

Here are some examples of Just Do Its:

Contracts processes:

- Revised the Contracts page on the Intranet to be clear, concise and user-friendly
- Created an "express lane" for very simple contracts and agreements
- Shared folder for draft contracts with links, rather than emailing drafts, which reduces version control problems
- Eliminated fiscal review of contracts
- Changed terms so contracts don't all end June 30, which was a bottleneck
- Allowed for more multi-year contracts
- For the monthly directors' business meetings, the second meeting is designated for Contracts agenda items only saving time for people who don't need to attend both meetings
- Database was adjusted to give more notice that a contract is coming up for renewal
- Created the "HHS Contracts" inbox so requests don't get stuck in an individual's inbox

Documentation of death coding: Fields and forms were added to a database that screens for errors, enables dynamic record searching and eliminates the need for re-typing some data. Processing time for death coding has been greatly reduced (50% reduction in time & effort) and errors have been reduced. **Moral of the story:** There may be a way that our electronic tools can help make a task easier.

Mileage and gas card tracking: Contracts staff asked why they were tracking HHS mileage and gas card information, and discovered that the identical information was being tracked by Fleet. Contracts staff was able to stop tracking this, saving time. **Moral of the story:** If you do reports and you don't know how they're used, ask! You might be able to eliminate a step.

Color-coding applications in Eligibility and Employment Services: Walk-in clients wishing to apply for benefits were mistakenly filling out the wrong applications.

This created a lot of frustration and additional time wasted in our offices. They created a color-coded chart that describes which application to fill out based on client's needs (ex: food, health coverage, or food and health coverage). This has saved time and frustration for both staff and clients. **Moral of the story:** Look at your services from the eyes of your clients. How can we make things easier for them to understand?

Duplicative HIPAA training: 482 HHS employees who had previously attended a mandatory HIPAA training were scheduled to also complete a mandatory annual HIPAA training via Target Solutions. An employee asked why, and it was discovered that the online training was not needed. Removing the duplicate training saved the county an estimated \$16,500 in staff time. **Moral of the training:** If something doesn't make sense, ask why we're doing it.

Medication evaluation requests: Organizational providers fax requests to Managed Care for youth to receive medication evaluations. Managed Care reviews and logs them, and then faxes them to Children's Services on Breslauer. This second step creates a delay in service and an opportunity for the request to get lost. It was determined that the step of faxing the request to Managed Care did not serve any real purpose, so they eliminated it, which should reduce duplicate work, boost response time and reduce errors.

Vital Records improvements: A new employee saw lots of opportunities for improvement, as many of the processes were put in place before many of today's technologies were available. They stopped filing paper birth certificates that are also being scanned into Filebound (saving time and very limited storage space), updated the webpage to answer the questions that many clients used to have to call to find out, and created an automated billing sheet, among other improvements. **Moral of the story:** Pick the new person's brain! Fresh eyes see inefficiencies that the rest of us look past every day because "we've always done it that way."