

# Strategic Lean Project Report



## Project Title Office of Health Professions Mail Processing

**Agency:** Washington State Department of Health

### Project Impact

The Office of Health Professions (OHP) within Health Systems Quality Assurance (HSQA) decreased the amount of time it takes to process and deliver their mail by 15 minutes reaching a target of 20 minutes of total processing and delivery time per day.

### Project Summary

The Office of Health Professions identified waste in the current mail process. The amount of time it takes to process and deliver mail was not addressed and generated waste in unnecessary movement/transportation of mail that needs delivered to the correct office.

### Problem Statement

Currently it takes 35 minutes a day to process and deliver the mail to OHP staff compared to our target of 20 minutes a day, which we want to reach by 12/30/2017.

The process improvement team:

- Designated staff to open and time stamp all the mail at their work desk in order to have the tools to do the necessary research such as access to Microsoft Outlook to search for staff and their locations/mailstops.
- Eliminated additional processing by designating staff to deliver checks to the Office of Customer Service for proper processing compared to different individuals randomly delivering checks.
- Identified misplaced mail and delivered to a particular office's mail location for sorting, stamping, and delivery.

### Project Results



**Cost**

Decreased yearly costs **from** \$3,299.48 **to** \$1,412.40.



*\$1,500 average yearly savings*



**Time**

Decreased processing time **from** 35 minutes daily **to** 20 minutes daily.



*65.3 hours savings per year*

### Project Details

**Date improvement project was initiated:** 5/1/2017

**Project Contact:** Katie Briggs

**Email:** Katie.briggs@doh.wa.gov

**Phone:** 360-236-2989

**Report reviewed and approved by:** John Wiesman