

## Lean Executive Committee

### Meeting Notes

October 4, 2017

#### **Mission:**

To promote a stronger more efficient New Hampshire, the State Lean Executive Committee (LEC) facilitates innovation and effectiveness through education and process improvement.

#### **Attendees:**

John MacPhee (DHHS), Heather Barto (DHHS), , Dagmar Vlahos (UNH), Michelle Kelleher (Banking), Candice Weingartner (DoIT), Dan Hrobak (DES), Roberta Witham (DOS), Edie Chiasson (Lottery), Diane Dawson (Revenue), Jan Gugliotti, (PUC), Kate McGovern (BET), Joanna Bailey (Judicial), Carolyn Russell (DAS), Bill Armstrong (DAS)

#### **Today's Meeting Agenda Items Outcomes:**

##### **1. Post Lean Network Meeting Discussion:**

- a. The group reviewed survey results. A total of 7 surveys were submitted. Overall favorable feedback with the meeting location and format of the meeting. Recommended areas of improvement were related to set up of the room and making a clear connection with Lean method/tool introduction. Note: A slide deck that contained information on visual management was sent out with the survey.

##### **2. Report out of September's CT Summit –**

- a. About 300 people attended. NH received positive feedback on the presentations provided from the Department of Health and Human Services' Lean Wrap Around Services Model and the Department of Safety's Lean Data Driven Efforts. Several NH Lean Coordinators attended; Heather, Roberta, Candice, Joanna, Kate, Dan, Angela and Tom. Sessions attended included: data storytelling, process improvement tools, strategic alignment efforts, and more.
- b. Kate prepared a short summary looking at the levels of Lean engagement statewide.
- c. **ACTION:** John/LEC to develop a draft summary report for New England status of Lean with input from Kate's analysis document by the November 1, 2017 LEC meeting. More details to follow.
- d. **ACTION:** Once CT shares slides from the summit, they will be saved: <I:\DoIT - Lean Executive Committee\Summit\CT 2017>

##### **3. Data Entry, Maintenance and Reporting of completed Lean**

- a. Dagmar provided a demonstration of Projects at UNH. UNH website is available for anyone to view at <https://www.unh.edu/Lean>  
When teams complete projects at UNH, they enter information into an online form. Information is submitted to Team Dynamics who opens a ticket automatically. Tableau is the product used for reporting at UNH. Any type of improvement can be submitted for tracking from Keene State College, Plymouth State University, UNH and University System of NH.
- b. The LEC does not currently have a software product to track and manage projects with such sophistication. At the current time the LEC is using Excel to track projects passively, although some departments may have more robust software.

#### 4. Lean - Operation Excellence in Healthcare

- a. Maine Hospital Gemba Walk ; YouTube video link:

<https://www.youtube.com/watch?v=F914B8XcrqM&feature=youtu.be>

Southern Maine Medical Center has invited the LEC to visit their facility.

**ACTION:** Group to discuss at the November or December LEC meeting to visit the medical center to learn about the daily Gemba walking approach.

#### 5. Other LEC business

- a. Explore NH’s capability for video clips of the work of Lean across the state. Workgroup developed to develop and analyze options with Video scribe, Moodle, Captiva at DAS, etc. Updates to follow.

**ACTION:** Schedule a workgroup meeting in November; Heather, Roberta, Joanna, Candice, Bill, and John.

- b. Building the network; plans of support- Yellow Belt training has been added to the Certified Public Supervisor program. 100 more Yellow Belts will be joining the Lean community in December. BET may need support from agencies to round out the teams, looking for facilitators, if Lean Coordinators have input with a suggested process. Kate has emailed lists of staff from each agency in September. What are we as Lean Coordinators doing to support them? DHHS is meeting with staff in advance of the Yellow Belt training in a “Lean Drop in Meeting” format.

*i. Dates: October 24; 9am-10:30am and November 3 from 1pm-2:30pm.*

**ACTION:** If a Lean Coordinator would like to join the DHHS Lean Drop In Meeting with staff from their agency signed up for CPS, contact [Heather](#) by **October 18**.

- c. Workgroup updates: website redesign; meeting scheduled and updates to be shared at future meetings. LEC minutes and agenda to be added to the website.
- d. Update to the NH agency Lean Projects list; update to be provided at November meeting with instructions.
- e. December network meeting; Need more planning and ideas. Edie volunteered to do S drive presentation. December 15 meeting will be held at the Department of Environmental Services conference rooms 110-114. Contact Angela with ideas.

#### SUMMARY OF ACTION ITEMS

#### DUE DATE

SUMMARY OF ACTION ITEMS	DUE DATE
Draft summary of Lean progress from New England’s progress (John/Kate/LEC).	11/1/2017
Tour Southern Maine Medical Center/another operational excellence facility (LEC group discussion).	12/6/2017
Schedule workgroup meeting to explore video recording for State of NH’s Lean work (Heather/team).	11/15/2017
Contact Heather to sign up for the DHHS Lean Drop In Meeting for those who are signed up for the CPS/Yellow Belt class in December.	10/18/2017
Develop ideas for the December 2017 quarterly network meeting (contact Angela).	10/30/2017