LeanOhio Kaizen Event Fact Sheet
Ohio Department of Medicaid

Issue: The current Pre-Admission Screening and Resident Review process (PASRR) is inefficient and riddled with unnecessary work, leading to long delays for local agencies and staff members doing the work -- and for individuals seeking Nursing Facility admission.

Department	Changes to Process	Metrics	As a Result
Ohio Department of Medicaid Pre-Admission Screening and Resident Review Process (PASRR) April 4-8, 2016	Reduced steps from 128 to 26 (80% reduction) Reduced decision points from 28 to 7 (75% reduction) Reduced handoffs from 47 to 20 (57% reduction) Reduced delays from 13 to 3 (77% reduction)	3 separate processes reduced to 1 standard process Reduction of administrative costs (unnecessary processing, Nursing Facility reimbursement, transitions back to the community rather than NF stay) Reduction of unnecessary Level 2 assessments done by vendor	The PASRR process will work more efficiently -- connecting clients to services more smoothly, reducing work for nursing facilities, hospitals and the AAAs, and allowing for better oversight by state agencies

Major Improvement	How it was accomplished
Client information will be available to the nursing homes, hospitals and state agencies to facilitate decision-making	Developed 1 standard process and electronic system to be shared by all appropriate stakeholders
Improved quality outcomes for clients	Integrated the process between entities, resulting in improved communication and quicker response time
Reduced handoffs and rework for customers and staff	Reduced entry points from 4 to 1

Current-State Process Map

Future-State Process Map

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