

QUALITY IMPROVEMENT STORYBOARD



Division/ Program:	Children's Medical Services (CMS)
Project Title:	Adolescent Transition Care Plan (ATCP) form workflow
Project Timeline:	May 2019-October 2019
QI Specialist(s):	Shieva Davarian, Nicole Fountas

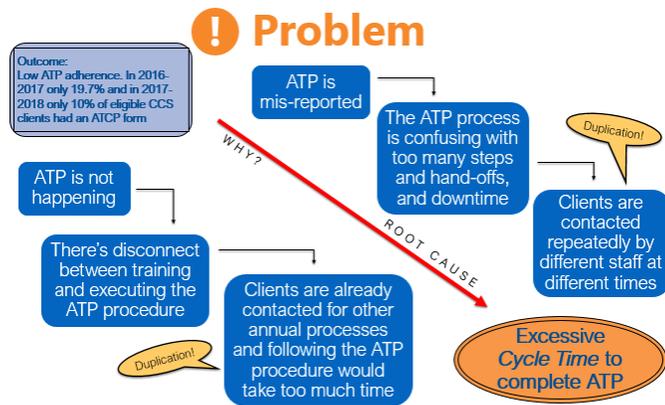
1. Getting Started

Adolescent Transition Planning (ATP) is mandated by the State for all eligible youth in California Children's Services (CCS). The State allows Counties to determine how they will address ATP. In CMS, we use an Adolescent Transition Care Planning (ATCP) form to document and track ATP.

2. Assemble the Team

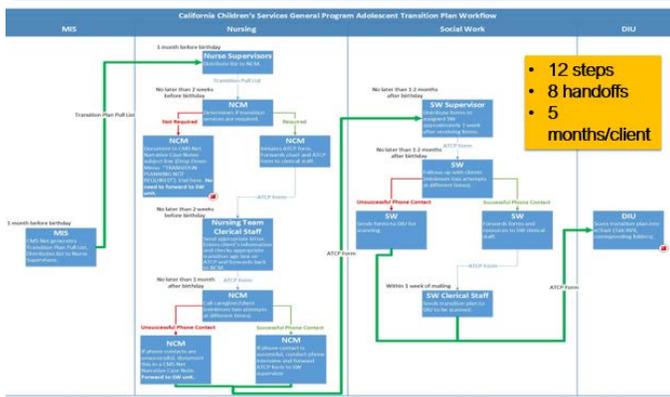
CMS QI Specialists: Shieva Davarian, Nicole Fountas
 SMEs: CCS Public Health Nurse (PHN), CCS Social Worker (SW), and Management Information Systems (MIS) representative
 Workgroup: 12 ATP Workgroup members

3. Define* the Problem/ AIM Statement



The aim is to reduce the cycle time by 50%, from 5 months to 2.5 months.

4. Examine the Current Approach/Measure*



* Lean Six Sigma step (DMAIC)

5. Identify Potential Solutions/Analyze*

- Incorporate ATP into an existing process (clients' CCS Annual Review).
- Create an electronic process.

6. PLAN/ Analyze*

Review current Practices and Procedures (P&P) and utilized Lean/Six Sigma Green Belt tools:

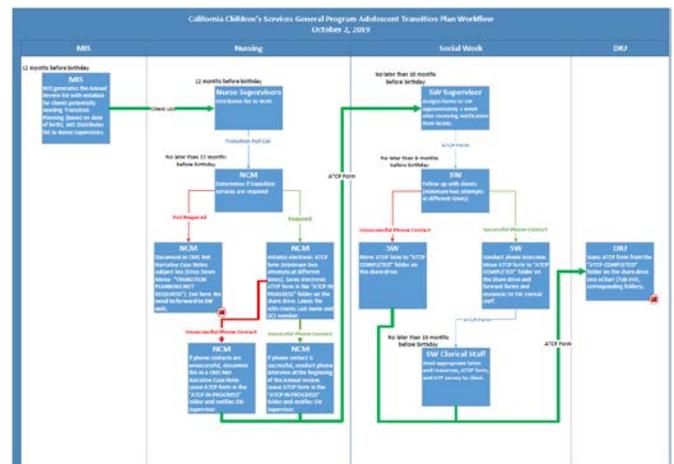
- "Gemba" Process Walk with SMEs
- Suppliers, Input Process, Output, Customers (SIPOC) map

7. DO/Improve*

The plan was implemented from May 2019-July 2019.

8. STUDY/Improve*

We developed a new workflow, with the feedback of the ATP workgroup.



9. ACT/Improve*

The ATP workgroup adopted the new workflow and implemented changes to the practices and procedures.

- Steps were reduced from 12 to 9
- Handoffs were reduced from 8 to 6
- Cycle time was reduced from 5 months to 2 months
- ATCP form is filled out and transmitted electronically
- ATCP form is consolidated into an existing annual process, eliminating an unnecessary independent procedure

10. Next Steps/Control*

To maintain a 2-month cycle time:

- Staff will be trained on the new procedures and re-trained as needed
- CMS QI will audit the ATP process annually