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