

DIA Dependent Adult Abuse Investigations

By: Go Chi Dai No Cho

June 20, 2008

DIA Kaizen Event
June 16-20, 2008
Go Chi Dai No Cho

Team Members

Roxanne Neary, Investigator, DIA

Dan Hoffa, Bureau Chief, DIA

Heather Myer-Davis, Investigator dependent adult abuse, DIA

Connie Benton, Investigator dependent adult abuse, DIA

Mark Schouten, Attorney for MFCU

Ann Marie Brick, Division Administrator-Investigations

Bev Zylstra, Deputy Director of DIA (sponsor)

Donna Steinfeldt, Investigator MFCU provider fraud

Bob Gorsuch, Senior Investigator in Economic Fraud Recovery

John Judisch, Assistant Polk County Attorney

Anne Lahey, Assistant Johnson County Attorney

Geri Paul, Health Facilities Abuse Unit (DIA)

Vickie Clingan, Health Facilities Assisted Living (DIA)

Tom Morin, TBM Consulting

Ann Hogle, Management Analyst, Iowa Veterans Home

Scope

This event will address the dependent adult abuse investigations in licensed facilities from the receipt of a complaint to the closing of the case.

Objectives

1. Speed up the process
2. Streamline the process
3. Speed up the timeliness of presentations
4. Define an open case
5. Define an active investigation
6. Turn out a standardized product
7. Create an implementation plan for county prosecutors

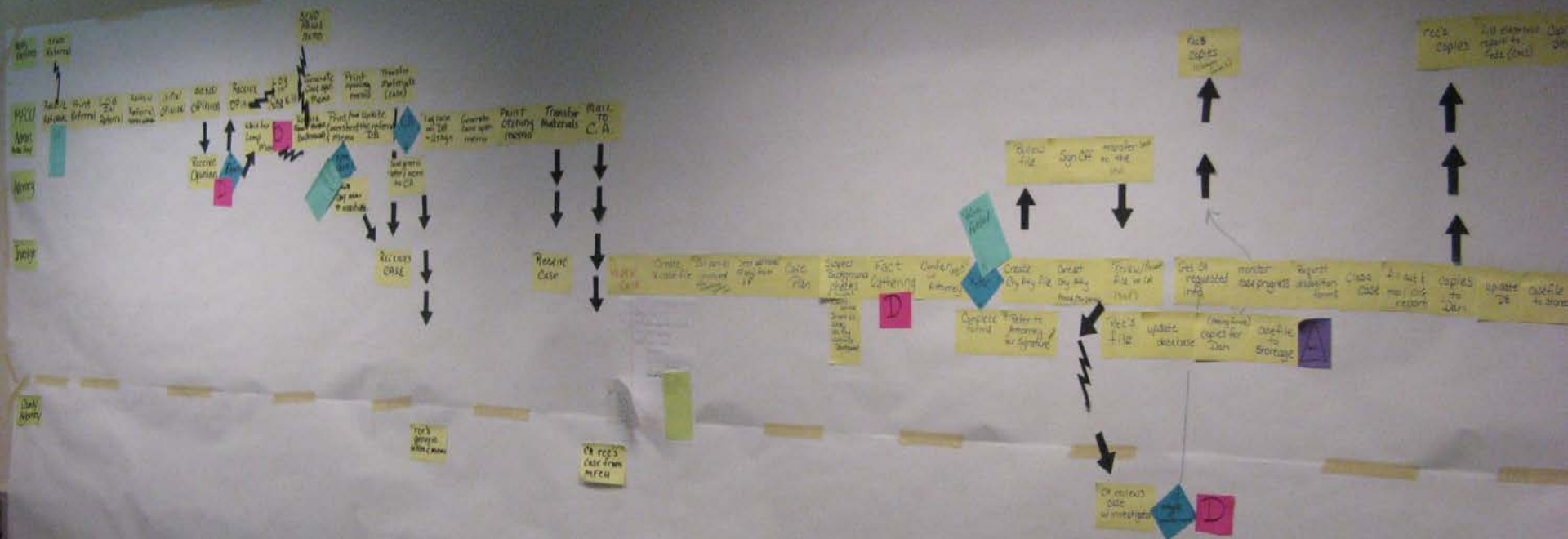
Goals

1. Reduce the backlog of cases by 50% (119-60)
2. Reduce the average number of days between receipt of complaint and referral to prosecutor from 109 days to 60 days.
3. Increase the percent of cases accepted for prosecution by 15% (65%)

Kaizen Methodology

1. Identify clear objectives
2. Team process
3. Tight focus on time
4. Quick & simple
5. Necessary resources immediately available
6. Immediate results (new process functioning by end of week)
7. 5S “mindset”, use the steps to support the event activities – sort, set in order, shine, standardize, sustain

Current Process



New Process

Brainstorming Future Process

- Delete # of handoffs between staff
- Identify steps for monitoring cases
- Combine existing databases into one
- Identify what duties the new Administrative Assistant can perform
- Fast track at least simple misdemeanors
- Reduce redundancy in forms
- Minimize # of cases on investigators caseload

Results

Resident Admissions	Current Process	New Process	Difference
Value added steps	4	4	0
Total Steps	72	38	52%
Number of Decisions	5	5	0
Number of Delays	4	3	25%
Number of handoffs	15	10	33%

Homework

Item	Description	Person Responsible	Due Date
1	Training on Word 2007	Dan Terry IT	6-27-08
2	Create one case form	Connie	Done
3	Standardize components of CA file	Dan	Done
4	Create questions for Health Facilities Department	Dan Geri	7-15-08
5	Training on laser fiche	Terry IT Dan	6-27-08
6	Fast track standard process and decision matrix	Mark	6-27-08

Homework

Item	Description	Person Responsible	Due Date
7	Written SOPs for Admin. Asst. on new process	Dan	8-1-08
8	Brochure – for CAs, PDs, SOs about Department	Donna Team	Done (draft) 7-15-08
9	Cheat sheet for statute of limitations	Mark	Done
10	Prioritize all cases via statute of limitations	Inv.	6-23-08
11	Joint in-depth case review	All	6-24-08

Homework

Item	Description	Person Responsible	Due Date
12	Inv. give cases within 3 mo. of statute of limitations/create space for files	Inv. To Mark	6-23-08
13	Missing comp memos list to HF	Dan to Geri	6-27-08
14	Assist w/investigators case backlog	Donna	Ongoing
15	Investigators hand off all cases with confessions to Mark	Inv. Mark	6-27-08
16	Template on charges for compl & affidavit	Mark	6-25-08

Homework

Item	Description	Person Responsible	Due Date
17	Cover sheet for the fast track cases	Heather	6-25-08
18	Revision of case numbering system	Dan	7-1-08
19	Data-base with document assembly	Mark	9-1-08
20	Roll-out of brochure	Abuse Team Mark	7-15-08

Accomplishments

1. Revised/Combined forms
2. Standardized County Attorney File
3. Draft brochure about Department to share with County Attorneys, Police Departments, Sheriff's Departments, etc.
4. Roll-out plan identified
5. Plan to decrease case backlog and sustain by fast-track process
6. Identified job duties for new Admin. Asst.

Fast Track Process

- Simple misdemeanor only
- Confession with corroboration
- Eye-witness by non-disqualified person
- No arrest Warrant
- Good photos
- No extenuating circumstances (background)
- Facility fires accused

Lessons Learned

- 12 Heads are better than 1
- Learned the value of working as a team
- Realized we had several unnecessary steps
- Simple is better
- Customer input was very valuable
- We produce a valuable product
- We already did a good job – but we learned how to do our job better

Team Member's Experience

Tom Morin

Closing Comments

**We welcome your
questions and comments!**