



# Iowa Department of Public Health

## Behavioral Science – New Applicant Mental Health Counselor

**“Is It Temporary?”**

July 27-31, 2015

# The Opportunity

**Marcia Spangler, Division Director, IDPH**

**LEAN**

State of Iowa  
Continuous Improvement

# The “Is It Temporary?” Team

Paulette



Sarah Reisetter - IDPH, Tony Alden - IDPH, Judy Manning-  
IDPH, Vicky Winter – Clearman – IDPH, Jay Hansen – SBOH  
member, Ron Berg – Prelude Behavioral Health, Joy Harris  
IDPH and Shannon Harris- DHS



# Scope

Judy

- This event will address the process from when IDPH receives the first piece of paperwork regarding a new mental health counselor to when the license is issued from IDPH.

# Goals

Sarah

- 80% of the time, Issue a license within 3-5 working days of the department receiving all requirements for licensure.
- Achieve a customer satisfaction rating of at least 90%



# Objectives

Sarah

- Identify a process that can be implemented quickly to assure new licensees receive their license most efficiently.
- Identify points in the process where IDPH should/could communicate with applicants about the status of their license.
- Identify the best way to communicate with customers.
- Develop a tracking method to determine where the application is at in the process.
- Create efficiencies to improve staff interactions with customers.



# Kaizen Methodology

Shannon

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)
- 5S “mindset”--use the steps to support the event activities
  - Sort, Set in order, Shine, Standardize, Sustain







# Brainstorming

Jay

- Education and Information
- Software changes
- Staff and process improvements

# Brainstorming

Jay

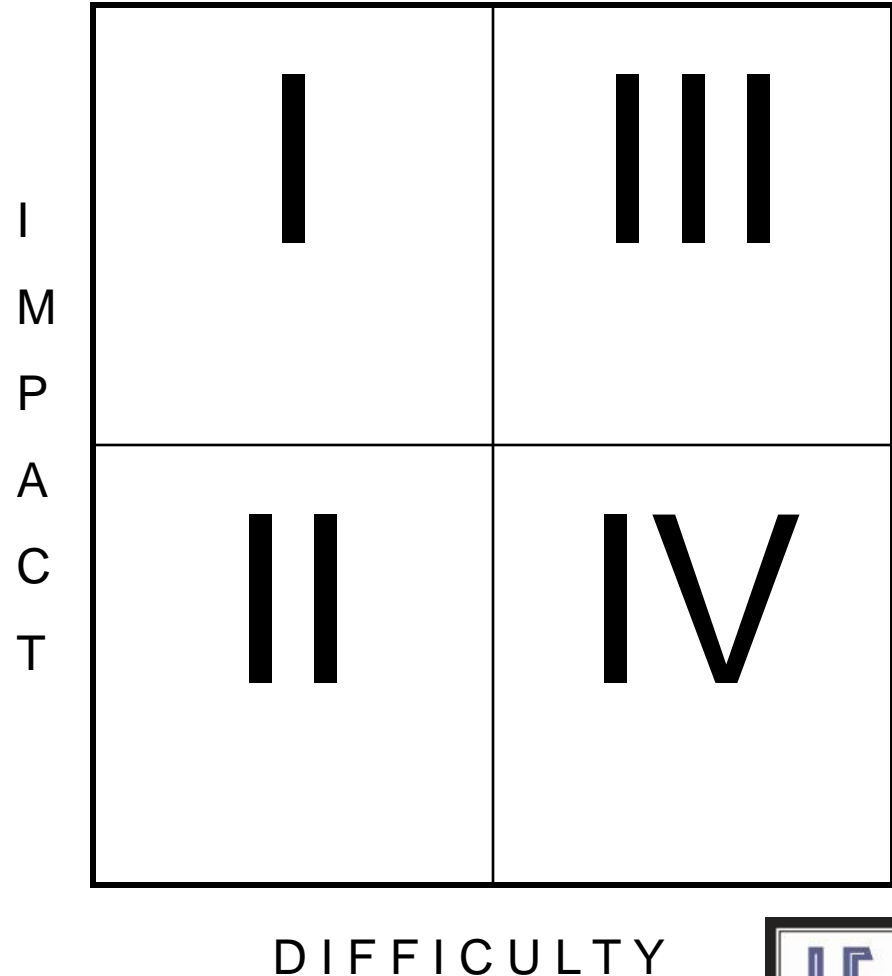
- Create additional focused checklist, standardized letters for specific application scenarios through Amanda.
- Develop and distribute marketing materials to include: fact sheets flow charts, brochures to provide to schools, career development centers, etc..
- Minor software enhancements to increase productivity and workflow.



# De-selection Process

Jay

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



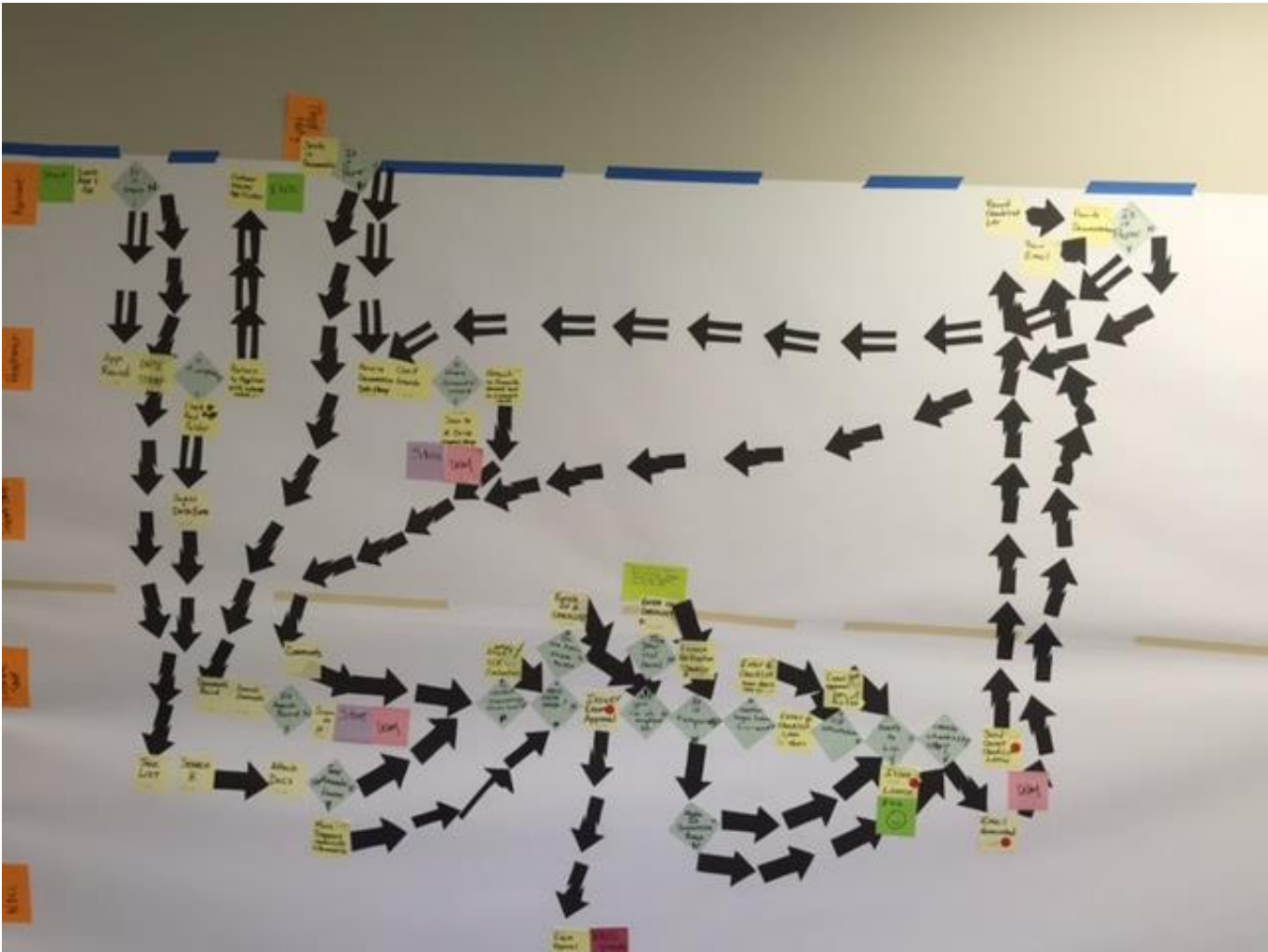
# Recommendations

Sarah

- The sponsor requested recommendations.
- The third quadrant were high impact and more difficult.

# New Process

Ron



# Key Changes

Ron

- Return application if there is not fee.
- Automatic generation of notification/updates to applicants.
- Education



# Results

Ron

|                       | <u>CURRENT</u>      | <u>NEW</u>        | <u>CHANGE</u>  |
|-----------------------|---------------------|-------------------|----------------|
| Total Steps           | <b>60</b>           | <b>35</b>         | <b>-41.67%</b> |
| Total Delays          | <b>8</b>            | <b>5</b>          | <b>-37.50%</b> |
| Avg Delay Time – Days | <b>3600 hours</b>   | <b>2160 hours</b> | <b>-40%</b>    |
| Value Added Steps     | <b>3</b>            | <b>4</b>          | <b>128.57%</b> |
| Decisions             | <b>23</b>           | <b>18</b>         | <b>-21.74%</b> |
| Loop Backs            | <b>5</b>            | <b>3</b>          | <b>-40%</b>    |
| Total Handoffs        | <b>5</b>            | <b>4</b>          | <b>-20%</b>    |
| Lead Time - Days      | <b>3603.5 hours</b> | <b>2162 hours</b> | <b>-40%</b>    |

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# Homework

Vicky

| Improvements/<br>Action Item | Implementation/Communication Plan  | Person<br>Responsible | Due Date |
|------------------------------|--|-----------------------|----------|
| Staff training               | Professional development opportunities for staff training related to computer skills: word, excel, outlook, time management (quick parts)  | Sarah                 | 60 days  |
| Software                     | Add required fields: school, former names, exam, email, graduation date. Electronic app can't completed without this info. Hard copy applications will not be accepted without info. | Tony                  | 30 days  |
| Process                      | H drive documents automatically deleted two years after receipt.   | Vicky                 | 30 days  |
| Software                     | create ability to view Amanda on two screens at once. (licenses vs. software)  | Tony and Paulette     | 30 days  |
| Software                     | Automatic staff notification when applicant uploads document   | Tony and Vicky        | 30 days  |
| Software                     | Interface with CCE and or NBCC to automate receipt of exam scores or education evaluation.   | Judy and Tony         | 60 days  |
| Software                     | Create reporting tools to evaluate work flow and establish metrics in the Amanda system  | Sarah                 | 30 days  |
| Software                     | Create additional focused (checklist) standardized letters for specific application scenarios through Amanda including clear supervision language.                                   | Vicky/Paulette/Sarah  | 60 days  |
| Software                     | Automatic email from Amanda to applicant letting them know app is received, review turn around, link to brochure/education info and checklist items.                                 | Tony                  | 30 days  |
| Software                     | Batch job to notify applicant when Amanda checklist is updated.  | Tony                  | 30 days  |
| Software                     | Add links to CACREP, NBCC, and CCE in the application forms and on website.  | Judy (Marvin)         | 30 days  |
| Process                      | create a workstation at IDPH to allow for electronic applications and payments.  | Sarah                 | 30 days  |
| Education                    | In person/electronic presentation about what to expect in the licensure process. Place link on IDPH website.   | Jay/Ron/Sarah         | 30 days  |





# Team Member Experience

Team members presenting this slide

Jay

Sarah

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# Comments

- Joy Harris – IDPH
- Shannon Harris- DHS

**We welcome your  
questions and comments!**

