

Iowa Health Home Care

Bringing Better Living Home.



**IOWA HEALTH
HOME CARE**

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

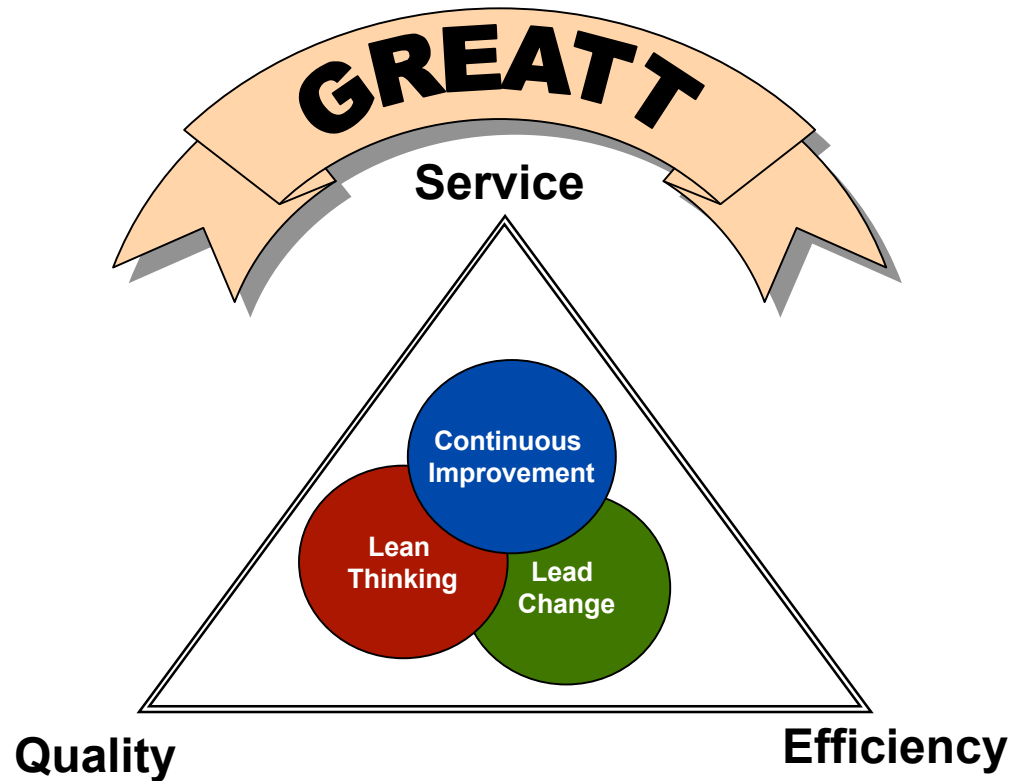
Respect

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?