

Lean Six Sigma Black Belt Project - Reduction in Clients/Customers Lost, Improve Quality of Service and Clients Care

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Abstract

Today's health care organizations are under intense regulatory and financial pressure to improve quality, efficiency, patient or client safety, satisfaction, and positive outcomes. To achieve these goals, health care organizations are increasingly turning to new technology, tools, techniques and information management solutions, multidisciplinary problems solving teams, and innovative quality management methodologies. Six Sigma is another important quality improvement methodology that is used in Health care industries methodologies to make more insightful fact base decision for health care organization and industry. In fact, Six Sigma is often used together with Lean to provide a rigorous quality improvement approach for leveraging health care information technology, data from source systems, and proven quality and performance improvement

Background of Business

Amor Health Services Inc. offers primary home care, family home care and personal care services. The company offers wide range of services. Who is eligible for the services? Individual and families of all ages that have functional limitation in performing any activities of daily living.

Services Offered

Personal Assistant Services include Bathing, Dressing, Exercising, Feeding, Grooming, Routine Hair/Skin Care, Toileting, Transfer, Walking, Cleaning, Laundry, Meal Preparation, Escort, Shopping, Assistance with Self Administrated Medications.

Lean Six Sigma Black Belt Project

DMAIC is used to define the project: Reduction in clients and revenue lost, improve quality of services and client's care.

Problem Statement

The company loses significant number of its clients due to the following category of reason.

- clients lost services, WHY
- Clients transferred to other companies, WHY
- Clients misc. misconduct, WHY
- Clients in nursing, transferred to nursing home, WHY
- Clients passed away, WHY
- Clients not interested in services, WHY
- Clients left town, moved, WHY

Goal Statement

- Reduction of clients and revenue lost by 80 - 90 % from current base line end of June 2012.

Control Summary

- Reinforcement training on policies and procedures Client Health Assessment Program minimized clients and revenue.
- A new supervisor was hired specifically to monitor the improvements on a daily basis
- Internal QA audits scheduled to ensure effectiveness of implemented improvements

Biography

Mr. Hosseinkhanli is Director of Quality Assurance, Performance and Business Improvement Amor Health Services, Inc. in Brownsville Texas USA. He was General Manager of Almana Trading in Doha Qatar Middle East and responsible for all aspects in creation and implementing of successful growth of new market development and turn-key operation for various products. Mr. Hosseinkhanli was involved with financial negotiation with national and international banking, corporation, private sources and trading organization. Volvo International Development Corporation, Gothenburg Sweden, Marketing Director For The Middle Eastern Countries, UAE, Saudi Arabia, Bahrain, Turkey and Iran. Negotiated and established exclusive franchise agreement and turn- key operation. Did market analysis and feasibility studies for Volvo International in the Middle Eastern countries and increase annual sales in excess of 55%. Chief Industrial Engineer, United Carr, manufacturer of plastic knobs for Automotive Industries, Knoxville Tennessee USA. His education background is: Master of Business Administration from IMMEDE Management Institute in Lausanne Switzerland majoring in financing. Bachelor of Science in Industrial and System Engineering from University of Rhode Island in Kingston Rhode Island USA. Certified Business Analyst from International profit Association in Buffalo Grove IL USA. Certified Six Sigma Green and Black Belt from Institute of Industrial Engineers. Extra Curriculum Activity: Senior Member of Institute of Industrial Engineers, Senior Member of ASQ and Senior Member of Swedish Method and Time Measurement Language: Fluent in English, Swedish, German, Turkish, Farsi and some Spanish.