



Office of the State Long-Term Care Ombudsman

Cases, Complaints, & Program Activities Value Stream Mapping Event Report Out

“The A Team”

July 27 – 31, 2015

The Opportunity

Deanna Clingan-Fischer,
State Long-Term Care Ombudsman,
Department on Aging



The A Team

Tonya



Tonya Amos - LLTCO, Kim Weaver - LLTCO, Stacia Timmer – LLTCO, Sarah Hinzman - VOP Coordinator, Paige Thorson -Policy Coordinator, Cindy Pederson - Discharge Specialist, Dawn Fisk, DIA, Marcia Tope, DOM; Shan Sasser, IDA



Scope

Tonya

The purpose of this event is to map the process for complaints, cases, and program activities and the functions of the Local Long Term Care Ombudsmen, Volunteer Ombudsman Program, and the Discharge Specialist.



Goals

Dawn

1. Recommend a list of future events, for management consideration, that may be necessary to improve collaboration and functionality or to address identified gaps in service.
2. Develop an action plan for implementing easily changeable processes.



Objectives

Kim

1. Enhance communication among all LTCO program representatives.
2. Understand how identified processes and initiatives work together across the Office.
3. Identify redundancies and/or gaps in duties and how work gets completed.
4. Identify opportunities for collaboration to improve efficiencies, effectiveness and standardization.



Objectives

Kim

5. Identify ways to improve use of existing technology.
6. Identify time/effort per task or duties.
7. Prioritize opportunities for improvement.
8. Identify major functions for each role.
9. Increase efficiency, effectiveness and value for the office and the customer.



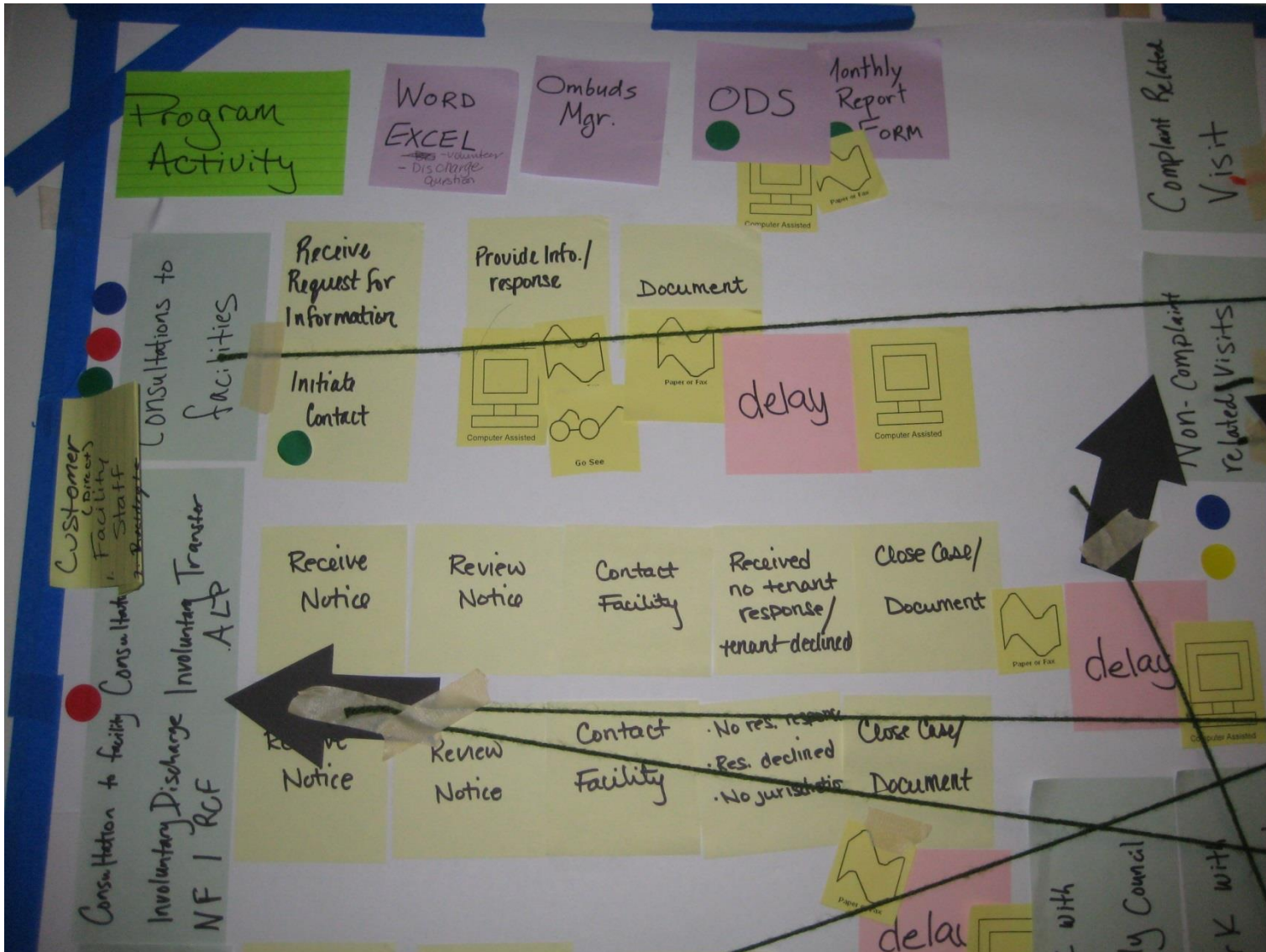
Why Map the Value Stream?

Stacia

- Value Stream Mapping is a method that assists a team in seeing and understanding the flow of both documents and information
- It delivers breakthrough opportunities across system processes that otherwise are difficult to see
- It helps you not only see waste and gaps, but more importantly the source of the waste

Value Streams

Paige



SLTCO Cases, Complaints, & Program Activities

Paige



LEAN

State of Iowa
Continuous Improvement

What did we see?

Cindy

- Long-Term Care Ombudsman program is evolving
- Program activities can lead to cases
- Data is important for program evaluation
- Gap between personal documentation and data entry into reporting system
- Documentation not entered timely or in a standard way in Ombudsmanager
- Disparity in regional coverage
- Volunteer Ombudsman activities are important but not being fully captured
- Lack of technology support in the field



Brainstorming

Sarah



**OPPORTUNITY
CLOUD**

- Identify opportunities for improvement
 - Ex. [documentation deadline, save volunteer database monthly]



LEAN TOOL

- Identification of Future Lean Event
 - Kaizen, Design



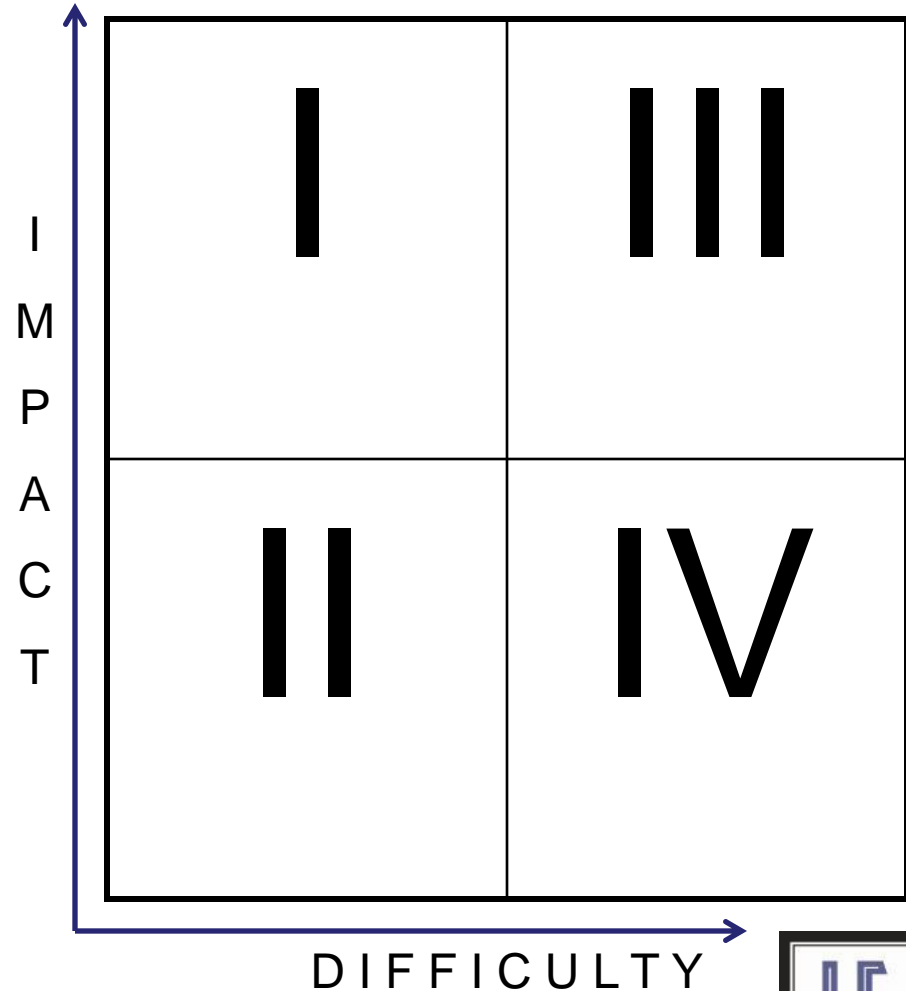
LEAN

State of Iowa
Continuous Improvement

De-selection Process

Sarah

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



Action Plan Outcomes

Cindy

When we accomplish action plan:

1. Customers will have greater and more efficient access to representatives of the OSLTCO.
2. OSLTCO will have a more accurate reflection of work performed (complete and timely data).



Key Elements for Action Plan

Cindy

- Documentation
- Communication
- Volunteer Program
- Case process
- Realignment
- Prioritized list of potential events



Next Steps

Sarah/Stacia

	A	B	C	D	E	F
	Improvements/ Action Item	Implementation/Communication Plan	Person Responsible	Due Date	Updated Due Date	Notes
1						
2	Documentation	Establish Deadlines (ex. 10th of month)	Tonya	10/7/2015		
3		Run data & share w/team more frequently	Paige	2/2/2016		
4		Team discussion each team meeting on Ombudsmanager & documentation efficiencies (e.g. deleting duplication of intake summary)	Stacia	11/10/2015		
5		Develop training/resources/tools for documentation & reporting (e.g. intake summary or template)	Cindy	2/2/2016		
6		Determine Volunteer intake categorization in documentation	Tonya	9/1/2015		
7		Research dictation software	Kim	10/7/2015		
8		Research mobile documentation solutions	Stacia	10/7/2015		
9		Avoid duplication of double-entry when LLTCO & Volunteer both attend Residence Council	Sarah	10/7/2015		
10		Volunteers begin document participation in facility survey	Sarah	10/7/2015		
11		LLTCO's begin documenting policy activities as Program Activities	Tonya	10/7/2015		
12		Discuss minimizing program activity narrative	Kim	9/1/2015		
13		Submit request to Harmony to set the end date to default to same as start date	Paige	9/1/2015		
14	Communication	Develop flowchart for front desk staff to route phone calls accurately.	Cindy	10/7/2015		
15		Communication Summary	Shan	9/1/2015		
16	Volunteer	Volunteers must be computer proficient	Sarah	7/28/2016		
17		Include volunteer coordinator in outlook orientation calendar invite	Tonya	9/1/2015		
18		Save volunteer database monthly in separate file	Sarah	9/1/2015		
19		Research possibility of certifying other Office of Elder Rights staff as ombudsman to help in crisis and/or conduct volunteer orientations	Sarah	9/1/2015		
20		Confer with LLTCO on scheduling volunteer training	Sarah	9/1/2015		
21		Establish shorter volunteer orientation for facilities that previously had a volunteer	Sarah	10/7/2015		
22	Cases	Establish new protocol to determine when facility visit is required.	Stacia	2/2/2016		
23	Realignment/Distribution of LLTCO	Research / Discuss Realignment - Distribution of LLTCO	Paige	9/1/2015		
24		Allow crossing regional boundaries when possible				
25		Have 1 LLTCO be in office for intake & rotate weekly.				



Team Member Experience

Stacia Timmer

Kim Weaver

Comments

- Facilitator: Marcia Tope,
Dept. of Management
- Team Lead: Shan Sasser,
Dept. on Aging

**We welcome your
questions and comments!**

