

Michigan Rehabilitation Services and Adult Protective Services IDEALIZED DESIGN VSM with 08-6-18 Updates

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<u>Step Number</u>	<u>Creation Step</u>	<u>Step Name</u>	<u>Issue</u>	<u>Idea</u>	
1	1	Receive Referral	Adult Service worker omits critical information on referral document	Develop a detailed process, example timeline orientation	
1	1	Receive Referral	Adult Service worker does not have working knowledge of referral criteria	Develop referral process for A / S to educate on MRS services and opportunitis for referral	
1	1	Receive Referral	The referral process is too long	Everyone uses an electronic form that can be shared to reduce process times	
1	1	Receive Referral	Referral not processed in timely manner	Process referrals within 30 day	
1	1	Receive Referral	How or who will be the point of contact for referrals		
1	1	Receive Referral	ILS does not know if MRS is appropriate		
1	1	Receive Referral	Adult Services worker determines emergency is resolved & Case closed (1-17)		
3	3	Identify Participant	Unable to locate participant	Educate collaboration partner on documents needed up front	
3	3	Identify Participant	Adult Services Worker sends inappropriate referral		
3	3	Identify Participant	Participant needs proper identification		
3	3	Identify Participant	Adult Services worker determines emergency is resolved & Case closed (1-17)		
5	5	Determine Participant Needs	Needs do not address employment	Assign MRS Rep to APS & ILS to assist with questions & answers (5-15)	Moved from 9 to step 5
5	5	Determine Participant Needs	Worker does not discuss participant needs (9, 11, 13, 15, 17)		
5	5	Determine Participant Needs	Adult Services worker determines emergency is resolved & Case closed (1-17)		
5	5	Clarify What Services Are Needed	Adult Services worker / MRS Counselor Mis-communication	Communication between A / S worker & contact point at MRS	Duplicate Step- Deleted Step 5 (review PDSAs)
5	5	Clarify What Services Are Needed	Not knowing all resources including MRS	Assign MRS Rep to APS & ILS to assist with questions & answers (5-15)	
7	7	Determine Eligibility	ROI Return on Investment	APS obtain as much medical documentation during intake	
7	7	Determine Eligibility	Lack of knowledge of MRS eligibility criteria	Assign MRS Rep to APS & ILS to assist with questions & answers (5-15)	
7	7	Determine Eligibility	Obtaining Timely Needed medical Documents	Short, accessible document that includes MRS eligibility criterion	
7	7	Determine Eligibility	Eligibility Extension	Have medical documents scanned so they can be emailed	
7	7	Determine Eligibility	Adult Services worker determines emergency is resolved & Case closed (1-17)		

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9	9	Establish Participant Goals	Communication with agency regarding goals	Joint Outlook calendar that can be accessed for scheduling meetings	
9	9	Establish Participant Goals	Scheduling joint meetings to agree on barriers and <u>potentil goals</u>	Assign MRS Rep to APS & ILS to assist with <u>questions & answers (5-15)</u>	
9	9	Establish Participant Goals	Goals do not address employment	Regularly scheduled meetings between departments	
9	9	Establish Participant Goals	Lack of time		
9	9	Establish Participant Goals	Not in job description ?? (11 - 15)		
9	9	Establish Participant Goals	Worker does not discuss participant needs (9, 11, 13, 15, 17)		
9	9	Establish Participant Goals	Adult Services worker determines emergency is resolved & Case closed (1-17)		
11	11	Utilize training received to assess employment needs			Step Added
13	13	Client is interested in services			Step Added
15	15	Complete MRS Referral Form			Step Added
17	17	Explore Careers	Employment options unavailable		Step Moved
17	17	Explore Careers	Lack of concern	Assign MRS Rep to APS & ILS to assist with questions & answers (5-15)	
17	17	Explore Careers	Not in job description ?? (11 - 15)		
17	17	Explore Careers	Worker does not discuss participant needs (9, 11, 13, 15, 17)		
17	17	Explore Careers	Adult Services worker determines emergency is resolved & Case closed (1-17)		
19	19	Eliminate Barriers	Not trained to perform this task	Collaborate with Training Unit	Step Moved
19	19	Eliminate Barriers	Resistance to refer to MRS	Training will be mandated or all A / S Workers	
19	19	Eliminate Barriers	Worker does not discuss participant needs (9, 11, 13, 15, 17)	Train A / S workers on MRS Process	
19	19	Eliminate Barriers	Adult Services worker determines emergency is resolved & Case closed (1-17)		
21	21	Transition Case to MRS	Unsure of process		
21	21	Transition Case to MRS	Don't know what is appropriate		Step Moved
23	23	Collaborate with Participant			Step Added

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<u>Step Number</u>	<u>Creation Step</u>	<u>Step Name</u>	<u>Issue</u>	<u>Idea</u>
25	25	Assess Employment Needs	APS, ILS Unsure of Employment Needs	Assign MRS Rep to APS & ILS to assist with questions & answers (5-15)
25	25	Assess Employment Needs	Not in job description ?? (11 - 15)	
25	25	Assess Employment Needs	Worker does not discuss participant needs (9, 11, 13, 15, 17)	
25	25	Assess Employment Needs	Adult Services worker determines emergency is resolved & Case closed (1-17)	
45	45	Improve Independence	NO POTENTIAL ISSUE REPORTED	APS Post - service follow - up

Step Moved