



Improvement Charter - Value Stream Mapping

Process / Team Name: LONG-TERM CARE ELIGIBILITY PROCESS

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Process Description: To determine whether a person is eligible to receive MaineCare funding for long-term care services, two parallel assessments are made: the state Office of Integrated Access & Support assesses a person's financial information and Goold Health Systems, a state contractor, assesses that person's medical information. In order to reach a timely decision regarding eligibility, these tandem processes must be conducted synchronously and efficiently.

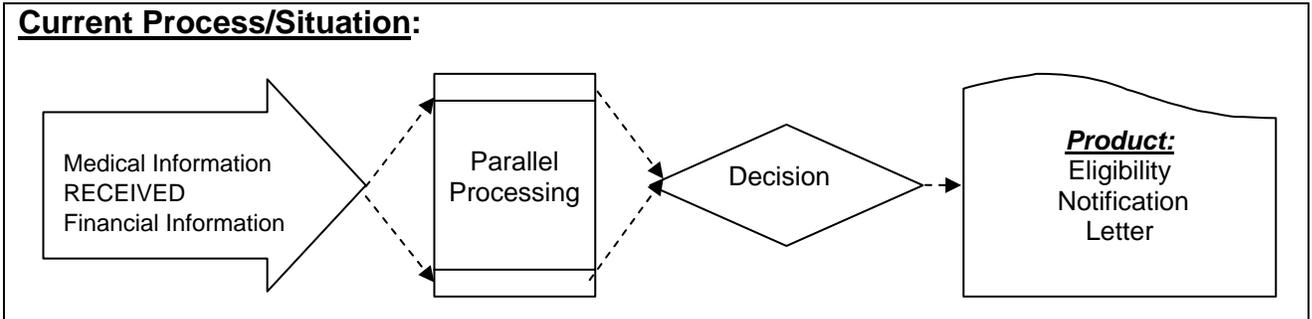
Customers/Clients: (i.e. – who is influenced most by the outcome)

Client / Client Representative
Long-term care Service Provider

Supplier: (upstream) i.e. who provides the information

- 1.
2. Client
3. Hospital
4. Area Agencies on Aging
5. Nursing Facility

<p><u>Process Boundaries:</u></p> <p><u>First Step:</u> Information is received, whether medical or financial</p>	<p><u>Last Step:</u> Decision is made, when medical and financial information is linked</p>
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Problem Statement:

Uniformity/Complexity: process, requirements, and policies differ for each involved entity

Communication: failure to communicate protocols and relevant information at the right time to the right people in the right way

Process:

- Need overall better coordination between the two parallel processes;
- Have specific problems with long-term care 123 process, especially when financial eligibility is not yet determined, as well as with conversions, updates, retroactive eligibility, and date standards;
- Need a more efficient, automated process to share and request information with each player
- the medical and financial processes are conducted by different entities, using different systems;
- Requests for long-term care assistance come into the system through different doors;

Synchronicity: Assessment processes start at different points in time, and proceed at different rates

No Alternatives for Service Delivery: Can't deploy state funds in the interim while awaiting the results of the assessments

Measurement Targets

Expected Deliverables	Specific Measurements	Timeframe
Value Stream Map		
1. Reduce the time its takes for the whole process.	Reduce the lead time by 50% .	
2. Simplify the process flow.	Reduce the number of process steps by 30% .	
Project		
1. Improve the collection and availability of project implementation measurement / information data	All project data are updated and current on a daily basis	
2. Reduce rework and errors, improving the quality of the work	Increase the first-pass-yield percentage by 25%	
3. Reduce the staff time required to provide services in order to free up resources for other work	Staff time reduced by 50%	
4. Reduce associated costs, increasing savings available for improving services.	Decrease change-over / waiting time by 25% and continue to improve savings over time.	

Resources Available:

Role Expectations:

Intervention Deliverables:

1. Facilitate a team to analyze and produce a current process state map.	Current State Map.
2. Facilitate team analysis of current state to identify process improvements to produce future state map.	Future State Map.
3. Facilitate team development of an action/change plan to implement identified improvements.	
4. Facilitate follow-up session(s) within 90 days	

Project Deliverables:

1. Assure implementation of the plan.	<ul style="list-style-type: none"> Assigned responsibilities for implementation activities. Management/monitoring & Follow-up plan and process in place. Future State fully implemented.
2. Evaluate effectiveness of future state changes to assure efficiency, effectiveness, and quality & to identify needed areas of improvement.	Analysis of customer and program/ process outcomes tracked and reported.