



Detailed Lean Improvement Project Report

For the June 1, 2014, through December 31, 2014, reporting period

Agency name:

Department of Corrections

Improvement project title:

Reduce time to hire in hard to fill medical positions

Date improvement project initiated:

The improvement project initiated in August 2014.

Summary:

Reduce the time to hire hard to fill medical positions by improving the processes for three of the post-employment offer verification documents.

Details:

Description of the problem: Over a 90-day period (May 1 – July 31, 2014), 52 percent of selected medical positions* took longer than 25 days from interview to a formal offer against a target of 25 percent taking more than 25 days.

**Data source: review of 42 candidate files who interview and began vetting process between May 1 – July 31, 2014*

Description of the improvement: We convened a group of subject matter experts and used the 7 step problem solving method. The root cause of the problem was gathering the verification of employment, PREA (Prison Rape Elimination Act) information and reference checks. On average these three post-employment checks took 39 days to complete. DOC developed a new document that allows us to capture candidate data more effectively.

Specific results achieved: The improvement was implemented during the last quarter of calendar year 2014. Results will not be finalized for the first quarter until end of January 2015. We will measure the improvements on a quarterly basis.

How we involved customers or stakeholders in this effort:

We spoke with Health Services staff, prison staff, and Human Resource staff to map the current process, review data, and develop solutions.

Contact person:

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