

Bill Analysis/Fiscal Note Process Improvement

Agency: Heath Care Authority

Customers: Washington State Legislature .

Project Impact

The Washington Health Care Authority improved the accuracy of its Legislative Bill and Fiscal Note Analysis, creating a better product, and enhancing the agency’s commitment to engaging the Legislative process. This enabled HCA to provide more substantive feedback to the Legislature, decreasing external requests for revisions to fiscal notes by 87%. This enables legislators to better serve the people of Washington.

Project Summary

In 2017, the Governor instructed HCA to “improve its relationship with the Legislature.” In response, HCA determined that there should be an improvement in its Legislative bill analysis and fiscal notes. HCA found that during the 2017 legislative session, 48% of the internal bill analyses used as the foundation for fiscal notes did not have the fiscal impacts completed properly, 24% had no agency position stated, and only 7% contained a recommendation or suggested amendments. In addition, 23% of the Fiscal Notes submitted by HCA had an indeterminate recommendation and 55% were returned from the Office of Financial Management (OFM) or the Legislature for revision. The HCA bill analysis and fiscal note staff have a goal of 100% accurate analysis with none returned for revision.

To address these problems, the HCA Legislative and Fiscal teams met for a series of process improvement. The team made process changes and developed workshops to train HCA staff on the new procedures. As a result, HCA had a drastic improvement during the 2018 Legislative session.

- HCA reduced the number of analyses without specified fiscal impacts from 48% to 18%, a 62.5% change
- HCA reduced the analyses that did not report an agency position from 24% to 3% for a change of 87.5%
- Bill analysts increased their legislative recommendations from 7% to 54% for a change of over 650%
- HCA reduced the number of indeterminate fiscal notes submitted from 23% to 9%, a 60% change
- HCA reduced the number of fiscal notes returned for revision from 55% to 7% for a change of over 87%

HCA bill analysis and fiscal staff plan to resume this effort this year and make additional improvements with the goal of reaching 100% accuracy and zero returns.

Project Results



Quality

Improved the overall quality of bill analyses and fiscal notes, as reflected in the reduction of incomplete bill analyses and indeterminate or returned fiscal notes.



Reduced analyses without specified impacts from 48% to 18%; reduced the number of indeterminate fiscal notes from 23% to 9%.



Customer Satisfaction

Reduced revision requests from OFM and the Legislature by over 87%.



Revision requests down from 55% in 2017 to 7% in 2018.



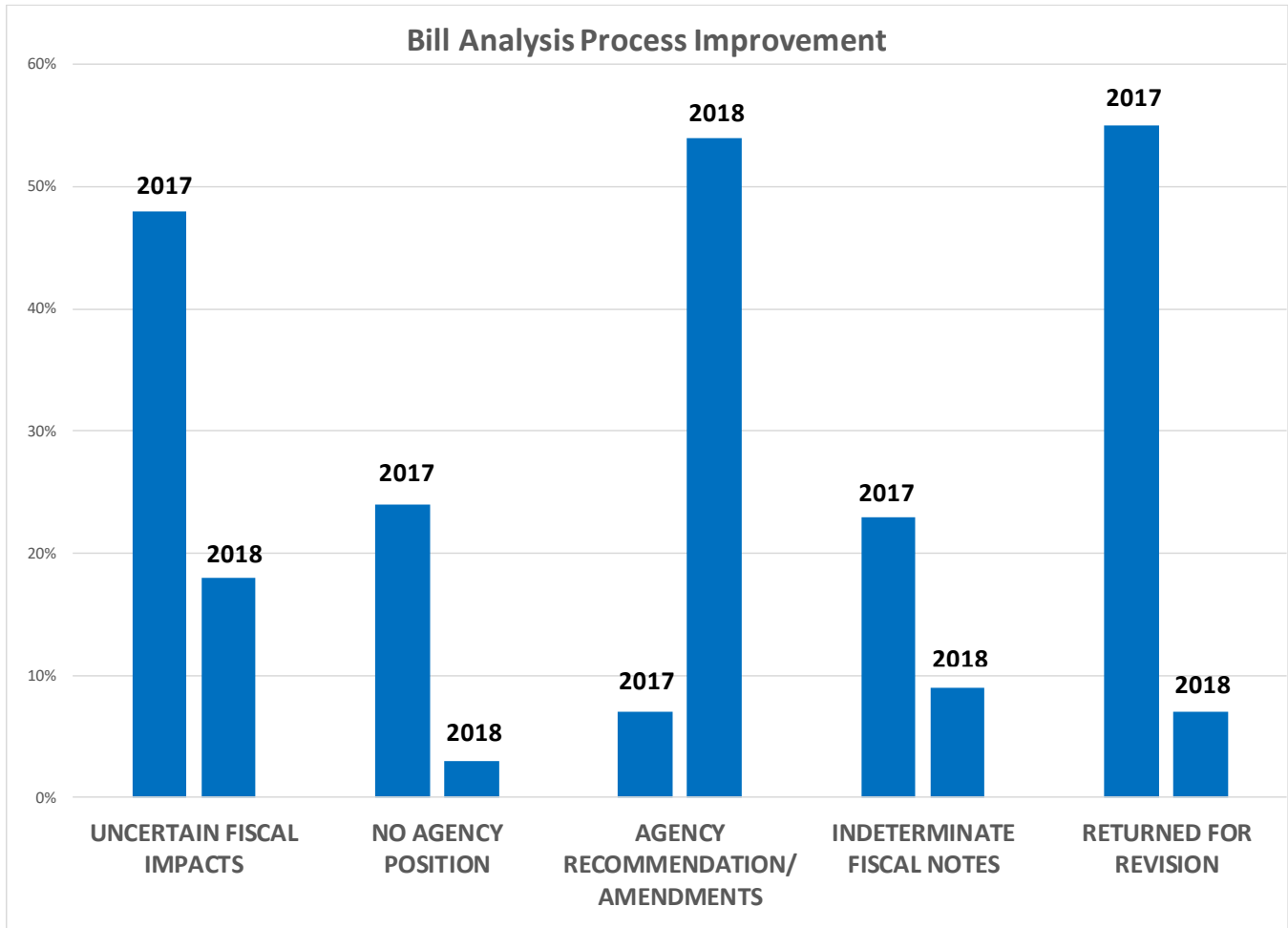
Employee Engagement

Increased engagement of bill analysts and fiscal staff as reflected in a reduction in analyses without agency position and a dramatic increase in recommendations regarding agency actions and proposed amendments.



Bill analyses with recommendations and/or proposed amendments increased by 670% (from 7% to 54%)

Strategic Lean Project Report



Date improvement project was initiated: 7/7/2019

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