

DEFINE PHASE

**Unable to Reach (UTR) Process
Standardization and
Optimization**

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Agenda

Planning

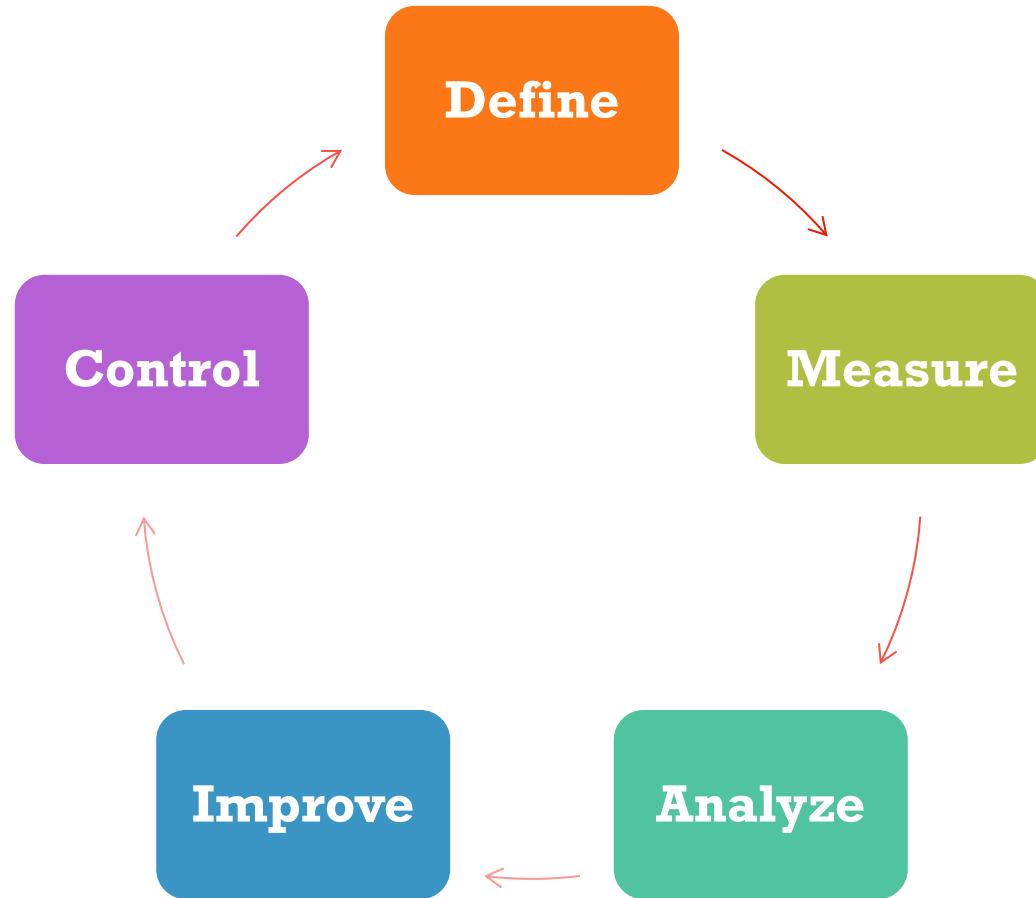
- Opportunity
- Objective
- Scope
- Constraints and assumptions
- Subject matter experts
- Stakeholders

Next Steps

- Project charter
- Project plan
- Data collection plan

Unable to Reach (UTR)

Lean Six Sigma Black Belt



DMAIC



Define the project goals and customer (internal and external) deliverables.



Measure the process to determine current performance.



Analyze and determine the root cause(s) of the defects.



Improve the process by eliminating defects.



Control future process performance.

Define Phase

- Phase steps
 - Problem statement, goals, and benefits
 - Identify champion, process owner, and team
 - Develop project plan and milestones
 - Develop high level process map
- Tools used
 - Project charter (done)
 - Process flowchart (done)
 - Project plan
 - SIPOC diagram
 - Stakeholder analysis
 - CTQ definitions

Opportunity

Process for handling nonresponsive members differs by program

- Total of 20 different workflows documenting UTR processes

ATC ID&P Enrollment Tool

- Need to be able to account for nonresponsive members during enrollment planning

No transparency into the process

- Very low response rates

Lack of data to support decisions

- Number of times to outreach
- Amount of time between each outreach
- Time(s) of day with best response rate

Objective

Standardize and optimize the process for handling nonresponsive members.

- Maximize response rate
- Minimize cost
- Determine the optimal:
 - Number of times to outreach a member
 - Amount of time between outreaches
 - Outreach method (phone, letter, home visit)
 - Time(s) of day to call which yield the best response rate

Scope

- The entire outreach and unable to reach process
 - From the first time a member is outreached
 - Until the member is labeled as “UTR”

Altered Processes

All programs/processes that have an unable to reach (UTR) process will be affected.

Enrollment	MLTC	DM-CKD	PD-DM
Baseline	Synergy	DM-Diabetes	PD-Hospice /Palliative
Episodic	Complex	DM-Respiratory	PD-ICM
Housing	ICM-Gen	PD-CTT	PD-NTUC
Health Home	ICM-HF	PD-Complex	PD-SNF /Homecare

Scope

- The entire outreach and unable to reach process
 - From when a program receives a list of members to contact
 - Until the member is disenrolled/the case is closed

Constraints

- Some programs (i.e. Health Home) have federal or state regulatory requirements
- DA&R has limited resources

Assumptions

- $\text{Cost} = \text{resources} + \text{monetary expenses} + \text{staff-hours}$

- [REDACTED] (Enrollment)
- [REDACTED] (ICM, Housing)
- [REDACTED] (Baseline)
- [REDACTED] (Complex)
- [REDACTED] (HH)
- [REDACTED] (MLTC)
- [REDACTED] (PD)
- [REDACTED] (Enrollment)
- [REDACTED] (Episodic)
- [REDACTED] (DM)
- [REDACTED] (DM)
- [REDACTED] (Synergy)

Subject Matter Experts

- [REDACTED] (Complex, PD, MLTC, Episodic)
- [REDACTED] (DM)
- [REDACTED] (ICM, Housing)
- [REDACTED] (Enrollment, HH)
- [REDACTED] (Champion)
- [REDACTED] (Sponsor)

Stakeholders

Tentative Project Plan



SME Meeting:
by April 1st, 2016



Define:
by April 15th, 2016



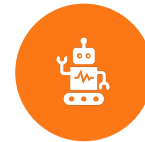
Measure:
by May 1st, 2016



Analyze:



Improve:
July 1st, 2016



Control:



Final submission:
September 5th, 2016