

# PROCESS IMPROVEMENT & CHANGE MANAGEMENT

SARAH VANHOOSE

*Journey to  
influence*

Access Services Week 2016

Access Services Week 2016

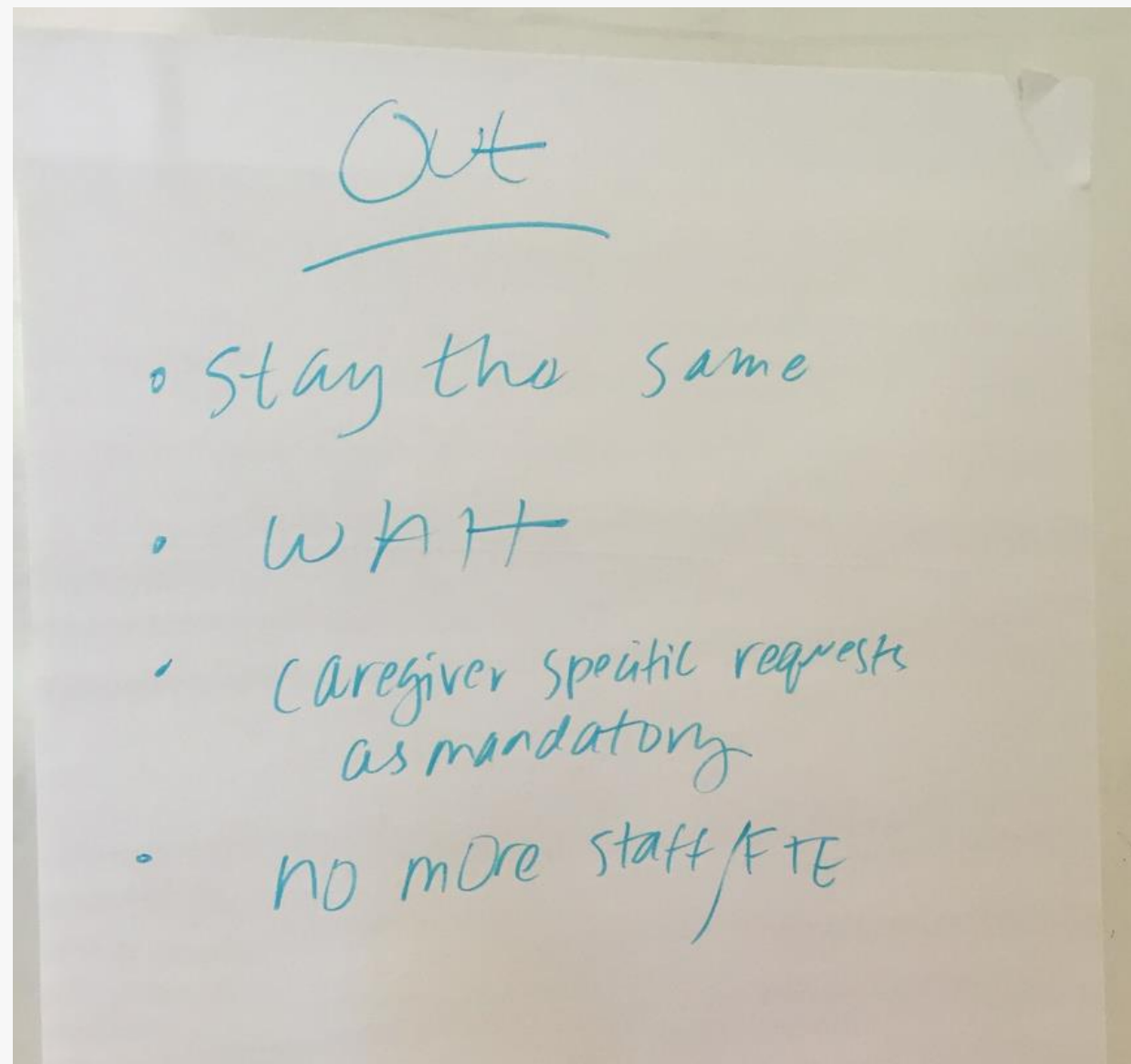




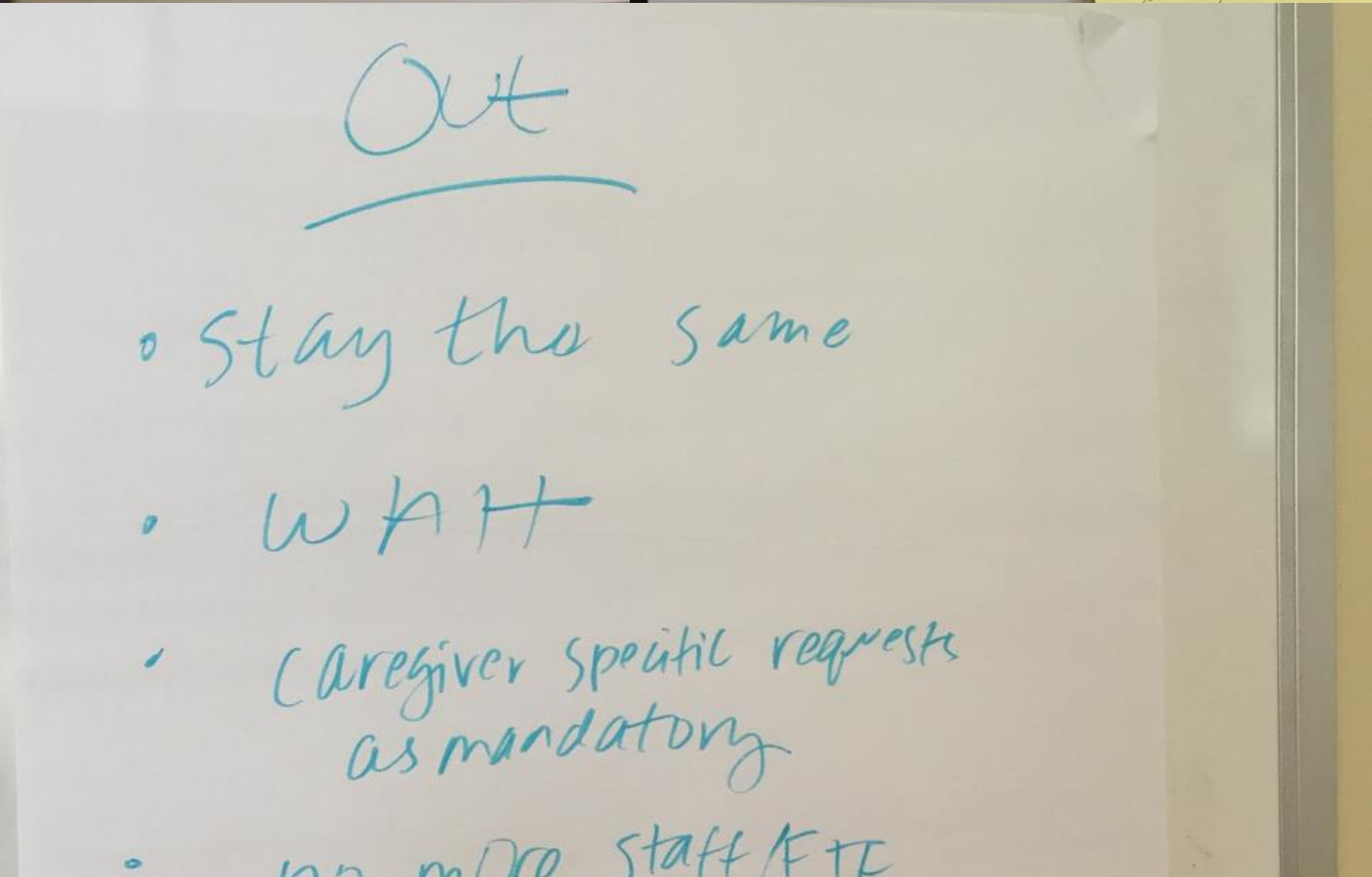
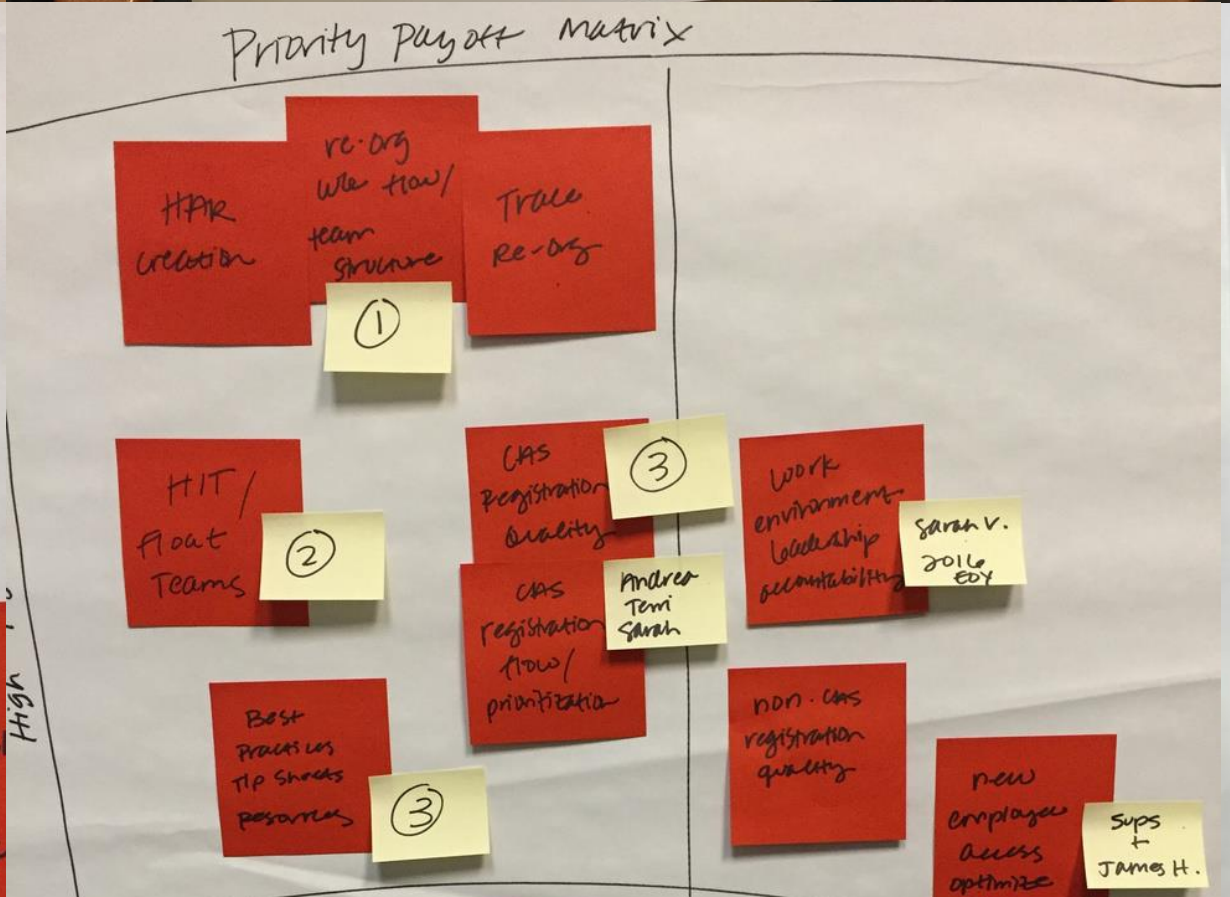
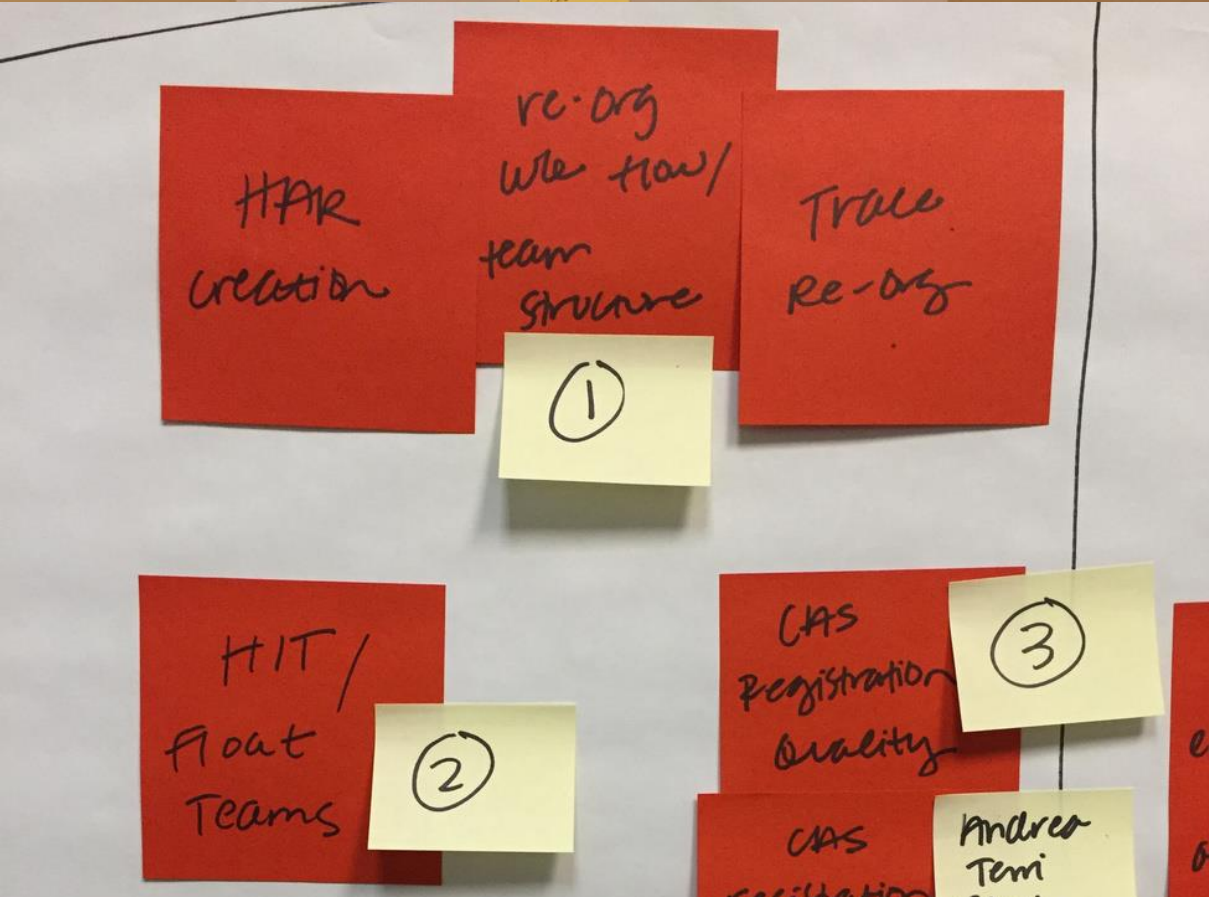
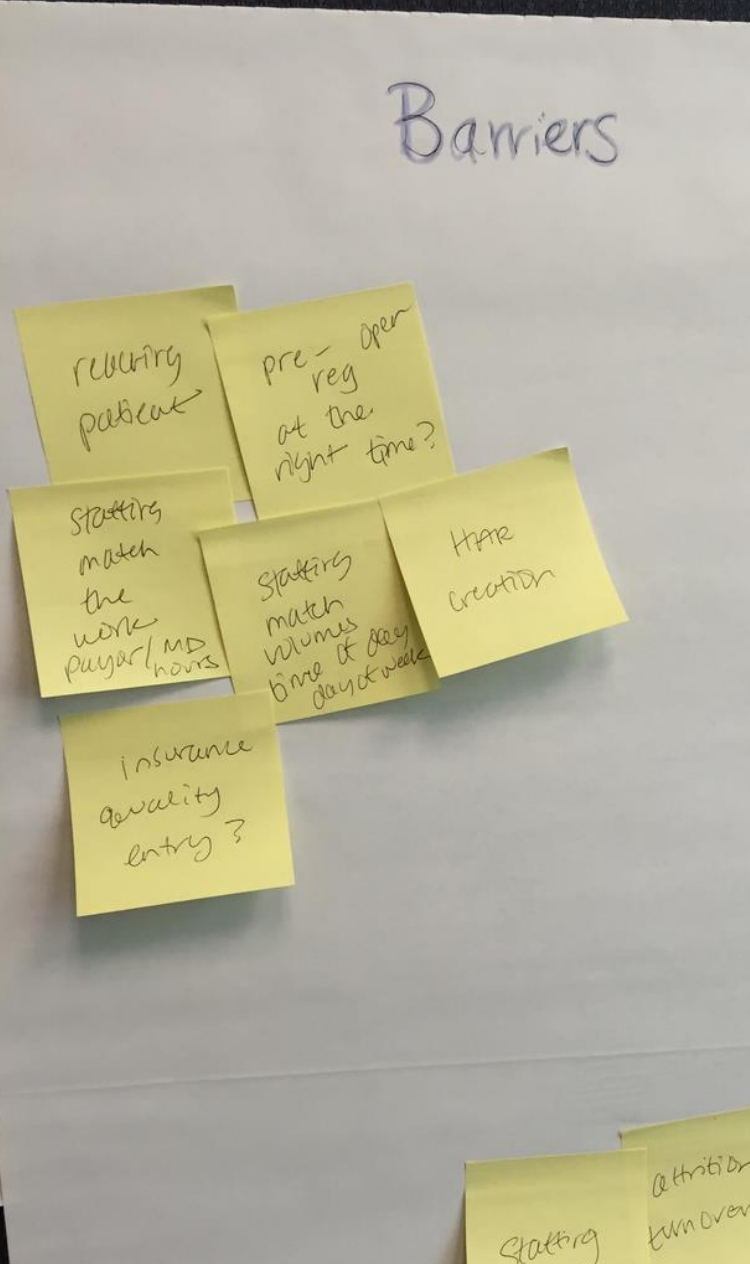
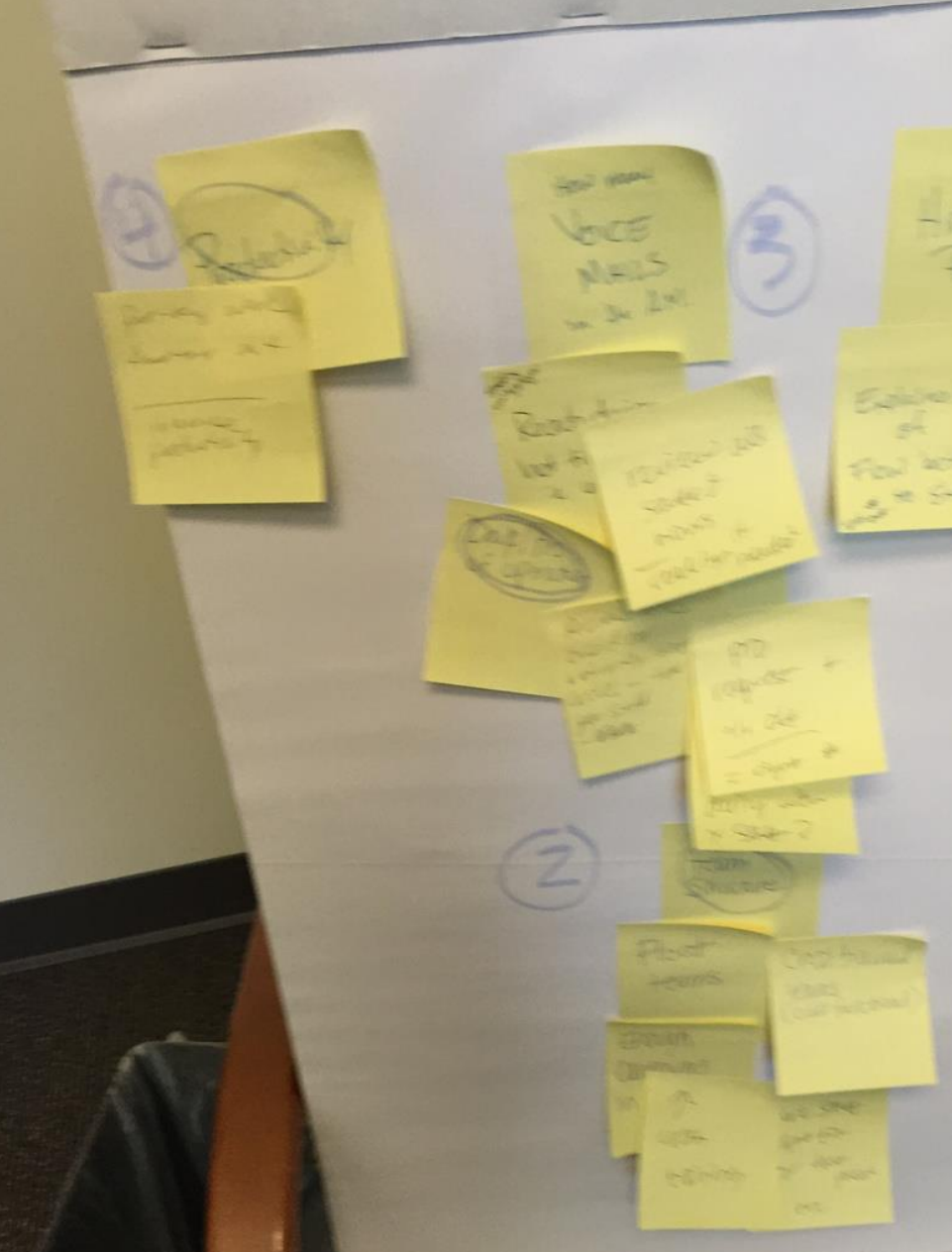
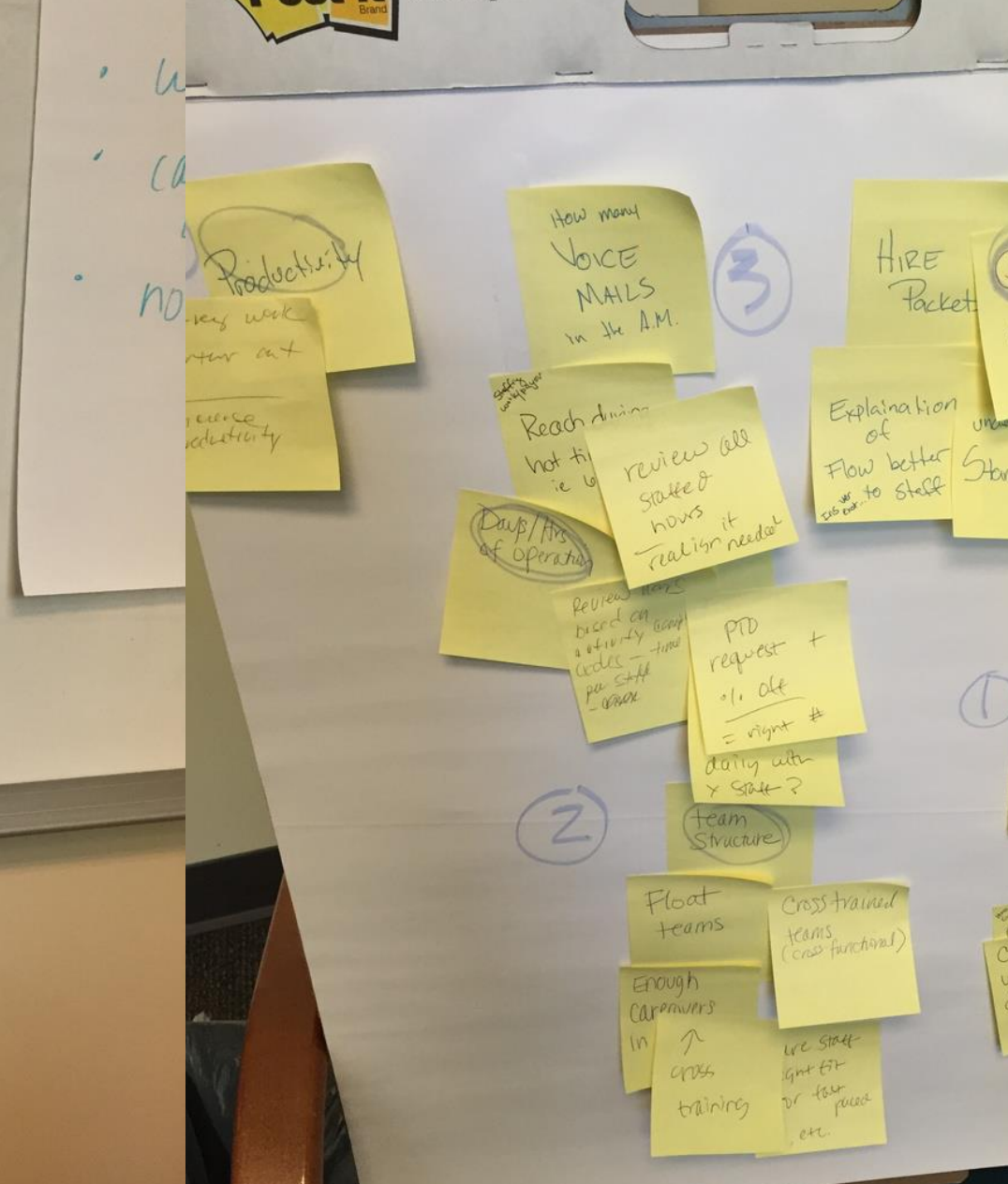
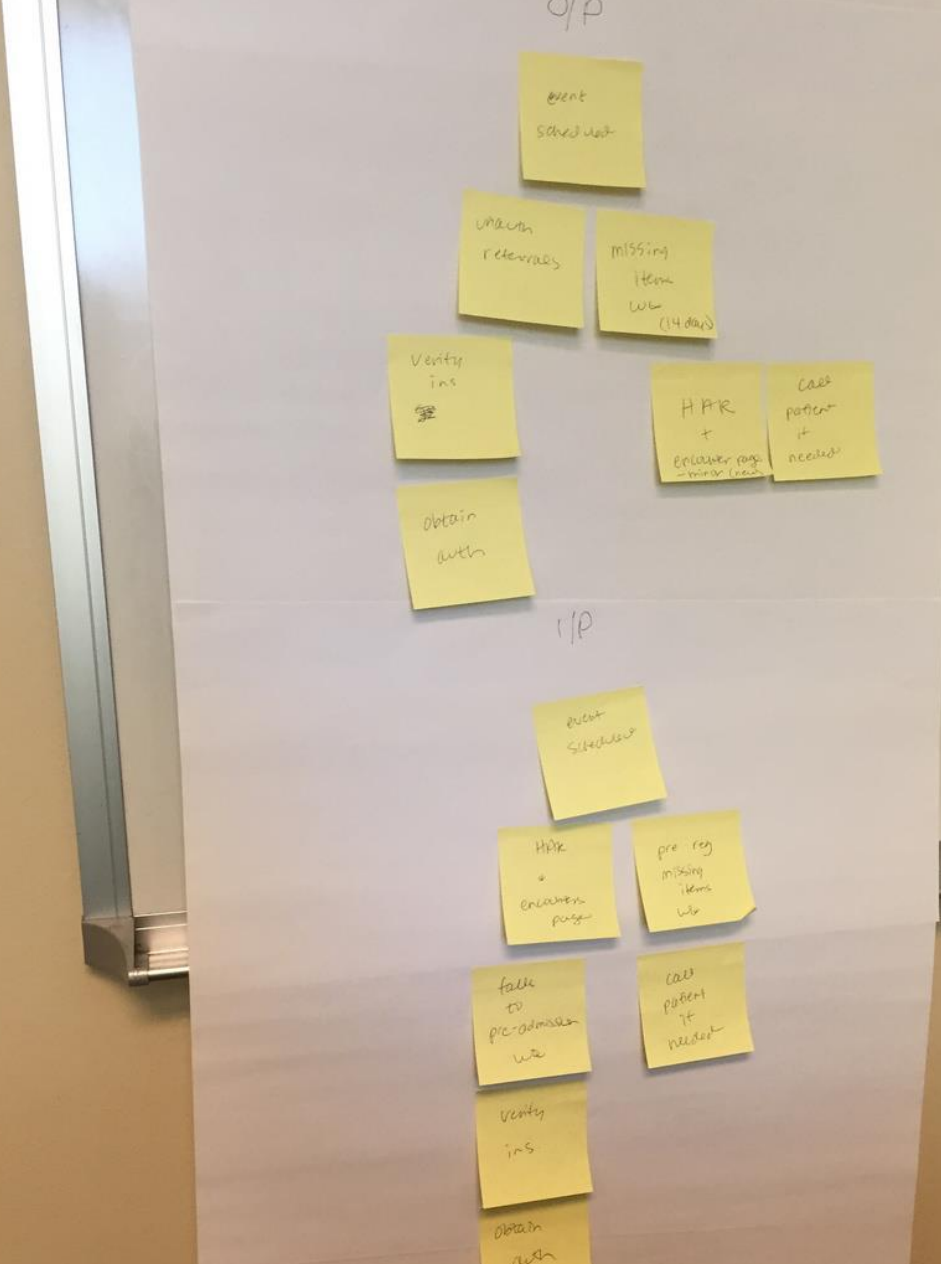
# RESULTS

5 x 5 x 6 Coffee Dates

Workout Style Think Tank









Barriers



HIT  
Creati

HIT /  
float  
Teams

②

Registration  
Quality

③

CAS  
facilitation  
Andrea  
Terri

High

Best  
Practices  
Tip Sheets  
Reserves

③

Regional  
prioritization

non-CAS  
registration  
quality

new  
employee  
access  
optimize

Supps  
+  
James H.

• Caregiver specific requests  
as mandatory

• non-micro staff FTE

attribu  
turnover



# RESULTS

5 x 5 x 6 Coffee Dates

Workout Style Think Tank

Process Improvement

- decreased denials
- increased productivity
- streamlined efficiency
- improved engagement
- better standards and accountability





# WHY TOGETHER?

”

Alone we can  
do do so little;  
together we  
can do so  
much.

Helen Keller





# WHY TOGETHER?

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Alone we can do so little; together we can do so much.

Helen Keller

- 
- Create buy in.





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  - You don't know it all.





# WHY TOGETHER?

”

Alone we can do so little; together we can do so much.

Helen Keller

- 
- Create buy in.
  - You don't know it all.
  - Wasting time, talent and money.







## **PROMISE**

- Learn a few tools.
- Practice said tools.
- Pick a favorite or two.
- Leave with knowledge and desire to implement and create real change, tomorrow.



# BACKGROUND

Sarah VanHoose

**Providence St Joseph Health**

2001-2021

Patient Access

CHAM Certified

CAP, Workout, Lean Certifications

CFO Award Winner

**Journey to Influence Coaching**

2020-

Owner, Speaker, Small Business &  
Finance Coach

Ramsey Preferred Coach



**Journey <sup>to</sup> influence**™



$$Q \times A = E$$

Quality Solution x Acceptance = Effectiveness



**CAP** - Solution is known.

**HOW?**

CAP

---





# HOW?

**CAP** - Solution is known.

**LEAN** - Eliminating waste, steps, improved flow.

CAP

---



LEAN SIX SIGMA

---





# HOW?

**CAP** - Solution is known.

**LEAN** - Eliminating waste, steps, improved flow.

**Workout** - No solution yet.

CAP



LEAN SIX SIGMA

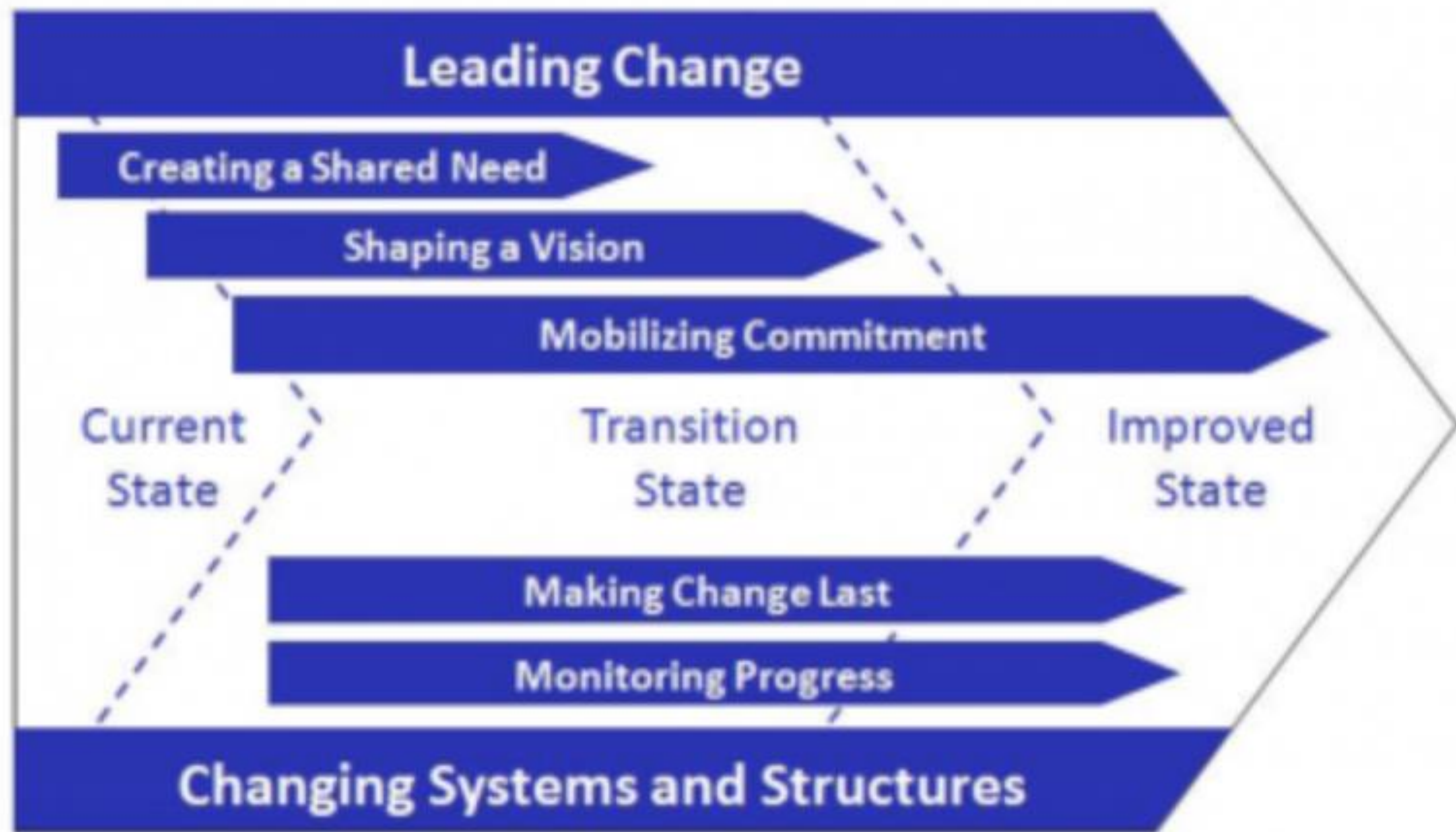


WORKOUT

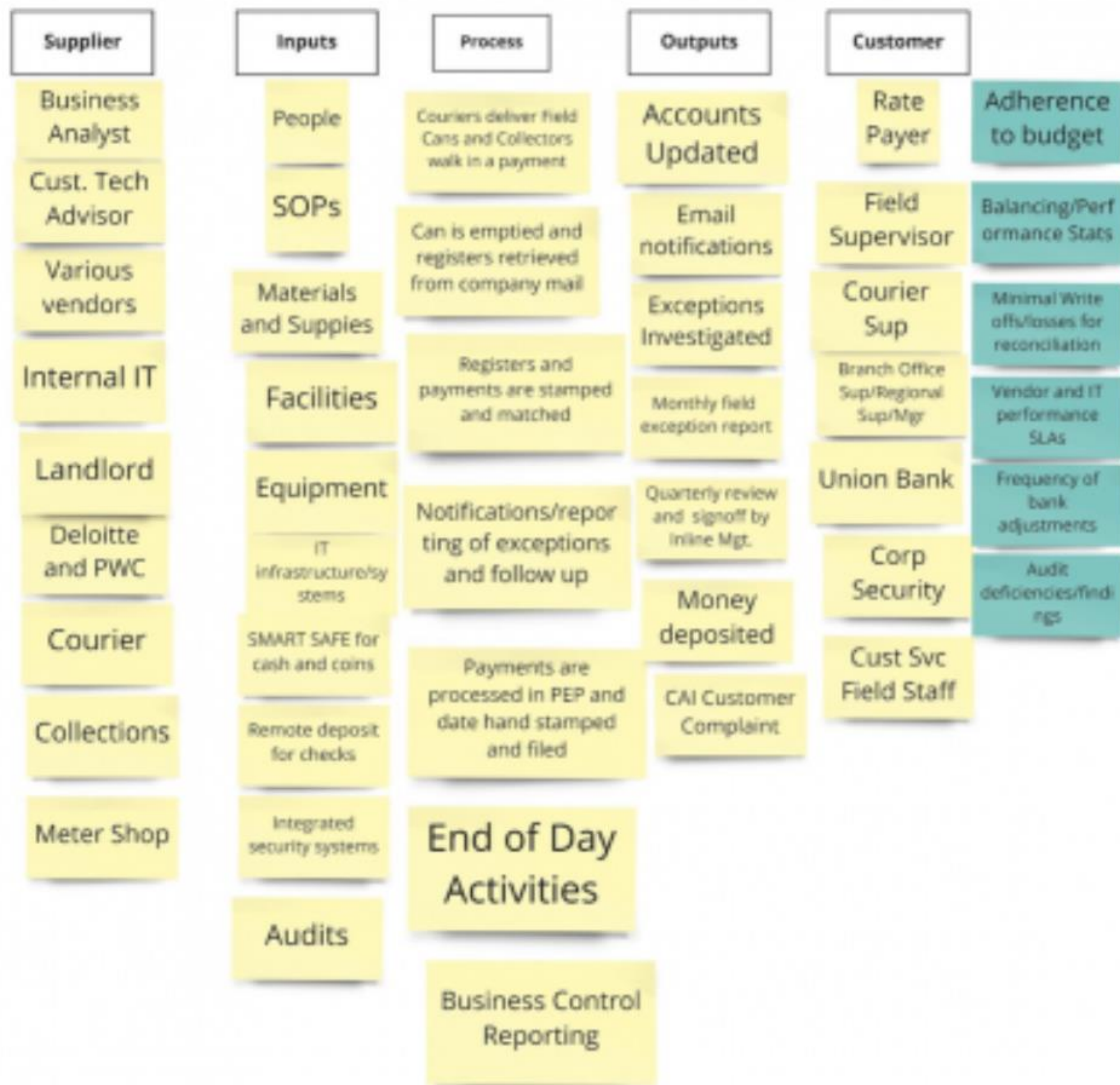




# The Change Acceleration Process Model

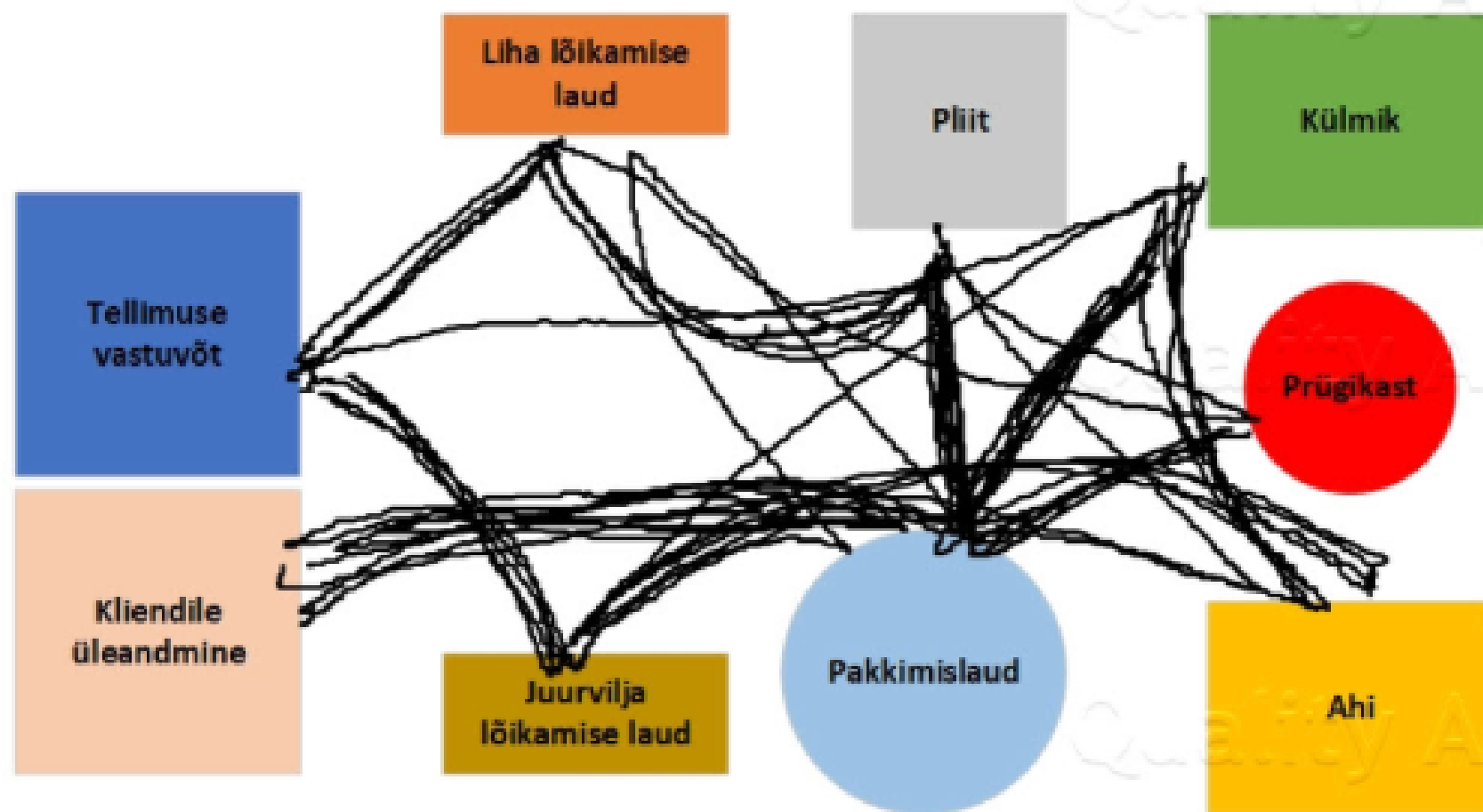








# Creating a Spaghetti Diagram



## ● Step 1

Determine the scope of the process in question.

## ● Step 3

Mark the process locations and steps onto the layout

## ● Step 5

Calculate the distances traveled.

## ● Step 2

Sketch or obtain a drawing of the layout as per the geographical boundaries

## ● Step 4

Connect the dots in accordance with the actual travel or walk patterns for the entity.

## ● Step 6

Construct a second, future state map, an indication of the reduction in travel distances









Circle of Influence






Circle of Influence



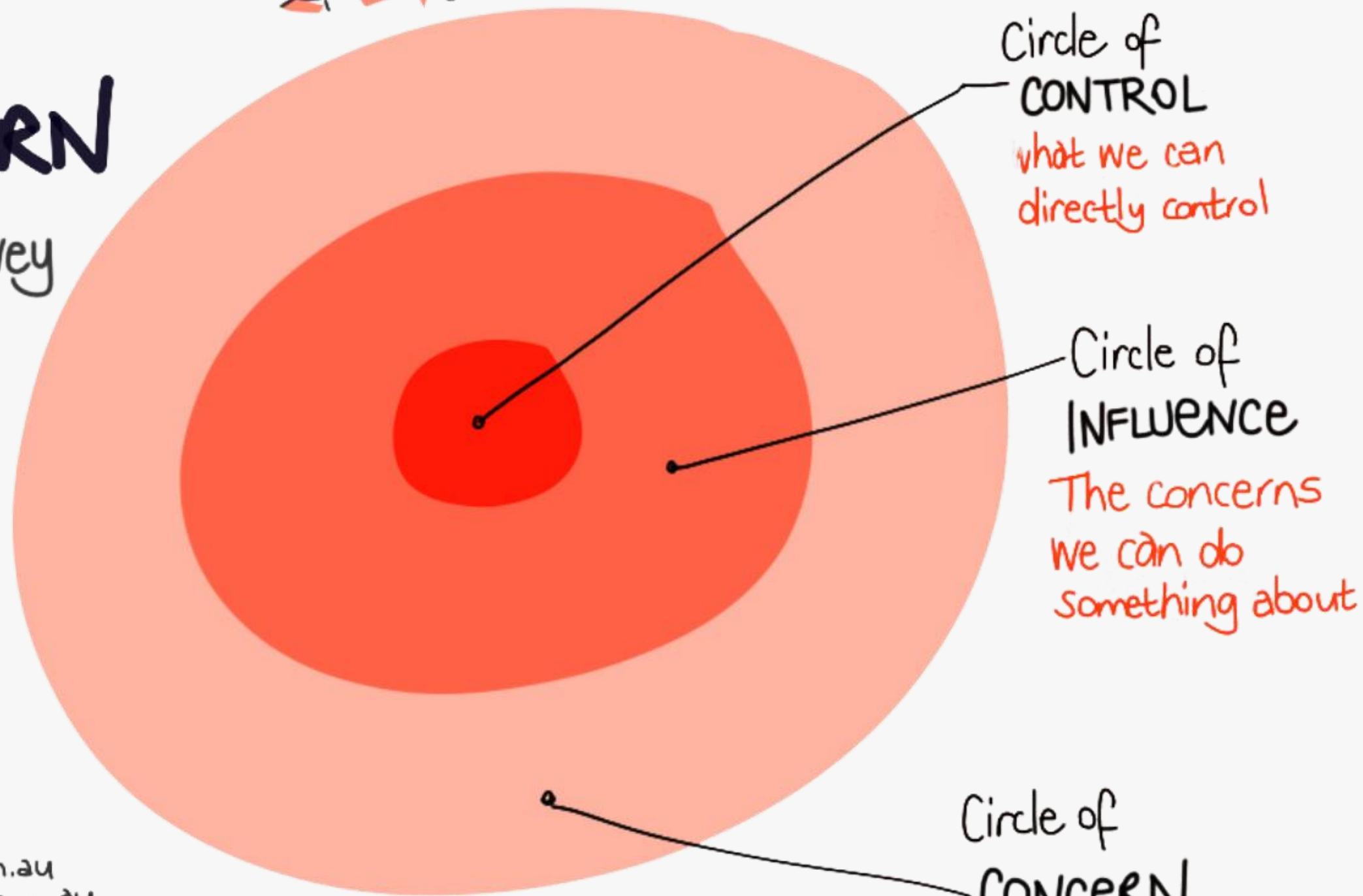


# CIRCLE of CONCERN

by  
Stephen Covey



We need to focus our  
energies on what we  
can control + influence!



© discoveryinaction.com.au  
eyesandassociates.com.au

DRAWING



What we cannot  
control or influence  
we need to **LET GO** of!



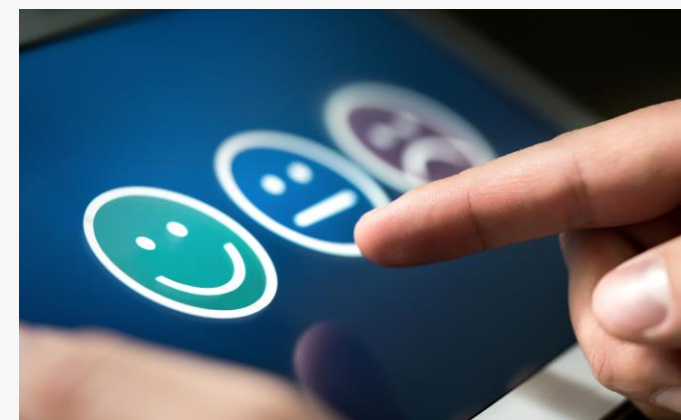


Parking Lot



# PICK A PROBLEM

Think about a 'real life' problem that you're sitting with right now that may fall similarly into one of these buckets.



---

## Denials

Increased denials over the past quarter, resulting in hundreds of thousands of dollars in loss.

---

## Customer Collections

Missed opportunities for point of service collections, co-pays, deposits or back end payment.

---

## Staffing Shortage

Reduction in FTE, but no reduction in workload. Do more, with less.

---


## Employee Engagement

Engagement scores low with leadership questions.

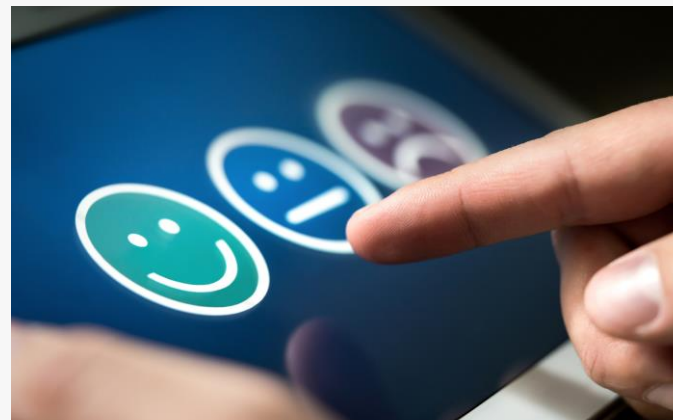


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Summarize on one single sticky note.



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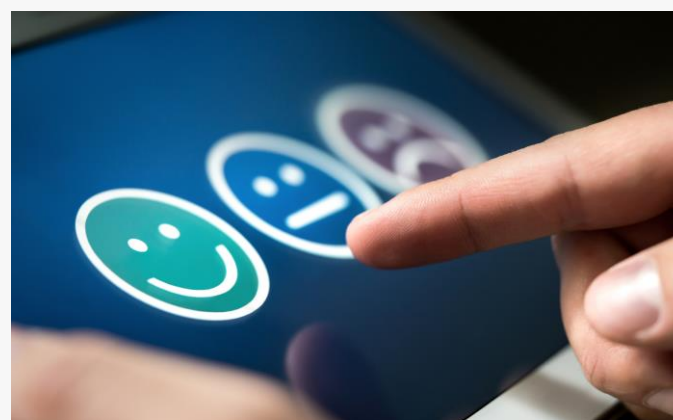
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Summarize on one single sticky note.

Share aloud with your table group.



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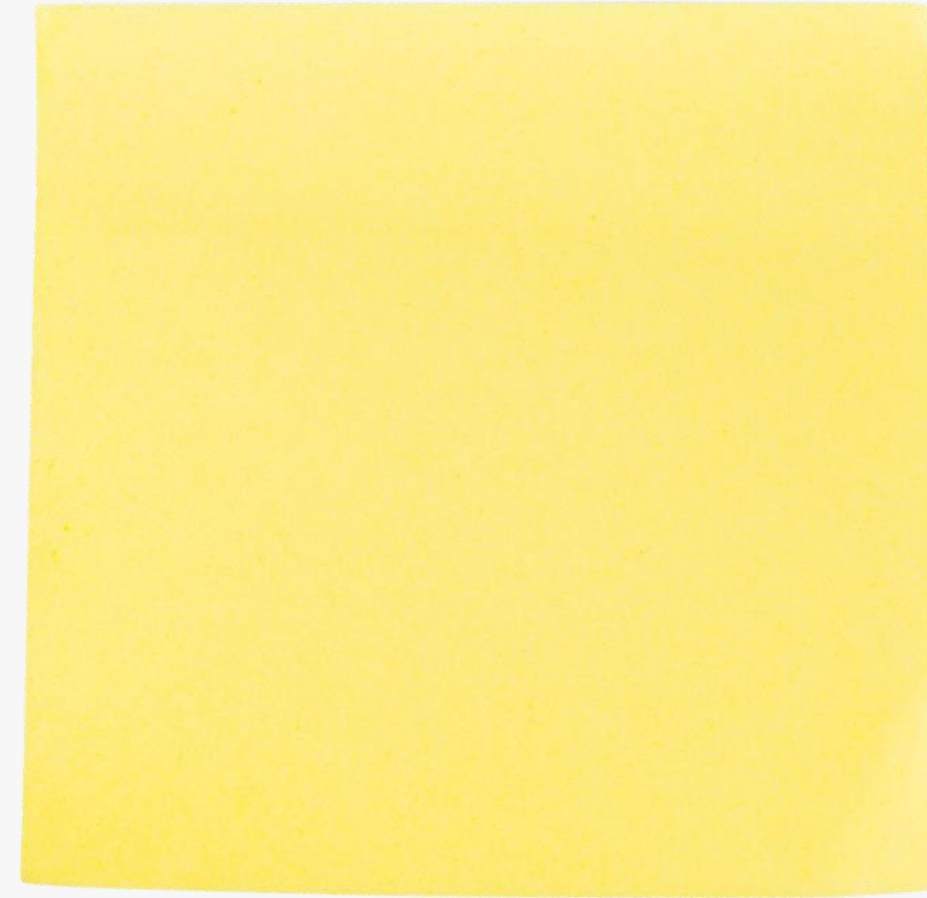
A large, solid dark blue circle is centered on a white background. Inside the circle, the text 'N/3' is written in a white, sans-serif font.

N/3



# **SOLUTION BRAINSTORM**

Individually, write down 1 idea per sticky note - go crazy.





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1 person gather and read aloud - seeking any clarification needed.

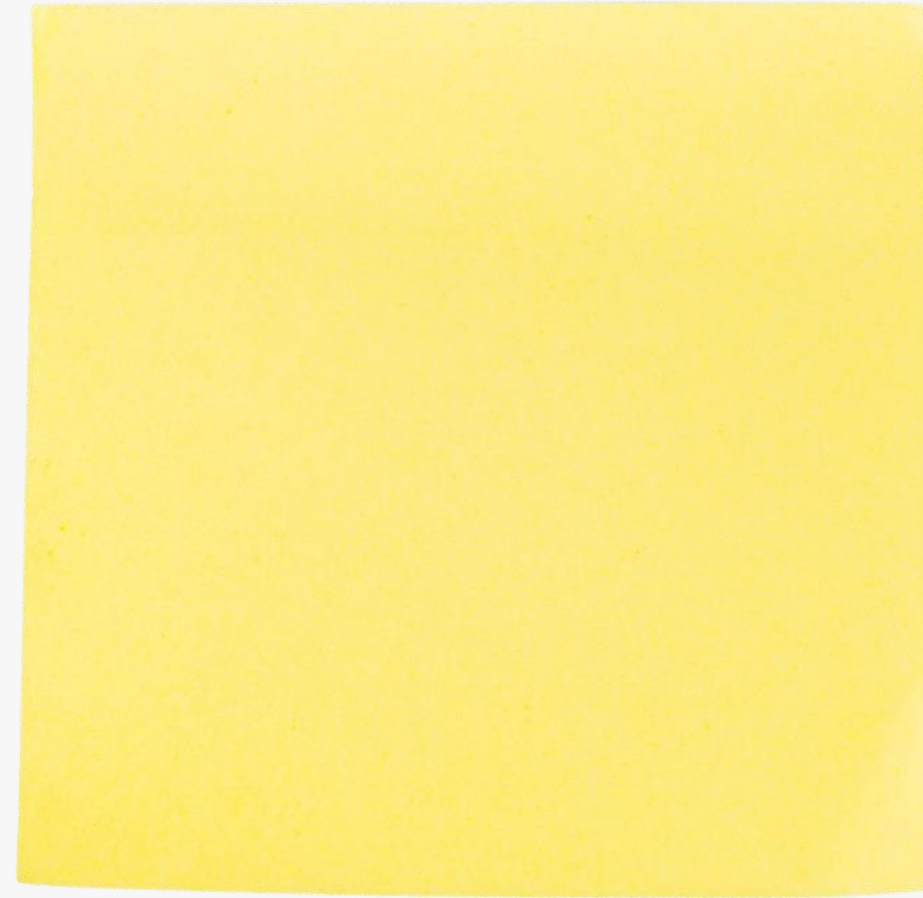


# **SOLUTION BRAINSTORM**

Individually, write down 1 idea per sticky note - go crazy.

1 person gather and read aloud - seeking any clarification needed.

2 others group like ideas together, if appropriate - maybe circling the themes and share with your table final results



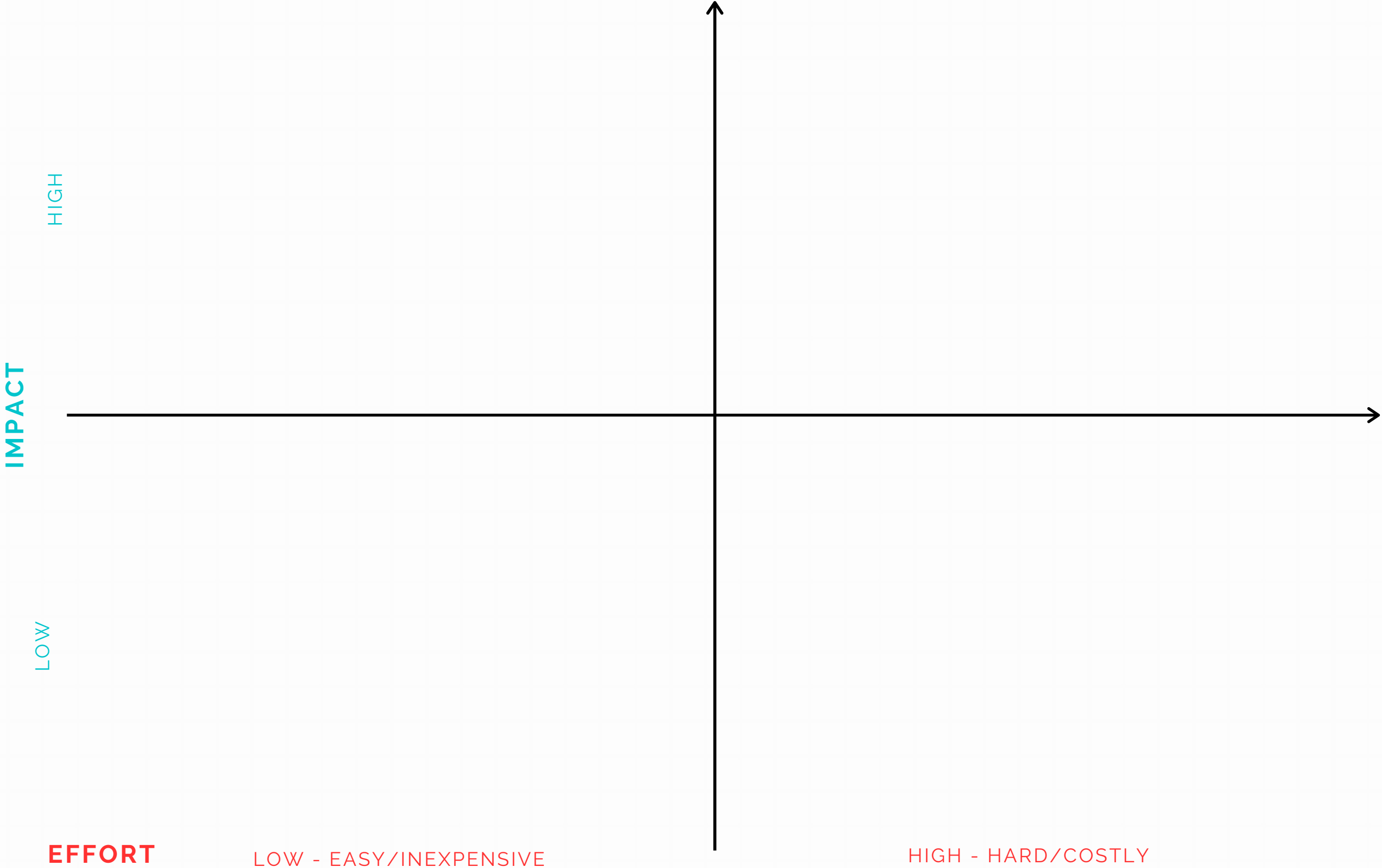


# Priority/Payoff Matrix

**Solutions List**



A clipboard with a white background and a blue border. At the top, there is a white rectangular box with a blue border containing the text "Solutions List". Below this box, there are six yellow sticky notes arranged in two columns and three rows. The notes are slightly overlapping and have a realistic, torn-edge appearance.



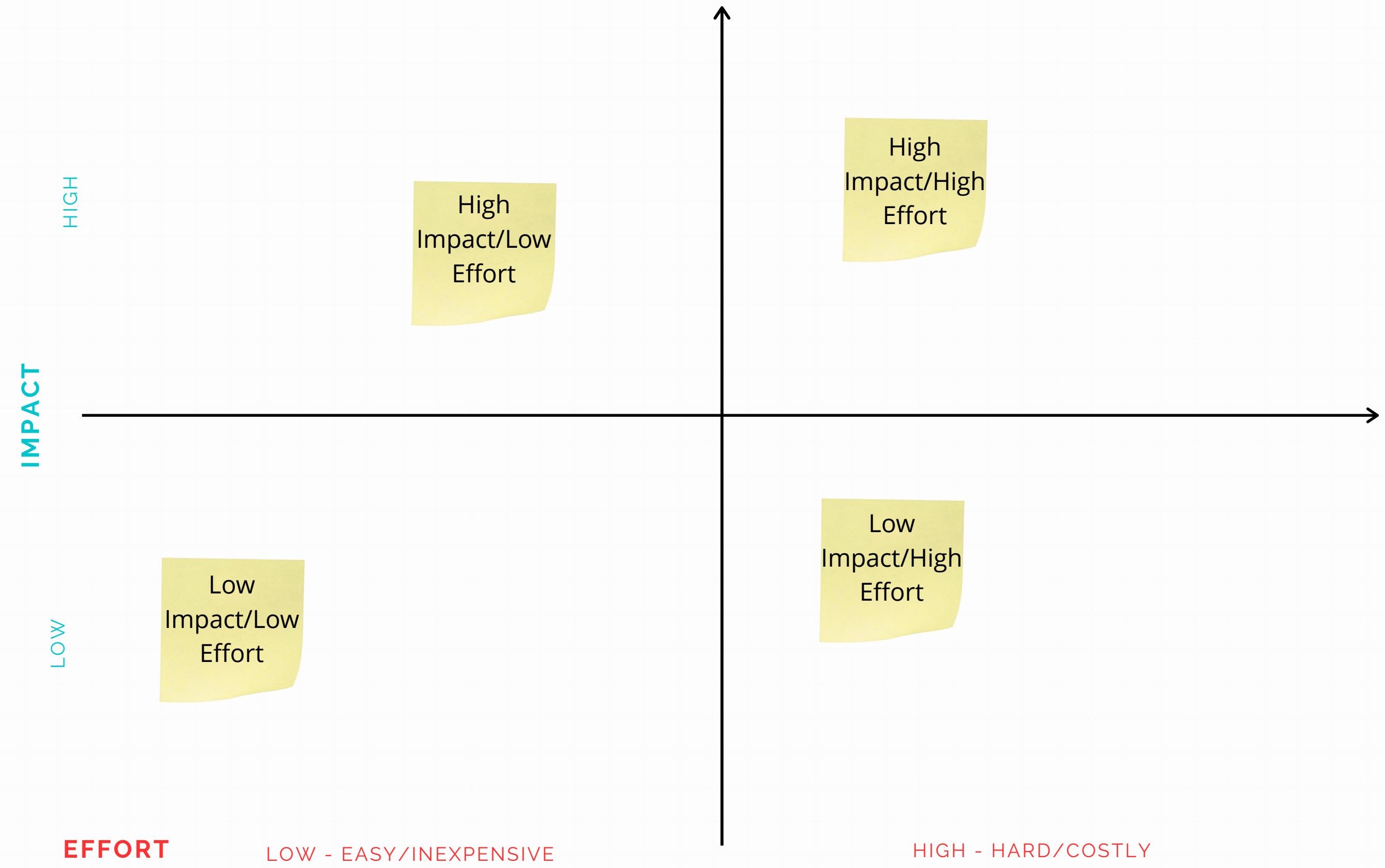
# Priority/Payoff Matrix

Is this HIGH or LOW impact?  
Is this HIGH or LOW effort?

**Solutions List**



A vertical list of three yellow sticky notes, each representing a solution. The notes are blank and positioned to the left of the matrix.





# Gems







# Projects







# Fillers







# Kill Zone

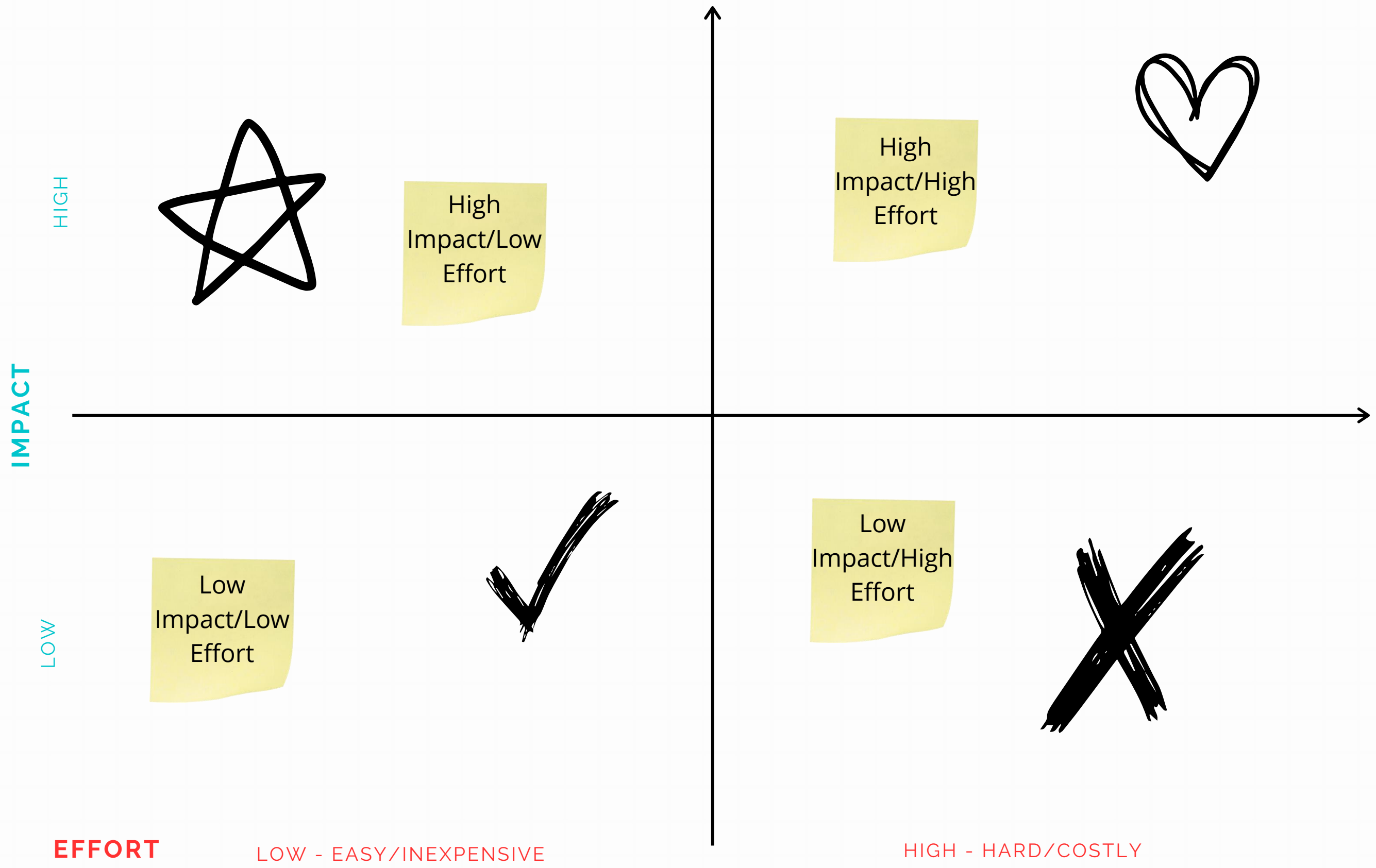




# Priority/Payoff Matrix

Is this HIGH or LOW impact?  
Is this HIGH or LOW effort?

**Solutions List**











What



Who



Whe

n



Untitled - Message (HTML)

FILE MESSAGE INSERT OPTIONS FORMAT TEXT REVIEW

Paste

Clipboard

Basic Text

Names

Attach File

Attach Item

Signature

Follow Up

High Importance

Low Importance

Zoom

Send

To...

Cc...

Bcc...

Subject

*Sarah M. VanHoose*  
**Central Access Services Manager**  
Providence Health & Services  
Office 503.215.2689/Cell 503.961.4602



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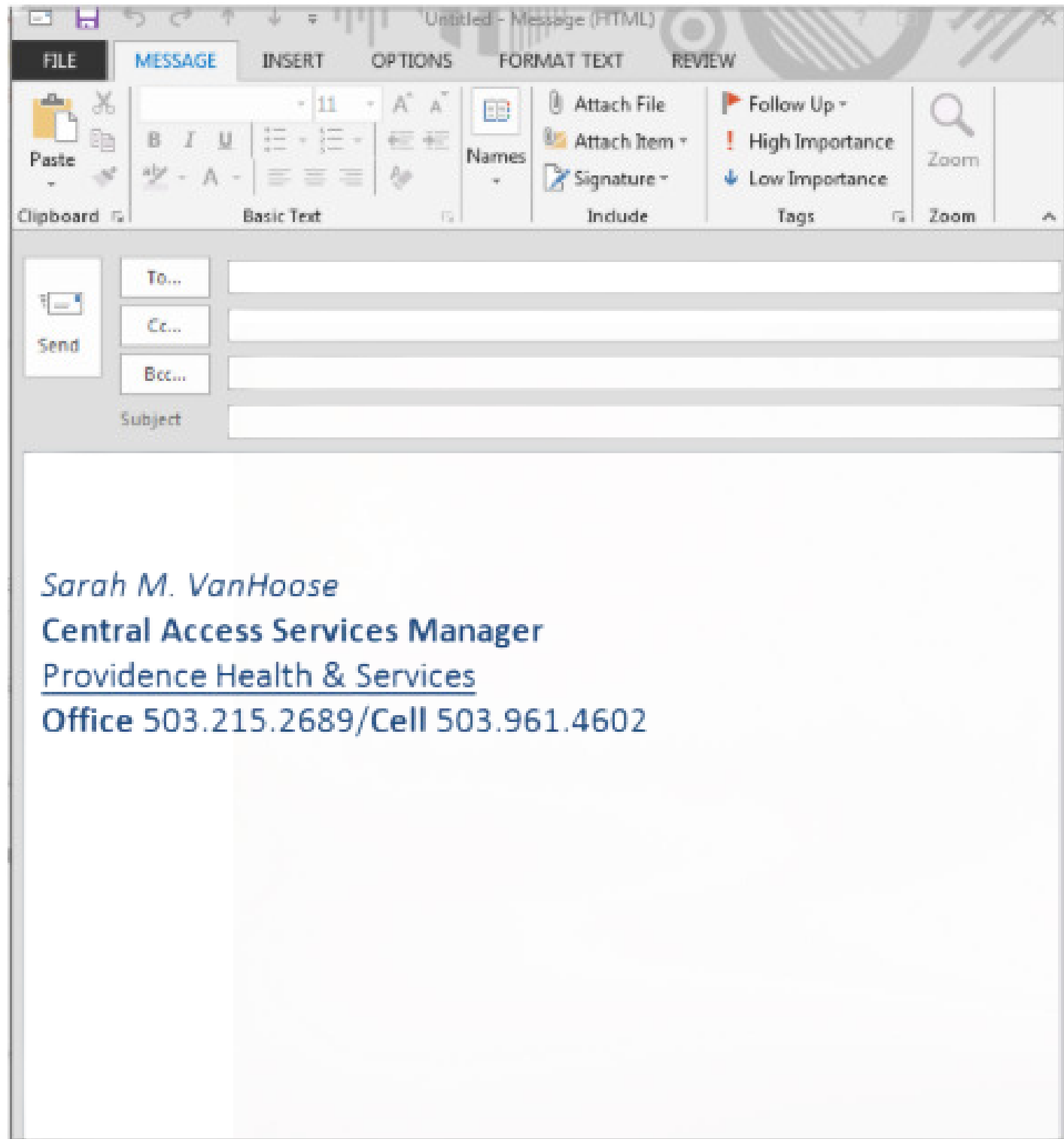
Send

Subject

*Sarah M. VanHoose*  
**Central Access Services Manager**  
Providence Health & Services  
Office 503.215.2689/Cell 503.961.4602










# JOHARI WINDOW

	Known to self	Not known to self
Known to others	<p>What would others say about you that you would agree with?</p> <p>Arena</p>	<p>What have others said about you that you have not seen before or don't agree with?</p> <p>Blind Spot</p>
Not Known to Others	<p>What do you know or observe about yourself that might surprise others?</p> <p>Façade</p>	<p>These are the things that are yet to be discovered</p> <p>Unknown</p>



**SARAH'S 2015  
JOHARI  
WINDOW**

	Known to self	Not known to self
Known to others	<ul style="list-style-type: none"><li>• Results Oriented</li><li>• Hard Worker</li></ul> <p>Arena</p>	<ul style="list-style-type: none"><li>• Appeared Unapproachable RBF</li><li>• Too Quick with Changes, not inclusive</li></ul> <p>Blind Spot</p>
Not Known to Others	<ul style="list-style-type: none"><li>• Funny</li><li>• DIY versus Waiting</li></ul> <p>Façade</p>	 <p>Unknown</p>

**CHANGE IS  
EVERYWHERE,  
APPLY THESE TOOLS  
ANYWHERE**

Process improvement and change management are just fancy ways of saying we need to do **something better, together.**



**Dairy Farm**  
Family farm transitioning ownership to the next generation, successfully while navigating a million in debt.

**NJ Family**

Couple in Jersey with 150k in consumer debt with a plan to be debt free in 2 years.







## **YOUR TURN - TAKE ACTION**

- ~~Learn a few tools.~~
- ~~Practice said tools.~~
- ~~Pick a favorite or two.~~
- Leave with knowledge and desire to implement and create real change, tomorrow.





@journeytoinfluence



journeytoinfluence



hello@myjourneytoinfluence.com



myjourneytoinfluence.com

