

HCA Mailstop Process Improvement

Agency: Health Care Authority


Partners and Customers: Employees and leadership of the Health Care Authority.


Project Impact: The Washington State Health Care Authority corrected inaccurate mail stops throughout the agency and implemented procedures to prevent the problem from reoccurring. Because of this effort, the agency went from having 80% of mail stops either wrong or missing to the new current state of 100% accuracy. This resulted in labor and time-savings for mailroom personnel and Executive Leadership Team Assistants (ELTAs). In addition, the improvement substantially reduced the risk of lost or delayed legal notices.


Project Summary: HCA convened a process improvement team composed of Mailroom staff, Executive Leadership Team Assistants (ELTAs), and Enterprise Technology Services (ETS) staff to address the issue. The team determined the cause of the inaccuracies, developed and implemented a solution, and created new procedures to prevent reoccurrence. After implementation, all HCA mailstops were accurate. Furthermore, the team implemented new procedures to review and update mail stops regularly to prevent future problems.


Problem Statement: Approximately 80% of the Mail Stops at the Health Care Authority (HCA) were either incorrect or missing. Based on information provided by the affected staff, employees were collectively spending over sixty hours per week across the agency locating recipients and delivering misrouted mail. Moreover, the agency faced a potential risk of misrouted time-sensitive mail, such as legal notices.

Project Results: This process improvement resulted in substantial time-savings, reduced work, and less stress for Mailroom staff and ELTAs. Furthermore, it reduced potential HCA liability that could result from lost or delayed legal documents.

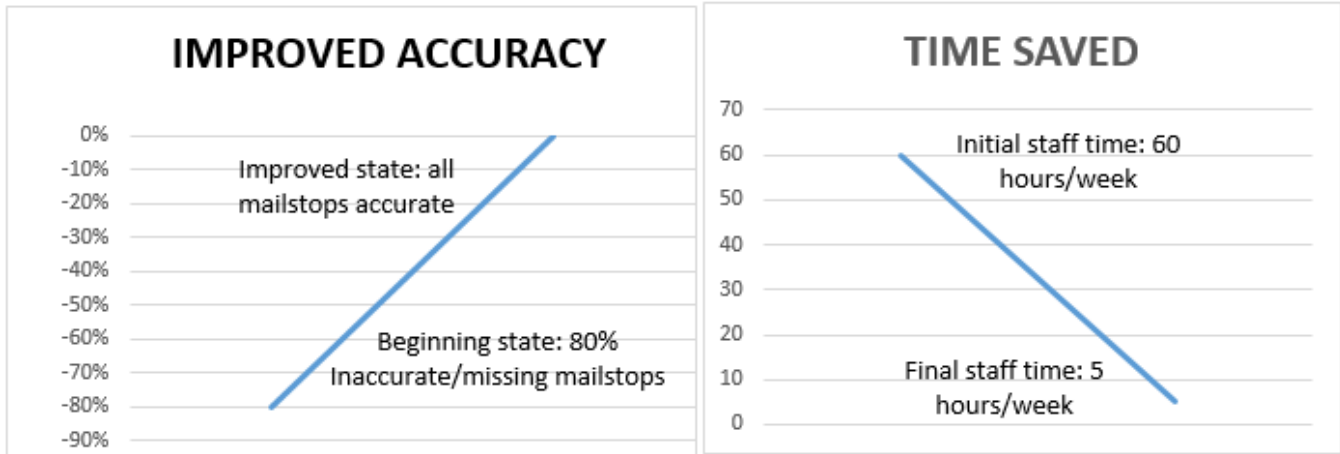

Quality Increased
At the beginning to the process, 80% of HCA mail stops were inaccurate or missing. After implementation, 100% of mail stops were accurate and in place → *400% improvement.*


Time Decreased
Time saved by mailroom staff and ELTAs in trying to deliver mail to the proper location. → *Saving ELTAs and Mailroom workers each 2-3 hours per week.*


Customer Satisfaction Increased
Staff receive mail in a timely manner. → *Improved delivery times.*


Employee Engagement Increased
Mailroom staff and ELTAs do not have to spend extra time rerouting mail. → *Affected staff report less stress.*

Strategic Lean Project Report



Project Details

Date improvement project was initiated: 9/28/2018

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