

## **Navy Medicine Recognized at February 2010 Department of the Navy (DoN) Continuous Process Improvement (CPI) Advanced Training and Development Workshop**

The DoN CPI Advanced Training and Development Workshop was held in San Diego, California on 02-04Feb10. Over more than 500 CPI leaders and practitioners participated in this symposium which offered over 140 classes and three 3 tours of military and private sector facilities, highlighting process improvement initiatives and methodologies with applicability to a wide-array of settings.

Navy Medicine conducted two workshops. *Leading Rapid Improvement Events* was taught by Mr. Chuck Gaster, NMW Master Black Belt from NOVACES, Mr. Brian McCormack, NCA Master Black Belt from NOVACES and HMCM (SW/AW/FMF) Barry Mullen, NMSC Regional Black Belt. This session was offered six times and was well attended by a wide variety of CPI Practitioners from the DoN. The Navy Medicine Break-Out Session was held on the final day of the Symposium. CAPT Patrice Bibeau, NC, BUMED Black Belt and Senior Analyst, Lean Six Sigma (LSS) Program and CDR Fernando Moreno, MC, Interim Director, LSS Program Management Office and Black Belt led this event, providing NAVMED attendees updates on the program and the initiatives underway for the current fiscal year.

At the Workshop's Storyboard Competition, participants from across the DoN contributed over 60 dynamic storyboards, highlighting the DoN CPI story. Navy Medicine contributed **four** storyboards to this event:

- Medical Screening Timeliness Improvement of Reservists at Navy Mobilization Processing (NMPS) Site by NMW/CNIC
- Regional Replication of Immunization Inventory Management Rapid Improvement Event by NMW
- Consolidated Call Center Trouble Ticket Turn Around Time by NAVMISSA
- Timely Coding Completion of Outpatient Records by NCA

Two storyboards were recognized at the Awards Ceremony, having received three out of a possible 10 awards by the Symposium Technical Review Team. The first was the *Medical Screening Timeliness Improvement of Reservists at NMPS Sites* by CAPT Stewart Comer, MC, USN, Regional Black Belt from NMW, having received two awards, the "MVP" and "Superstar" categories. This poster was one of two that received dual awards, recognized as one of the top two posters by the Technical Review Team.

Storyboard Highlight: NAVMED and CNIC wanted to improve the percentage of Navy reservists demobilizing in San Diego from CENTCOM within the timeline of their original orders (usually 14 days). Their project identified and removed roadblocks and their "first pass" yield went from 58% to 91% and they have

sustained that effort for 7 quarters. The tenure mean of remaining reservists decreased from 145 to 97 days. A financial benefit of \$4,050,400 was realized.



*PICTURE CAPTION Chief of Staff, Navy Medicine West, CAPT Patrick J. Kelly (left), Navy Medicine West Lean Six Sigma Program Manager and Medical Director as well as the Project Black Belt lead for this project, CAPT Stewart W. Comer (center) and Commander, Navy Medicine West, Rear Adm. Christine M. Bruzek-Kohler pose with the Department of the Navy Continuous Process Improvement (DoN CPI) Super Star award and the MVP award for their work on improving the timeliness of medical screenings for reservists at the Navy Mobilization Processing Site San Diego.*

The second award-winning poster was by the NCA entitled *Timely Coding Completion of Outpatient Records*. Lead Belts for this project were LCDR Theresa Dunbar-Reid, NC, USN and Mr. Brian McCormack, Master Black Belt from NOVACES. Their project received the “Great Effort” Award by the Technical Review Committee

Storyboard Highlight is as follows: The project goal was to decrease the number of defective outpatient records in the system by 50% that prevent proper Prospective Payment System (PPS) dollars from being credited in M2 due to the use of defective (obsolete) codes. Type 102 Coding Errors were found to be present, and the team intervened by loading a proper reference code set on the AHLTA Local Cache Server and publishing guidance for providers on removing obsolete codes. These improvements resulted in a reduction of Type 102 Coding Errors by 89%, recapturing \$1,246,135 of lost workload.



*PICTURE CAPTION: CAPT Elizabeth Nelson, Chief of Staff, Navy Medicine National Capitol Area (NCA), (left), LCDR Theresa Dunbar-Reid, NCA Regional Black Belt (BB), Brian McCormack, NCA Regional Master Black Belt (MBB), and RADM Matthew Nathan, Commander, NCA (right) pose to recognize the “Great Effort” award received by the NCA BB and MBB at the Department of the Navy Continuous Process Improvement (DoN CPI) symposium whose project significantly improved the coding completion of outpatient records for the National Capital Area Region.*

An additional award was received by one of the Navy Medicine staff assigned to the Lean Six Sigma (LSS) Program Management Office (PMO) at NMSC in Jacksonville, Florida. Deputy Under Secretary of the Navy, Business Operations and Transformation, Deputy Chief Management Officer, Mr. Eric Fanning presented a Letter of Appreciation to Ms. Karla Blaise for her outstanding efforts in the upgrade of the Continuous Process Improvement Management System (CPIMS) to version 7.1. A Lean Six Sigma Black Belt and the CPIMS System Administrator for Navy Medicine, Ms. Blaise is a valued member of the LSS PMO Team and she plays a pivotal role with implementation of CPIMS and the resources utilized to conduct CPI projects.

