehl, Jennifer Hjelle, Amy Bryant, Cynthia Risby, Therese Gallagher, Caren Steller, Vicki Titus, Mara Marnocha, and Lashonda Thompson-Napier

For more information, visit [lean.ohio.gov](http://lean.ohio.gov) or contact Jill Stevenson (614-752-4468, [Jill.S.12@bwc.state.oh.us](mailto:Jill.S.12@bwc.state.oh.us)) or Scottie Powell (614-728-6125, [Scottie.P.1@bwc.state.oh.us](mailto:Scottie.P.1@bwc.state.oh.us))