

Introduction to Lean

Presented by
The Performance
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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



Questions



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