

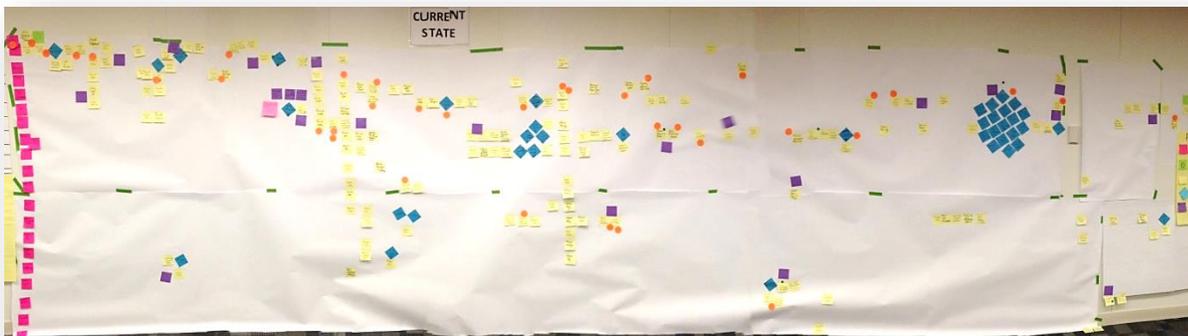
## Lean Ohio Kaizen Event Fact Sheet

### Ohio Department of Aging, November 1, 2013

**Issue:** The current Nursing Home Quick Response Team process within the State Long-Term Care Ombudsman office at the Department of Aging can be unexpected, lacks coordination between several sister agencies and local partners, and has several layers of assessments. This creates a cumbersome process that can cause unnecessary trauma on Nursing Home residents during the relocation process.

Department	Changes to Process	Metrics	As a Result
<b>Ohio Department of Aging Office of the State LTC Ombudsman</b> Nursing Home Quick Response Team Process October 28-November 1, 2013	<ul style="list-style-type: none"> <li>Reduction of steps from 400 to 112 steps: a 72 percent reduction.</li> <li>Reduced decision points from 22 to 6: a 72 percent reduction.</li> <li>Eliminated 21 handoffs to 9: a 57 percent reduction.</li> </ul>	<ul style="list-style-type: none"> <li>The Nursing Home Quick Response Team Aging Staff process time was reduced from a maximum of 12 days to a maximum of 7 days.</li> </ul>	<ul style="list-style-type: none"> <li>Nursing home residents get moved to the most appropriate setting in order to reduce the amount of trauma experienced from relocating.</li> </ul>

Major Improvement	HOW it was accomplished
Created a standard process that can be applied to any closure or termination	Process redesigned to ensure jobs are in the right hands (e.g., HOME Choice, Recovery using expertise rather than nursing home staff)
Developed a shared web application to be used across agencies	Utilize SharePoint to share all documents throughout process with all connecting agencies and everyone has access to same information real time
Primary decision-making moved to the front of the process	Home Choice and appropriate assessments conducted at front of process and will more likely dictate that residents in at-risk nursing homes will have opportunity to move to community



**Team members:**

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