



Elderbridge Agency on Aging

Data Flow Process Report Out

“Sizzling 777’s”

October 26 - 30, 2015

The Opportunity

Donell Doering, Co-Executive Director



The “Sizzling 777’s”

Robert



Robert Ammann, Elderbridge Agency; Pat Book, Elderbridge Agency; Donell Doering, Elderbridge Agency; Sandra Jackson, Elderbridge Agency; Jennifer Pascal, Elderbridge Agency; Val Sliger, Elderbridge Agency; Roxy Thompson, Elderbridge Agency; Linda Hildreth, Dept on Aging; Lisa Michaelson, Dept of Human Services.



Scope

Val

This event will map out how information is collected and flows through each program/service areas from the initial point of client contact to the point of when data is finalized and submitted to the end user.

Goals

Sandi

1. Establish a streamline process and within one year have a baseline with 90% accuracy.
2. Reduce duplication of client intake information by 50%.



Objectives

Jennifer

1. Identify what data is required.
2. Simplify and standardize the process to ensure data is useful and necessary/effective.
3. Identify roles and responsibilities of staff throughout the process.
4. Ensure the information is entered timely in the most efficient manner.
5. Establish a clear connection between client units and expenses incurred
6. Develop a QA process for collecting and monitoring data.
7. Define data input accuracy.



Kaizen Methodology

Sandi

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)
- 5S “mindset”--use the steps to support the event activities
 - Sort, Set in order, Shine, Standardize, Sustain



Current Process

Robert and Sandi



Brainstorming

Pat

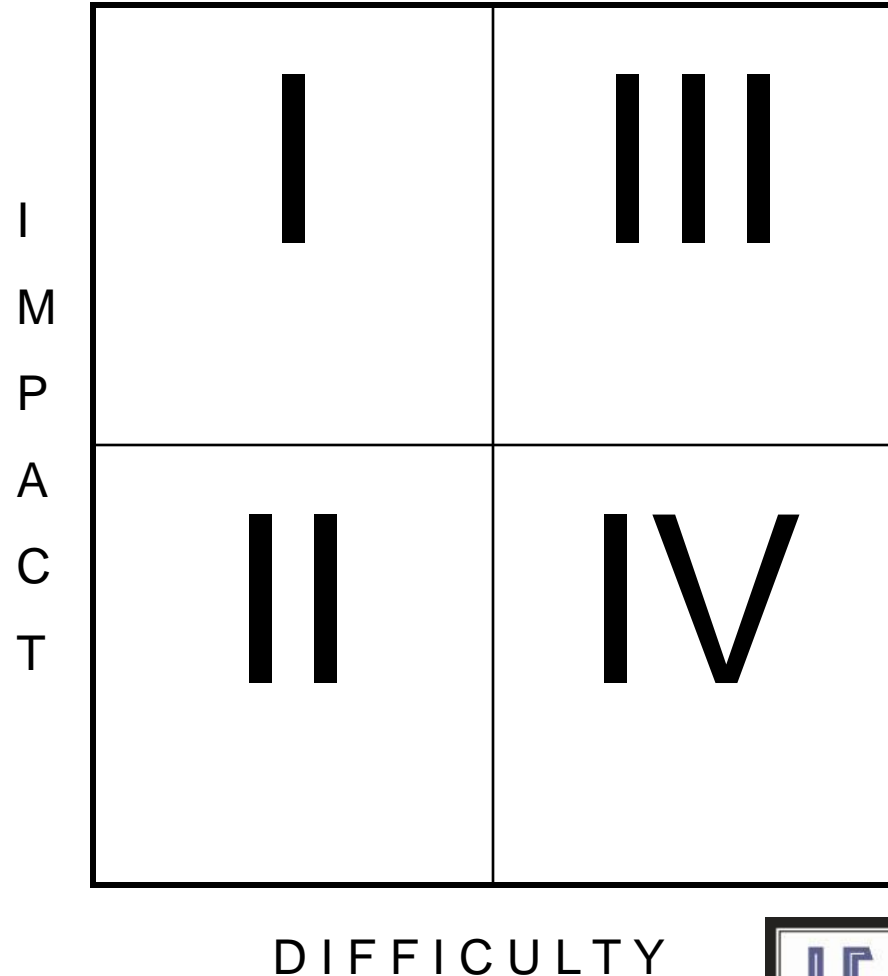
- Develop a culture that recognizes the importance of good data management
- Identify all tasks that are currently being duplicated
- Enter intake form at the time of service so that data is accessible immediately
- Run reporting regularly so supervisors have access to “real time” reporting



De-selection Process

Val

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



New Process

Donell



Key Changes

Roxy

- Intakes from all departments will now be entered by the same data entry staff
- Reduce the amount of time for data to be processed
- Reliability of data will be improved
- Cost saving reductions as a result of the efficiencies
- Defined the data management process



Results

Donell

	<u>CURRENT</u>	<u>NEW</u>	<u>CHANGE</u>
Total Steps	175	38	-78.29%
Total Delays	65	4	-93.85%
Avg Delay Time – Days	100.5	1.2	-98.81%
Value Added Steps	12%	26.68%	97.37%
Decisions	18	6	-66.67%
Loop Backs	7	4	-42.86%
Total Handoffs	34	16	-52.94
Lead Time - Days	108.6	1.3	-98.8%

LEAN

State of Iowa
Continuous Improvement

Homework

Jennifer

Improvements/ Action Item	Item	Person Responsible	Due Date
	Establish timeline for due dates and develop electronic reminders	Jennifer	11/30/2015
<i>SOP</i>	Develop SOPs and include: <ul style="list-style-type: none"> - FAQs - Agencywide - Timeframes for when(time) tasks is completed - Timeframes for data entry, etc. - QA - Intake sent in weekly 	Donell and Jennifer	2/25/2016
	Develop a culture that recognizes the importance of good data management	Donell	10/27/2016
<i>Training</i>	Train all player that are part of the data management process: <ul style="list-style-type: none"> - State training - Train staff before new procedures are implemented - Time sheet training 	Robert and Sandi	2/25/2016
<i>Reporting</i>	Run reporting regularly so supervisors have access to "real time" reporting: <ul style="list-style-type: none"> - Keep onsite managers updated on NODs - Assigned personnel for yearly updated intakes - Assign staff to review data - Provide followup 	Jennifer and Val	4/28/2016



Team Member Experience

Roxy

Sandi

Lean Methodology

- Tools
 - Kaizen
 - Design
 - Value Stream Mapping
- Principles
 - Voice of the Customer
 - Empower Employees
 - Removal of Waste to Add Value
- People

**We welcome your
questions and comments!**

