Introduction to Lean

Presented by
The Performance Improvement Team
What is Lean?

- Lean is a systematic approach to reduce or eliminate activities that do not add value to a process.

- The Lean method ensures high quality and customer satisfaction.

- In a Medicaid eligibility context, Lean identifies steps in the eligibility process that may lead to error, ways to reduce duplication, or ways to improve processing times.
Principles of Lean

Lean is a set of principles formed around the idea that organizations can maximize customer value through eliminating waste, with respect for people.

Lean is a way of thinking that focuses on optimizing the flow of work through value streams that can cross departments, rather than optimizing siloed departments.

Lean is a collection of tools that help organizations operate according to these principles and move towards this way of thinking.
Principles of Lean

- Respect for People
  - Includes both customers and the people doing the work.
  - How can skills and talents of individuals be developed?
  - Change the culture to support continuous improvement
Collection of Tools

- A3 - 8 Step Problem Solving
- Fishbone Tool
- 5 Whys
- Value Stream Mapping
- 8 Waste & Waste Walk
- PDCA - Plan, Do, Check, Act
- Performance Matrixes e.g. - XMR charts
Performance Improvement
Contact Email

hcpf_performance.improvement@state.co.us