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Case Study (Fall 2005)

Peak Process Improvement - CCAC Intake Project

Background

This project was sponsored by the Executive Director (Julie Foley) of the Scarborough Access to Care Centre (CCAC). We were asked to examine the intake process of referral for home care from the Community and identify opportunities to streamline/accelerate this process.

The Solution

Through a variety of workshops, interviews and shadowing we mapped out the process. We gathered and assessed numerous process performance metrics. Once we identified high leverage weaknesses in the process we led solution workshops. Our recommendations involved role specialization, significant reduction of process handoffs, automation of all forms, and workflow automation across the entire process. We also recommended becoming a pilot site for the new provincial intake assessment tool (CIAT). The recommendations were all accepted & were sized at reducing ~\$1M of existing CCAC workload, reducing process cycle time by >50%, and dramatically reducing data errors. As added value beyond our committed deliverables, we also developed the RFP package and design requirements for the workflow bid. We also developed and delivered a change management guide for the client.

"We were delighted with the results of our recent project focused on driving improved efficiency and effectiveness in our Intake Process. The consulting team delivered high value results exceeding both their commitments and our expectations."

Janet Rajroop, Director, Client Services, Scarborough CCAC

Consultant(s) / Case Author(s)

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Note. This engagement was conducted by ProFitness Advisors Group Partner Don Chapman and Advisor Lee Strongman under the Patient-Flow.net brand.

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