



E-LEAN update

May 2009

MDH's OHFC streamlines complaint process

Although it may seem like getting ahead of continually increasing workloads is impossible, state agencies are discovering that Lean tools can help tackle seemingly insurmountable “to do” lists.

The Office of Health Facility Complaints (OHFC), part of the Compliance Monitoring Division of the Minnesota Department of Health, made a number of “quick fixes” to the complaint intake process during a recent Kaizen event. The team also laid the groundwork for developing an electronic tracking system to further improve the workflow. The OHFC is responsible for managing complaints and reports of suspected violations of

regulations and patient rights by health care providers and facilities, or violations of the Minnesota Vulnerable Adults Protection Act.

The Kaizen team of Pat FitzGibbon, Diane Konecny, Barbara Kough, Jennifer Spalding, Doug Mandy, Latha Masilamani and facilitator Janice Jones mapped out the complaint intake process and identified the wastes of overprinting, duplicative tasks and missing information on complaint submissions. The team then brainstormed improvement opportunities, eliminated the wastes and mapped the streamlined “future state” of the process.

21 new Kaizen facilitators

A total of 128 employees from across government are now rapid improvement facilitators following the conclusion of a seventh Kaizen facilitator training session. The latest class of 21 graduates received instruction in the foundational skills and tools for facilitation along with tips and tricks for leading a Lean transformation in their organizations.



State's newest Kaizen facilitators

Front row: Krista Boston, Sarah Snapp, Jolanta Sears, Jodi Molenaar-Hanson, April Corniea, Sharon Pendergrass, Diane Dunker; back row: Jill Simonetti, Jay Stroebel, Tom Gossett, Sandra Marks, Erin Barwis, Lori Laflin, Julie Genck, JongBae Kim, Gordy Abrahamson, Linda Notch, Dale Zuk and Meredith Fox. Not pictured: Erik Birkeland and Anthony Reel.

MDH replenishes lab supplies 96% faster

Multiple forms with missing information.

Looking up product information and re-entering an order three or four times.

Long waits for authorization.

No way to communicate the status of an order.

Sound like the purchasing process in your department?

Although not unique to the Minnesota Department of Health (MDH), these are just a

few of the wastes in the department's lab supplies purchasing process.

The MDH Kaizen team was able to cut process time by 96 percent. This impressive outcome was achieved by creating a single standard process for purchasing laboratory supplies and services, including maintenance contracts, fees and other services; and creating a process for tracking and communicating the status of orders.

In addition to decreasing lead times, the new procedure reduces processing errors and the incidence of rush orders.



Jesse Fillmore, Courtney Bakke, Allen Broderius, Bill Neujahr, Jill Simonetti, Sharon Pendergrass, Woody Watson and Diane Dunker.



Upcoming Lean Training

The Office of Continuous Improvement is offering an advanced Lean training course on May 19. This training is open to experienced Lean facilitators with an interest in adding two new tools to their Lean toolbox- 2P and A3.

Lean 101 and Kaizen facilitator training will be offered June 23-25. Training is free to public sector employees. Contact Alisha.Cowell@state.mn.us to register.

Lean Government Exchange

Join federal, state and local government practitioners for a Lean learning and networking opportunity. Meet other public servants who are applying Lean to eliminate waste, standardize workflow, reduce backlogs and decrease process complexity. The State of Iowa will host the event June 9-11. For more information, visit Lean.iowa.gov. The registration deadline is May 22.

Minnesota Enterprise Lean on Wikipedia

The free online encyclopedia, Wikipedia, includes Minnesota Enterprise Lean as an example of Lean government practices under the definition of "Lean Government."

en.wikipedia.org/wiki/Lean_Government

E-Learn Update

Thank you for your interest and participation in improving the efficiency of Minnesota state government operations. If you have further questions, comments or would like to set up a Lean improvement event, please contact Tom Baumann at TomBaumann@state.mn.us.

This material can be given to you in a different format such as large print, Braille, or audio tape or disk by calling 651-201-2555. Costumers with a hearing or speech disability may call us through the Minnesota Relay Service at 711 or 800-627-3529, or via email at admin.info@state.mn.us.