



December 2011

e-LEAN update

Governor Dayton Announces Better Government for a Better Minnesota Award Winners

On November 17, Governor Mark Dayton announced the first Better Government for a Better Minnesota award winners, recognizing the critical role that state employees have in building a culture of continuous improvement in state government.



Governor Dayton congratulates several nominees for Better Government for a Better Minnesota Awards

Collaboration Award: Department of Natural Resources and Department of Transportation Conservation Assistance & Regulation and Environmental Stewardship Teams: Peter Leete (DNR), Frank Pafko (MnDOT), Jason Alcott (MnDOT), Julie Ekman (DNR), Rich Baker (DNR), Steve Colvin (DNR)

Individual Award: Harley Olinske, Department of Agriculture

Team Awards:

Department of Health Newborn Screening Long Term Follow-up Unit: Laura Briske, Nicole Brown, Nicole Brys, Kristen Coverstone, Barb Dalbec, Jamie Joyce, Yaoli Li, Mary Navara, Abbie Rotari

Department of Revenue Electronic Check Processing Team: Roxanne Smetana, Kathy Bradshaw, Nancy Rose, Lisa Wilson, Mark Kleppe, John Wottrich, Sandy Long, Sue Bombardo, Jean Jochim, Julie Boje, Kandy Hedlund, Kristen Schroeder, Brian Thesing, Virginia Adler, Jim Biggs, Kurt Rud, Cynthia Rowley

Inside this issue

Dept. of Human Services Kaizen Event ..2

Upcoming Events....2

Are you Lean?

More than 4,000 people have participated in Lean activities — how about you? Visit the [Lean website](http://www.lean.state.mn.us), www.lean.state.mn.us, for opportunities to get involved in Lean efforts in your agency!

Incident Management Process Kaizen Event Department of Human Services



The Department of Human Services' State Operated Services division held a Kaizen event from November 7 to 10 to examine their incident management process. The goals of the event were to reduce the time to complete incident reports, increase consistency, meet reporting obligations and improve care for people served.

The current process, the Kaizen team observed, took too much time, involved too many staff, was handled inconsistently and used a form that provided little value. The team's recommendations for the future process included creating a streamlined process for handling incidents, clarifying roles and responsibilities, utilizing an electronic content management system to standardize work flow, and developing a consistent data analysis process.

The Kaizen team developed a new process that will reduce tasks by 59 percent, waits by 40 percent and handoffs by 55 percent, reducing total process time from over 60 days to just under 50 days. In addition, the new process will result in better communication, decreased stress for staff and real-time data availability to improve quality of care.

Based on an estimated 6000 non-significant incidents reported in state fiscal year 2011, the streamlined process will allow staff to re-direct 24,000 staff hours to better serving customers.

Upcoming Events

See [LEAN Online](http://www.lean.state.mn.us), www.lean.state.mn.us, for training descriptions, current training opportunities, and Lean events:

Dec. 5-9, MnDOT Kaizen Event

Dec. 6-8, SE Minnesota Lean 101 and Kaizen Facilitator Training, **Registration Closed**

Dec. 12-15, Dept. of Education Kaizen Event

Jan. 17, Lean 101 Training, **Registration Open**

Jan. 18-19, Kaizen Facilitator Training, **Registration Open**

Register for trainings at www.lean.state.mn.us/LEAN_pages/calendar.html

