

Northeast Ohio Health Departments Get Lean

January-February 2018

Project Summary

On behalf of Northeast Ohio's local health departments, Lake County General Health District applied for, and received, advanced QI training at a regional location. Twenty-four professionals representing 14 departments attended **LeanOhio Boot Camp: Transforming the Public Sector** on January 30, 31, February 6 and 7, 2018 at Cleveland State University.

Project Selection

Local Health Commissioners were informally surveyed regarding their organization's training needs in relation to public health accreditation. **LeanOhio Boot Camp: Transforming the Public Sector** was selected for several reasons.

- The course addresses PHAB Standard 9.2 (version 1.5).
- The program focuses on Lean methods and tools and is tailored to the public sector workplace and public sector processes.
- **LeanOhio Boot Camp** was found to be beneficial by several large local health departments who had experience with the course.
- The training is quite costly, making it unlikely smaller health department would ever be able to participate without an assistance opportunity.



**Lake County
General Health District**
Public Health
Prevent. Promote. Protect.

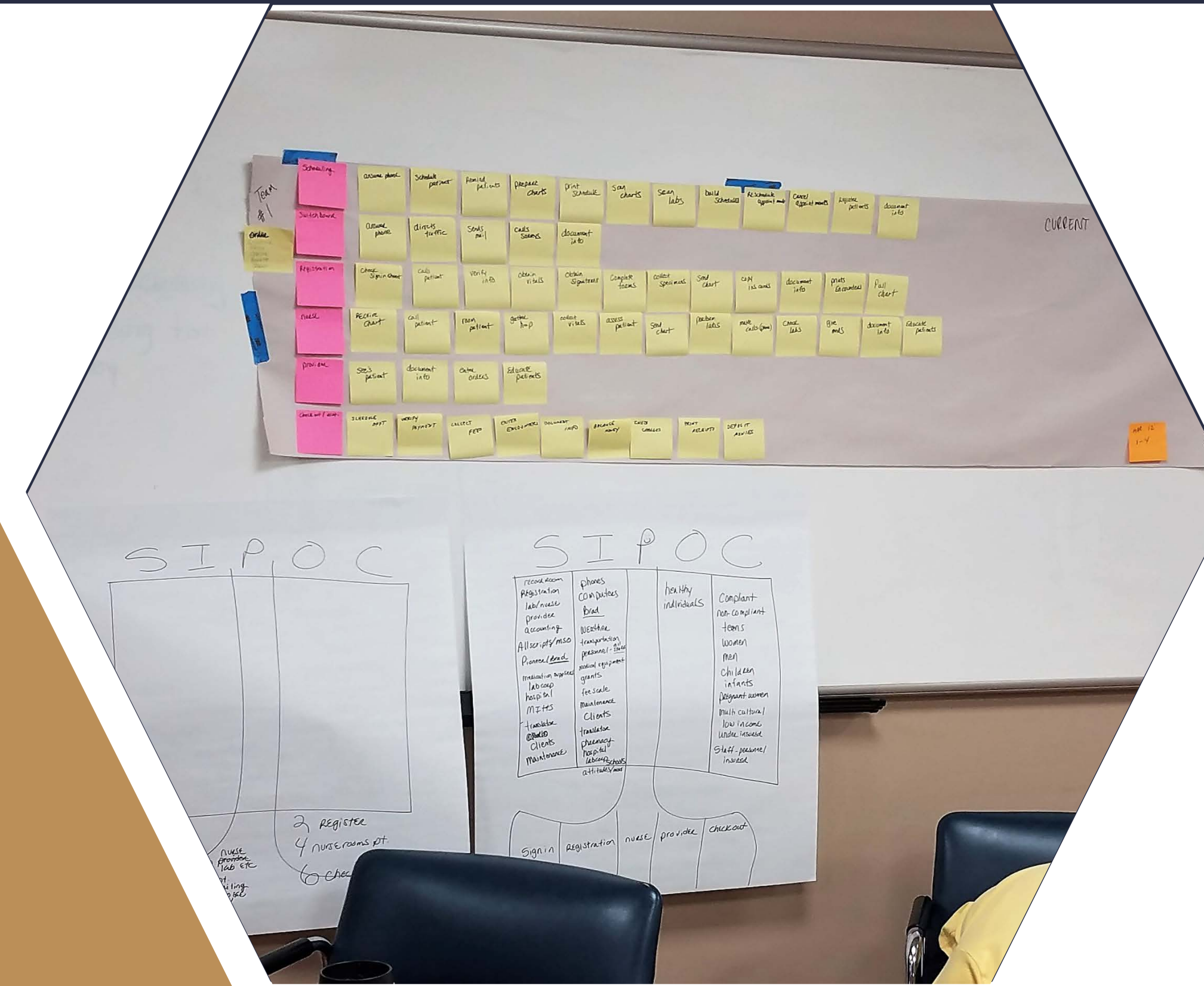
What Was The Project?

How Have New Techniques Been Used?

Why Was It Selected?

Participants

Ashtabula City HD, Ashtabula Co. HD, Canton City HD, Conneaut City HD, Cuyahoga Co. HD, Geauga Co. Public Health, Holmes Co. HD, Kent City HD, Lake County General HD, Medina Co. HD, Portage Co. HD, Trumbull Co. HD, Tuscarawas Co. HD, Youngstown City HD



Tuscarawas County Health Department

Seeking to reduce clinic wait times, TCHD used **process mapping, SIPOC**, and an idea “**parking lot**” to reduce **37** steps down to **5**! The visit process is now much smoother for both patients and staff.

Ashtabula City Health Department

A QI team was developed and a standardized process was created for QI project submissions and approval. The team is using the **PDCA** cycle is to improve their vital statistics record request process.

Holmes County General Health District

New techniques learned have been valuable in assessing the nuisance complaint process in the Environmental Health Division.

Lake County General Health District

Using **process mapping**, LGCHD examined its internal grant notification processes, ultimately creating a paperless system that reduced both missing documentation and employee error. The same technique was also used to assess the organization's private well application process, as well as orient new staff to the process.

Contact Person: Christine Margalis, M.Ed., MCHES®, cmargalis@lcghd.org
Lake County General Health District