CHATHAM COUNTY

KAIZEN REPORT OUT
Project Title: Universal Intake

Reasons Chosen:
- Current Intake process is inefficient (prior to December)
- Optimize the intake process

Goals:
- Reduce Duplication
- Correct Workflow of registration with cycle time of less than 20 minutes
- Accurate and complete registration information
- Eliminate customer from telling story multiple times
CURRENT STATE VALUE STREAM MAP
KEY IMPROVEMENTS MADE DURING KAIZEN

Reception
- Standard work for Reception
- Reduced unnecessary and obsolete forms used at Reception

Intake
- Standard work for Intake Operations
- Developed backup plan for Intake Operations
- Reduced non-value added steps in the intake process

Development of backup plan for Reception
- Reduced unnecessary and obsolete documentation in One Case

Development of backup plan for Intake Operations
- Reduced unnecessary and obsolete forms used at Intake Operations
- Reduced unnecessary documentation in One Case
AHA MOMENTS & LESSONS LEARNED

• Front Intake for specialized programs
• The scope of work performed in other units
• Amount of duplication
• Amount of unnecessary and outdated activities
• Time involved in mail process
GOALS

• 30 Day
  • Train reception staff / supervisor in front reception processes
  • 4 fully trained intake workers
  • Standard work documents completed for each step of reception, mail, and triage processes
  • Specialized programs will complete upfront intake processes
  • Time study for reception, mail, intake

• 60 Day
  • Cross-train intake staff in reception processes
  • Begin reception cross-training in intake processes
  • Time study for reception, mail, intake

• 90 Day
  • Time study for reception, mail, intake
  • Full implementation