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PLAN

Identify an opportunity and plan for improvement.

Area for Improvement (Why focus on this area?)

The provider enrollment process was challenging. Providers struggled to access the enrollment forms online and then struggled to complete the forms accurately, which led to delays in enrollment, an over-use of staff time answering questions and sending forms back to be corrected, and frustration on the part of the providers.

Target Goal

The team was looking for a reduction in the number of improperly filled out enrollment forms. The team thought this would be best measured through the call-log information, in which HP documents when providers call for help with the enrollment form, including finding the online enrollment forms. Due to the difference in number of providers enrolling in any given time period, the percentages of calls needing assistance out of the total number of enrolling providers was used.

Baseline Data

Prior to the intervention, when looking at call logs and provider enrollment information: Calls looking for the provider enrollment forms accounted for 23% of total providers enrolled during the baseline time period. Calls asking for assistance in filling out the forms accounted for 35% of the total providers enrolled.

What change ideas (theories) did you have before you started testing changes?

The HP staff identified the most problematic and error prone areas of the provider enrollment packet—an idea was to create roll-over instructions to clarify these. DVHA staff identified an option for making the enrollment forms more accessible for providers who are searching online. HP created roll-overs on the enrollment form and posted this form to the internet and the DVHA staff adjusted where the forms were located on the internet.

DO

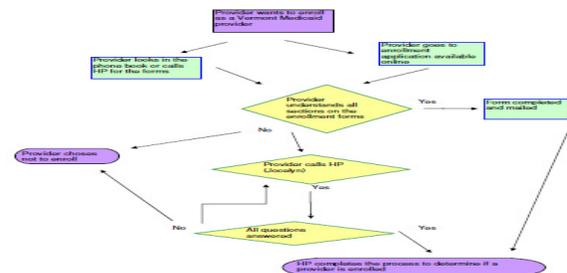
What ideas for improvement did you test?

Two tests were performed: The online enrollment form was made easier to access from the website and roll-over instructions were added to the online form.

STUDY

What were the results of your test(s)? What is your final post-change data compared to the baseline data?

After the tests were performed, the calls looking for help locating the provider enrollment forms online accounted for 10% of the total providers enrolled during the testing period and the percentage of calls asking for assistance filling out the forms was 7%.



ACT

What lessons did you learn from the process? How will this change be sustained?

It was helpful to have the different perspectives from the DVHA and HP staffs about what the issues were and what could be done realistically to mitigate the challenges of the provider enrollment process, as much of the process is dictated by Federal Rule and outside the control of DVHA.

The change is in place. The team was clear in mapping the enrollment process that there are other areas of challenge and potential areas for intervention to streamline the process. Areas that may be useful to look at include options to create an electronic enrollment process.