

Detailed Lean Improvement Project Report

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

Agency name:

Department of Social and Health Services, Aging and Long-Term Support Administration

Improvement project title:

Office of Deaf and Hard of Hearing Interpreter Contracting Process

Date improvement project initiated:

July 21-25, 2014

Summary:

DSHS manages the statewide Sign Language Interpreter contract, which requires registration and a background check. The purpose of the program is to ensure that Washingtonians who are deaf or hard of hearing have access to qualified interpreters.

The Office of Deaf and Hard of Hearing improved how it receives and processes interpreter registrations, reducing the amount of staff time spent from 3.5 hours per registration to 0.5 hours per registration and decreasing the amount of wait time between registration and approval from five weeks to four weeks.

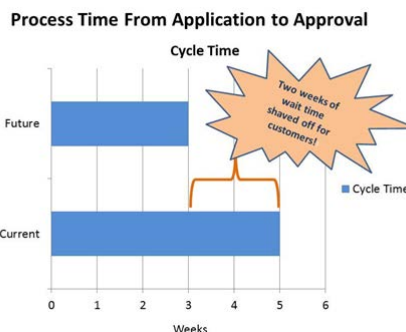
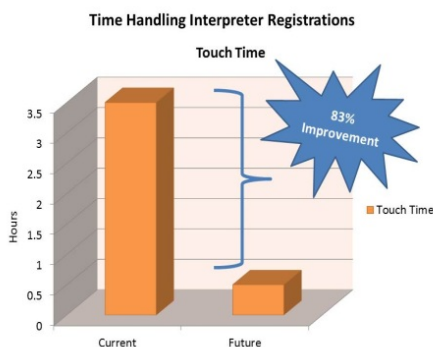
Details:

Description of the problem: The process was paper-based, required multiple applications for interpreters working with multiple provider agencies and was full of rework, delays and points of frustration for staff and interpreters.

Description of the improvement:

- Developing an online registration process, shifting to electronic filing and eliminating the need for interpreters to complete multiple application packets.
- Training and outreach to increase interpreter understanding of process.
- Changing the contract to revise and clarify roles and responsibilities.

Specific results achieved:



Detailed Lean Improvement Project Report

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

How we involved customers or stakeholders in this effort:

Interpreters contract with private interpreter agencies. We involved individual interpreters and agency representatives in this week-long value stream mapping exercise.

Interpreter comment: "I thought this was going to be a tedious process, but in fact it turns out it was well worth my time. I got to see things from a different perspective"
– Rena

Agency owner comment: "With everything I learned this week [about Lean], there are changes I plan to implement in my own business practices... A great use of my time this week!" – Kari

Contact person:

Amy Besel, ALTSA Lean Coordinator

Amy.Besel@DSHS.wa.gov

360-725-2281