Governor's Continuous Improvement Award

Continuous Improvement Awards

Department of Veterans Affairs – *Reducing Psychotropic Medication in Special Care and Skilled Care Households*

In 2012, 69 percent of Department of Veterans Affairs' patients were using psychotropic medications. To improve patient health and wellness, the agency set the goal to reduce the use of these medications to 22.6 percent by 2015. To reach this goal, Veteran Affairs staff worked to better coordinate the care provided by their psychiatric, nursing, and recreational programs.

Veterans Affairs also hired life enrichment coordinators to collect and analyze data, develop plans to decrease behaviors, and to communicate with their interdisciplinary team. Using this coordinated approach, the agency exceeded their psychotropic medication use goal of 22.6 percent in October 2015 – reducing the use of these medications to 15.3 percent.

Department of Transportation – *Reducing Resources Needed and Improving the Quality of Bridge Inspections*

The Department of Transportation found that Unmanned Ariel Vehicles (UAV's) for bridge inspection to decrease safety risks inspectors currently face, additionally the disruption to traffic – or time work is done through the bridge is reduced from eight to five days. UAV's provide inspection detail that replicates the detail learned through traditional measures, however it costs significantly less in equipment and traffic control needs.

Department of Health – *Improving the Quality and Availability of Minnesota Vital Records Death Data*

In 2014, local public health agency representatives asked the Minnesota Department of Health to release vital records death data sooner. Local public health wanted preliminary death data sooner, so that they could implement faster responses to emerging issues such as drug overdose deaths in near real-time. In response, the Department of Health worked to streamline their record keeping process. Families can now have both the fact of death and cause of death in 10 days because of these changes. For local public health agencies the changes have been dramatic – previously, it took up to 22 months to receive the data, now they receive in just 1 week.

Minnesota Pollution Control Agency – *Streamlining the System for Processing Information Requests*

The Minnesota Pollution Control Agency increased efficiency and reduced time to process citizen requests to increase their satisfaction. The Pollution Control Agency now responds to every request within three days, and provides a full response to the requested information within 21 days. To develop these standards, they surveyed external partners for their expectations for good service. The team switched their focus to see value through the eyes of their customer – and has held this ideal through the entire project. Thanks to this effort, the Pollution Control Agency is now responding to nearly all of their requests within the 21 day window.