

# AMH Systems Improvement Planning & Steering Team Charter for 2011

(To commission the work, to avoid false starts, to reach a meeting of the minds with decision makers, to communicate a decision or direction)

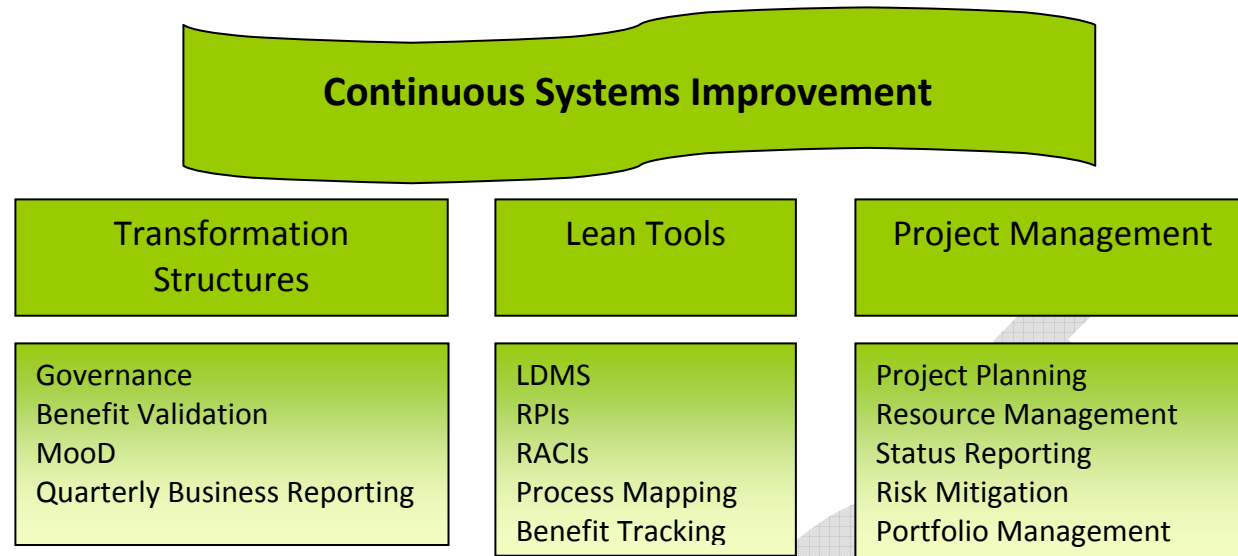
## Background:

Addictions and Mental Health (AMH) is challenged to meet the growing and changing service needs of Oregonians while resources do not necessarily match demand. Within the current environment, the AMH Transformation Steering Team is charged with the task of implementing continual process improvement principles to problems such as:

- How AMH resources are best utilized to meet individuals' needs for health care;
- How processes at the Oregon State Hospital and at the AMH central office can be streamlined;
- Implementing Lean Daily Management Systems; and
- Integrating the data, funding, and siloed service systems.

## Current Condition:

AMH is managing multiple projects and initiatives by using Transformation governance structures, Lean tools, and project management. AMH is expanding systems improvement approaches with all projects, and not just Transformation Initiatives.



## Desired Outcome/Goal:

Focus on systems improvement becoming part of our workplace, and how we do business. AMH systems improvement efforts and projects:

- **Use Transformation structures, Lean tools, and project management as appropriate;**
- **Coordinate and formally communicate across divisions, agencies, units, & offices; and**
- **Link to AMH & OHA vision, mission, and goals.**

## Proposal:

- The umbrella of systems improvement includes:
  - Transformation governance structures,
  - Lean tools and know how, and
  - Project management.
- Members:
 

○ Richard Harris	○ Greg Roberts
○ Madeline Olson	○ Rick Varnum
○ Edie Woods	○ Len Ray
○ Jon Collins	○ Karen Wheeler
○ Ken Goforth	○ Bill Bouska
○ Jeannine Beatrice	○ Roland Migchielsen
- This team:
  - Shares a vision of employing continuous systems improvement in all of AMH;
  - Provides steering, oversight, barrier busting, and support for AMH systems improvement efforts;
  - Adds structure to how AMH accomplishes objectives;
  - Relies on a core team of people for communication, finance, budget, metrics, project management, and Lean work;
  - Is supported by the systems improvement project and portfolio manager, Jeannine Beatrice, the assistant director, Richard Harris, and deputy assistant director, Madeline Olson;
  - Provides single enterprise view of the AMH systems improvement portfolio; and
  - Provides leadership & collaboration between system improvement activities across divisions, agencies, units, & offices.

## Performance Measures:

- All units/teams in the AMH central office complete 20-Keys
- Decreased patient days and spend for adults on the acute care "waitlist"
- Decreased length of stay on the Ready-To-Place list in the state hospital
- Streamlined and faster discharge process from the state hospital
- Adoption of OWITs
- Decrease OSH utilization and spend on all overtime

Needs AMH leadership & steering attention