



# NH Department of Health and Human Services Division of Public Health Services (DPHS) Lean Team



## Summary

The dedication, results and enthusiasm of the DPHS Lean team is exactly what any organization beginning the Lean journey hopes to achieve. The recognition of this team as a shining example of the State's work to-date; is inspirational and it celebrates their proven path to success.

## Accomplishments

- Transformed DPHS into a "Lean Thinking" culture
- 5 Black Belts and several Continuous Improvement Practitioners (CIP)
- Completed 10 Lean Projects
- Active Participation in the Lean Network
- Maintains a master list of improvement initiatives for reporting to DHHS Commissioner
- BET Certified training
- Successfully involves and empowers the workforce into action

## Team

- Heather Barto
- Denise Krol
- Maureen Collopy
- Laura Holmes
- Marisa Lara
- Tom Lambert
- Paul Lakevicius
- Tyler Brandow
- JoAnne Miles
- Jill Fournier

## The DPHS Mission

The Division of Public Health Services protects and promotes optimal health and well-being for individuals, families, communities and organizations by delivering high quality, evidence-based services. DHPS responds promptly to public health threats, inquiries and emerging public health issues.

## Cultural Enablers

DPHS has approximately 300 employees. Hundreds of individual experiences and suggestions for improvement originate from the workforce monthly. Because of the Lean team, it is a culture where diverse points of view are listened to, staff members are empowered to act and the successes of Lean are celebrated and leveraged.

The culture has evolved and spread because The Lean Team's ability to influence and involve others:

1. Senior management has clearly embraced Lean and is committed to Lean principles
2. The Certified Improvement Practitioners along with other Lean trained individuals talk and promote Lean everyday
3. The biggest culture enabler affecting the entire workforce has occurred within the workforce itself. It occurs during their participation in the many Lean projects. Most Lean projects now originate from the former team members of completed projects. Team after team of subject matter experts who, do the actual work everyday have embraced Lean because they know it works
4. The project sponsors have been very involved, committed and excited. They tout the results occurring within their own processes/operations. This is a very powerful message to the other employees, community partners and customers

## Lean Projects

Lean projects completed and in-process include both program services and administrative operations.

Examples:

Lyme Disease	Women & Infant Children
TB Infection	Emergency Planning
IT Procurement	Drug & Alcohol Invoicing
Nurse Report	Bureau Chiefs Reporting
Cancer Monitoring	Asthma CDC Reporting

## The Lean Process

As the workforce discusses changes, barriers to efficiency and the need for innovation, the organization thinks Lean. They know to contact the Lean team.

## DHHS Connection

The DPHS Team holds monthly meetings to advance the Lean culture that they have created. The team works closely with the DHHS Director of Process Improvement to:

- Develop and use standard tools for each phase of a Lean project
- Maintain project log files for reporting project(s) status to senior management
- Communicate and demonstrate Lean principles
- Share resources. DHHS facilitates some DPHS projects. Fresh eyes are always welcomed by DHPS
- Collaborate methods and software tools

## Team Photo 2014



## DPHS Members and State-wide

### Black Belt Graduates 2015

