

AMH/OHA

Lean Daily Management System 2011 Sustainability Plan

Background:

- AMH, along with the rest of DHS/OHA, is implementing LDMS.
- The goal is to be a world-class health and human services agency; LDMS provides the core tools for ensuring that we are doing our best work, are focused on outcomes, are tracking our progress, and have a mechanism to get input from those closest to the issues in making changes.
- In 2009 & 2010, central AMH office staff members and managers attended classroom-based training about LDMS tools and implementation.
- At this point, the central AMH office staff members and managers want work-team specific coaching to take their LDMS implementation to the next level:
 - Build business goals that align with division and Department leadership goals;
 - Build metrics and metric tracking practices that are visual, easy, & meaningful;
 - Use and track continuous improvement sheets; and
 - Expand LDMS from being huddle-based to being part of everyday work.

Current Condition:

- The central AMH office began implementing LDMS in June 2009 by using a Lean Practitioner model.
- Since then, 100% of the central AMH office work teams are seen routinely huddling around a visual display board.
- Brandon Cobb began coaching nine work teams in 2010.
- Seven work-teams are in need of training and coaching.
- Lean Practitioners meet at least monthly for continued learning and support.
- LDMS sustainability lies within each work team.
- Before Brandon started working with our teams, 20-Keys was not part of the LDMS training, coaching, or implementation.



Desired Outcome/Goal:

- AMH staff and managers will apply LDMS in a real way in each work team.
- The designated LDMS coach, Brandon Cobb will work closely with each work team, and their Lean Practitioner and manager to build LDMS tools into everyday work.
- Managers will lead the central AMH office through the next LDMS implementation phase.
- 100% central AMH office staff and managers will complete the LDMS training.



- 100% central AMH office work teams will have business goals and track metrics that are aligned with division & Department leadership goals.
- 100% central AMH office work teams will use continuous improvement sheets.
- 100% central AMH office work teams will develop and use the 20-keys tool.

Proposal:

- January 2011
 - Training:
 - Basic & Advanced Lean offered monthly through the Learning Center to all AMH staff.
 - Lean Practitioners continue meeting monthly for cross training & support.
 - Work Team Coaching:
 - Central AMH office Lean Practitioners receive LDMS coaching with Brandon.
 - Brandon continues with his coaching calendar and nine identified work teams:

▪ Assistant Director's team	▪ The Beatles & The Stones teams
▪ Kids team	▪ Quality Improvement team
▪ Residential Programs & Services team	▪ Workforce Development team
▪ Contracts team	▪ CPMS team
 - Communication:
 - Brandon continues monthly status updates to Jeannine, Madeline, & Tricia.
 - Jeannine includes updates in the 4th quarter QBR.
- February 2011
 - Training:
 - Basic & Advanced Lean offered monthly through the Learning Center to all AMH staff.
 - Lean Practitioners continue meeting monthly for cross training & support.
 - Work Team Coaching:
 - Central AMH office Lean Practitioners receive LDMS coaching with Brandon.
 - Brandon develops central AMH work team coaching calendar, for remaining work teams.
 - Communication:
 - Brandon continues monthly status updates to Jeannine, Madeline, & Tricia.
- July-December 2011
 - Training:
 - Basic & Advanced Lean offered monthly through the Learning Center to all AMH staff.
 - Lean Practitioners continue meeting monthly for cross training & support.
 - Central AMH office Lean Practitioners receive LDMS training with Brandon.
 - Remaining Central AMH managers receive LDMS training
 - Work Team Coaching:
 - Brandon begins contact with the remaining work team managers:

▪ Addiction Programs	▪ Addiction Prevention Programs
▪ Gambling	▪ Program Analysis & Evaluation
▪ Operations Policy & Procedures	▪ Adult Mental Health Services

 (NEW!)
 - Adult Mental Health Policy & Planning (NEW!)
 - Communication:
 - Brandon continues monthly status updates to Jeannine, Madeline, & Tricia.

