

Strategic Lean Project Report



For Reporting Period: July 1, 2015 through December 31, 2015

I. General Information:

Lead agency name: Health Care Authority

Partner agencies:

Improvement project title: Employee Actions

Date improvement project was initiated: 8/26/2015

Project type: New Project

Project is directly connected to:

Results Washington performance measure

Agency Strategic Plan

Other

If applicable, specify the alignment:

Supporting the HCA Workforce

Report reviewed and approved by: Dorothy Teeter, Director, Healthcare Authority

II. Project Summary:

The Health Care Authority improved employee actions processing, resulting in quicker turnaround time to process employees actions with better communication. Employee actions include position requests, and Facilities and IT Requests.

III. Project Details:

Identify the problem: The Health Care Authority utilized different processes and workflows for employee and position actions throughout the agency. The multiple forms are confusing, and add to rework and missing information for all involved.

Problem statement: Currently, 3 forms are used to process employee and position actions compared to our target of 1 form, which we want to reach by 7/1/2016.

Improvement description: A cross functional team conducted a 3 day value stream mapping event where the employee and position actions process was improved. The team successfully reduced the number of forms used to process these actions from 3 to 2. The time to process the actions were reduced by 3 days. The also created a concurrent rather than linear process.

Customer involvement: The project involved representatives from all HCA sections involved in the process.

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IV. Project Details:

Improved process as measured by: <i>(Click those that apply)</i>	Specific results achieved: <i>(Complete the narrative boxes below)</i>	Total Impact: <i>(Actuals; Current Reporting Period)</i>	Results status:
<input checked="" type="checkbox"/> Time	Decreased processing time from 7 days to 3 days. Combining the FAIR and EAR forms into one FHAIR form is saving 5-10 minutes per employee action	Current reporting period is December 16-January 1.	Preliminary
<input type="checkbox"/> Customer Satisfaction			
<input type="checkbox"/> Employee Engagement			

V. Contact information:

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