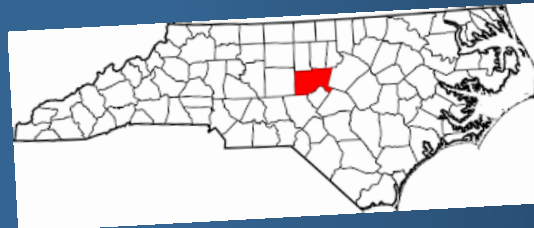




CHATHAM COUNTY

KAIZEN REPORT OUT





Project Title: Universal Intake

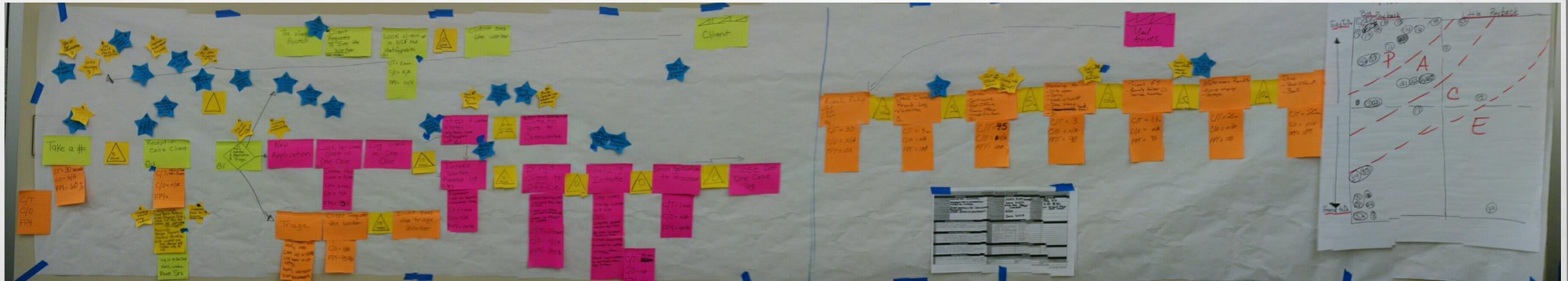
Reasons Chosen:

- 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

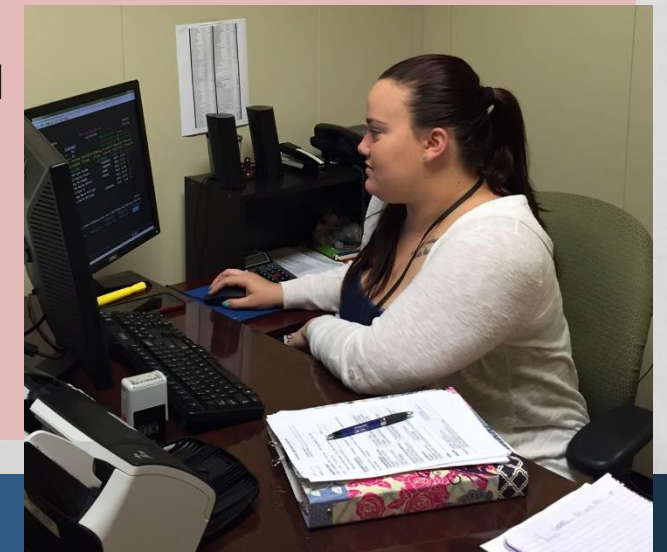
Reception

- Standard work for Reception
- Developed backup plan for Reception
- Reduced unnecessary and obsolete forms used at Reception
- Reduced unnecessary documentation in One Case



Intake

- Standard work for Intake Operations
- Developed backup plan for Intake Operations
- Reduced non-value added steps in the intake process
- 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- Amount of unnecessary and outdated activities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

