

Cathy Cooper
Authorized Signature

Number: SPD-AR-10-098
Issue Date: 10/25/2010

Topic: Other

Due Date:

Subject: SPD/AAA Financial Eligibility RPI Field Staff Survey

Applies to (check all that apply):

- | | | | |
|-------------------------------------|-------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County Mental Health Directors |
| <input checked="" type="checkbox"/> | Area Agencies on Aging | <input type="checkbox"/> | Health Services |
| <input type="checkbox"/> | Children, Adults and Families | <input checked="" type="checkbox"/> | Seniors and People with Disabilities |
| <input type="checkbox"/> | County DD Program Managers | <input type="checkbox"/> | Other (please specify): |

Action Required: Please distribute to Case Managers, Eligibility Workers, and individuals who may have experienced eligibility process improvements due to the SPD/AAA Eligibility Rapid Process Improvement event held in February, 2008. Please request staff to submit completed survey by: November 12th, 2010.

To access survey click: <https://survey.emp.state.or.us/surveys/AJJP7V/>

Reason for Action: In February of 2008, a Rapid Process Improvement (RPI) workshop was conducted to streamline the eligibility determination process. The RPI team's objective was to develop a streamlined process to better meet client needs and decrease the workload for staff. A total of 13 SPD/AAA staff members from across the state participated in this RPI.

Before the RPI team could actually tackle the waste in their own processes, they developed an ideal "lean" workflow model for the process (See <SPD-IM-08-027> or visit <http://www.dhs.state.or.us/spd/tools/api/index.htm>). In order for this model to work, the team requested that many issues be resolved by SPD Central Office to help expedite a new process flow. SPD Central office has resolved the majority of issues and requests have been made to Oregon ACCESS to address any remaining system issues.

In the spirit of process improvement, we would like to get your feedback on the impact to you and to your client's from the improvements implemented since the RPI event. The Continuous Quality Improvement Team (CQIT) will create and publish a staff satisfaction summary document from the information you provide to us through the survey. The summary document will be distributed to all SPD/AAA field staff members and to SPD/AAA leadership.

We are committed to support continual improvement within SPD by listening to the "Voice of our Customer". The survey should take you approximately 15 minutes to complete. We appreciate the time you take to complete this survey and thank you in advance for your honest feedback! The improvements made through the RPI are included on the following page.

A highlight of these improvements include:

Improvement	Pre-RPI Requirement	Post- RPI Requirement
Medication list no longer necessary in CAPS.	In CAPS, workers were responsible to keep an updated list of client medications.	Workers are no longer responsible to list client medications in CAPS.
Client signature not required on OHP 7208 form/Medicare Election Form.	A client signature was required to complete form OHP 7208.	Worker can complete and sign form OHP 7208 by phone call to client.
Amended medical policy. Effective January 1, 2009, SPD does not require a new application for redeterminations OAR 461-115-0050	A new application was required for all non-SSI financial redeterminations.	A new application is not required if the Department has sufficient evidence to determine eligibility
Dual Monitors have been approved for all state eligibility staff.	Most state staff did not have dual monitors.	Dual monitors have been approved for all state eligibility staff.
Forms (listed below) can be submitted via e-mail from OA or the forms server: SDS 415H , SDS 647 , DHS 454 , DHS 451 , SDS 514 See SPD-IM-08-033NV ,	Forms were submitted by fax, US mail service, shuttle or by other means.	Forms can be submitted via e-mail through OA or the forms server.
Clarification provided of the forms required for application and redetermination List of forms added to SPD Worker Guide B.8 .	Workers did not have a resource to provide a list of required forms for application and redetermination of eligibility	Workers have a resource that provides a list of required forms necessary to complete application or redetermination of eligibility
Updated SPD Zip code directory	SPD Branches were not updated in Zip Code Directory	SPD branches are up to date in Zip code directory.
Forms updated to better serve clients and staff (forms server only): SDS 539H, SDS 445 and SDS 446 *Request made to OA.	Request was not made to OA	Request made to OA to update forms. Forms updated on the Forms Server and through the OA Web forms.
Forms that are not required (still may be used when needed): Request made to OA See work efficiencies	Request was not made to OA	Request made to OA

Field/Stakeholder review: Yes No

If yes, reviewed by: Operations Committee and the Financial Eligibility Rapid Process Improvement Team

If you have any questions about this action request, contact:

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