

# Iowa Health Home Care

**Bringing Better Living Home.**



**IOWA HEALTH  
HOME CARE**  

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**IOWA HEALTH SYSTEM**



# Results Forum

- **Organizational Change Efforts**
- **Process Streamlining**



# Who We Are

- **Mission -**

To improve the health of our communities through healing, caring and teaching.

- **Vision –**

Best Outcome for Every Patient Every Time.



# Who We Are

- Values –

Growth

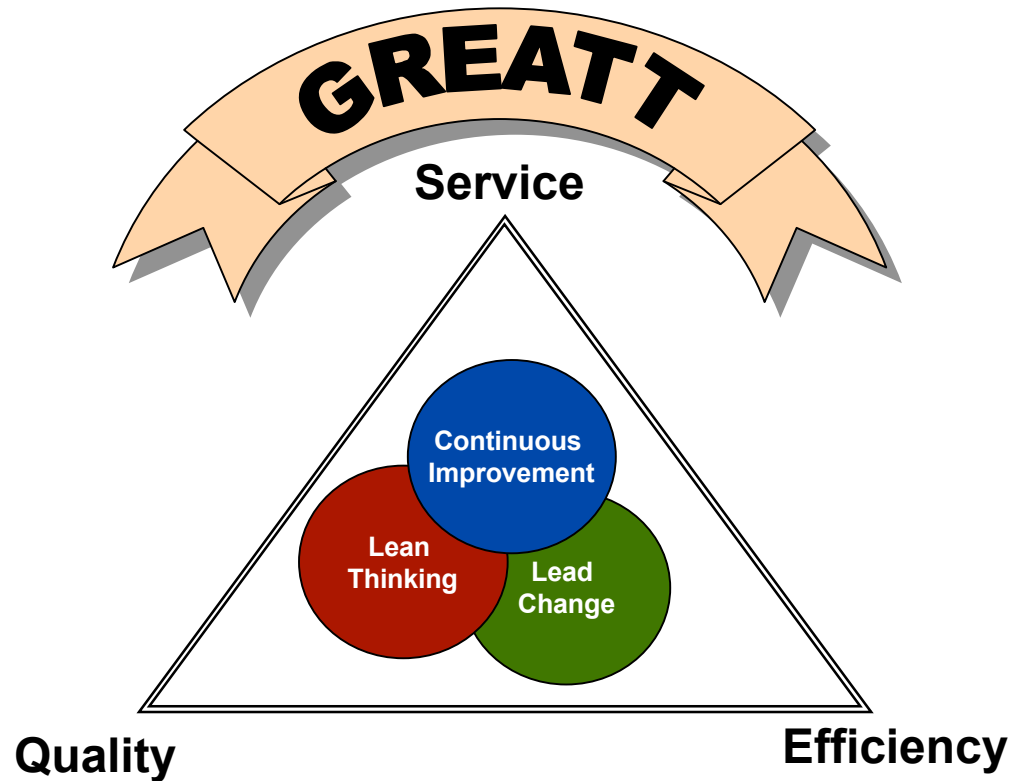
Respect

Excellence

Attitude

Trust

Teamwork



Utilizing our GREATT organizational values, we focus on these capabilities. They allow us to be a stronger, adaptable, and more effective healthcare organization in the communities we support plus for Iowa Health System as a whole!

- Improve customer satisfaction
- Increase quality outcome results
- Manage operating costs
- Standardization
- Involve the people doing the work and improve skills
- Strengthen the leadership team to the highest levels possible



# Continuous Improvement

- **Build on the Culture – “We’ve Always Been Improving Stuff.”**
  - Set the stage from the top down and create some buzz
  - Involve the employees who do the work – Employees’ Ideas Boards
  - Keep track of the efforts through recognition and public appearance.



# Lean Thinking

- **“It sort of seems like waste.”**
  - Are you avoiding the problem again?
  - Process analysis through process mapping
  - Standardization
  - Focused Work



# Lean Results

## ■ “It sort of seems like waste.”

- Home Care Coordination / Intake / On-Ramping: 14%  
FTE reduction through improvements and attrition;  
technology purchase for further gains
- Consignment Processing: “Backlog” from 60 days to  
3 days
- Cash Posting: From 5 days to 48 hours
- Faxes reduced by 50%
- Reductions in overtime and on-call
- Employee satisfaction



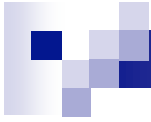
# Leading Change

- **The only thing that is constant is change.**
  - Change management
  - Process management
  - Metrics – You can't manage what you don't measure.
  - GEMBA Walk



# Leading Change

- **Pillars of Excellence = Pillars of Measurement**
  - People
  - Service
  - Quality
  - Financial
  - Growth



# Questions?