Washington State Health Care Authority

Breaking Down Silos for Better Performance

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Workload Reporting & Waste

DEFECTS

OVERPRODUCTION

WAITING
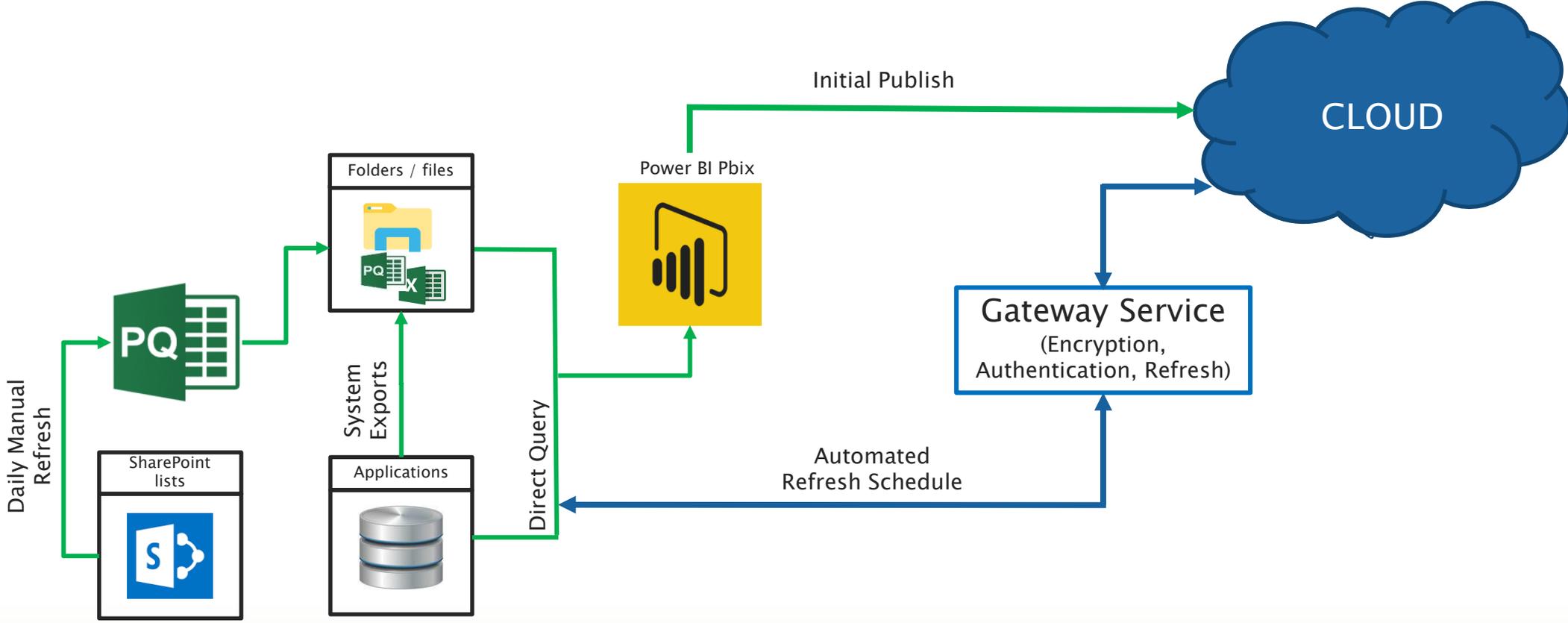
NON-UTILIZED TALENT

TRANSFER

INVENTORY

MOTION

EXTRA PROCESSING

Prior State

Lean Concept	Prior State
Defects (inconsistency, processing errors)	Multiple people pulling data from multiple systems. Inconsistent across time and people. Reporting system was destined to be 1M cells per month.
Waiting	9 supervisors X 2 hours each per day to pull and record data. Excel reports were cumbersome and time consuming.
Non-Utilized Talent	Supervisors spent time counting the work instead of supervising the work.
Extra Processing	9 supervisors pulling same data.

Raw Data to Visual Display

Current State

Lean Concept	Current State
Defects (inconsistency, processing errors)	Consistent raw data pulled and plugged daily, eliminating the risk of 16 different people collecting data on 200+ team members.
Waiting	Refresh is instantaneous and Supervisors/Managers have instant access to yesterday's production, which gets to conversations quickly.
Non-Utilized Talent	Introduced Power BI to management analysts who can monitor and maintain the file and fix errors. Supervisors can now supervise.
Extra Processing	Power BI allows us to visualize the data quickly and efficiently. The drill down features allow different access levels for office and individual. Time saved is equivalent to 1.4 FTE.

Report Demo