

Strategic Lean Project Report



Child Profile Improvement Project

Agency: Washington State Department of Health

Project Impact

The Department of Health improved the child profile mailing process, resulting in reducing steps in the process from 85 to 45.

The Child Profile Health Promotion System sends child health and safety information to all families with young children in Washington State by mail and e-mail. Each mailing has age-specific reminders about well-child checkups and immunizations. They also give up-to-date information on growth and development, nutrition, safety, and many other health topics.

Project Summary

The Child Profile Health Promotion (CPHP) mailings went statewide in 1998 and King County was contracted to send out the mailings. Then the responsibility was transitioned to the Department of Health (DOH), Division of Prevention and Community Health, Office of Immunization and Child Profile. The process was taught to office staff by King County and, over time, efficiencies have been implemented. King County had three full time employees working on the CPHP, our agency has one. There is currently no back-up employee for this work. There are many data quality checks that are important to be done. The program does not want to waste money sending mailers to duplicate or old addresses. They also do not want to send inappropriate mailers out to children that were adopted, deceased, or are extremely low birth weight. It is also important that the correct language preference (English/Spanish) is sent. The program relies on the accuracy of whoever is entering the data. Data is entered by health care providers, hospitals, Center for Health Statistics (DOH), and anyone entering data into the Immunization Information System (IIS). Data quality check is completed on this information as well.

Problem Statement:

The Child Profile Health Promotion mail distribution process is a manual process that generates 30,000 pieces of mail per week. The undocumented process has many steps and data quality checks compared to our target of an efficient and documented process, which we wanted to reach by 6/30/2017.

Improvements made:

This was a Value Stream Mapping event that was completed in 1 ½ days. The team mapped the current state, the future state, created a counter measure document, and scheduled check-in meetings.

Specific improvement:

- 40 steps were removed from the current process
- A desk manual was created
- A back-up person was trained
- An outdated fax process was eliminated

Project Results



Time

Decreased steps in the process **from 85 steps to 45 steps.**



The improved, efficient process has saved staff time.



Employee Engagement

Increased employee engagement **from low engagement to high engagement.**



The project has opened up communication with the team and increased transparency and trust.

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Project Details

Date improvement project was initiated: 3/1/2017

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