

THE BLAST

ENTERPRISE-WIDE LEAN AND CONTINUOUS IMPROVEMENT COMMUNITY OF PRACTICE

ISSUE NO. 13 | DECEMBER 2023



“STARTING STRONG IS GOOD. FINISHING STRONG IS EPIC.”



2023 Year in review

As 2023 comes to an end, we want to reflect on this thriving community and celebrate a year of growth and learning in continuous improvement and Lean.

With representation from **DSHS, LCB, WA TECH, ESD, DOR, HCA, OMWBE, DOH, DES**, and two external organizations, we've had over 20 presenters join our monthly gatherings to impart knowledge and share success stories in the various areas of change management, human-centered design, customer focus, program design, access equity, engaging leadership and staff in Lean, eliminating waste, data visualization and so much more.

We've maintained a healthy average of 156 attendees per meeting, a 98% helpful information rating, and an 86% applicability to role rating!

As we continue to strive towards excellence in serving our community, we want to **thank you** for your participation and wish you all a very happy holidays and happy new year!

WHAT YOU MISSED

At our December CoP meeting, we were fortunate to have **Beth Adams** with the **Department of Social and Health Services (DSHS)** share a thorough and applicable teaching and activity on data visualization and the importance of storytelling.

For more information, see the recapped stories on page 2!

LOOKING AHEAD

Mark your calendars and take a look on page 2 at what we have in store for our **first** CoP meeting of the new year!

QUESTIONS?

For questions on The Blast or the CoP, contact:

- **Talia Mazzara**, Results WA Senior Performance Advisor
- **Theresa Dew**, Results WA Senior Performance Advisor

Data Visualization (What's your Story?)

For this month's topic teaching, **Beth Adams** with DSHS's Aging and Long-Term Support Administration shared an in-depth teaching on the importance of storytelling using data visualization. She taught how strengthening the impact of your message promotes retention and clarity. She highlighted the differences between qualitative and quantitative data, breaking down the characteristics of *discreet* and *continuous* factors within those categories. She also covered a plethora of sources, tools, platforms, and data visualization examples. This presentation was a data visionary's dream! Click below to learn more!

View [Beth's presentation](#) here and access her [Data Visualization Workbook](#) here.



“Without data, you’re just another person with an opinion.”

~ W. EDWARDS DEMING

Results Washington wants to highlight your victories and hard work!

Visit our CoP page and submit your agency's [success story!](#)

COMING UP NEXT

Join us in **January** as we dive into discovering the benefits of Gracious Space in the workplace:

January 16, 2023

10:30 a.m. – 12:00 p.m.

Topic Teaching and Learning Activity:

Gracious Space: Working Together

Presenter:

Vanessa Palomino | Office of Financial Management

Mentimeter Results: 2024 Presentation Topic Suggestions

