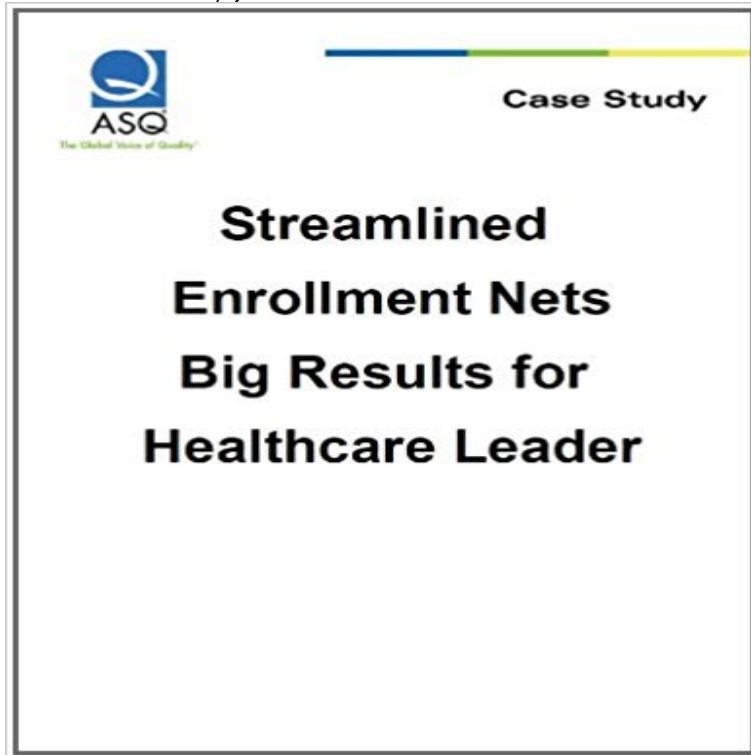


Streamlined Enrollment Nets Big Results for Healthcare Leader (ASQ Case Study)



Demonstrating that big results are possible in just a short time, Kaiser Permanente Colorado's Medicaid Enrollment Project Team used Lean Six Sigma methodology to evaluate and improve the organization's Medicaid enrollment processes. A variety of quality tools, including an innovative application of the 5S tool, were utilized to develop a new enrollment template. The three-month project resulted in a 45 percent gain in Medicaid membership while increasing Medicaid revenue by more than \$1 million annually and decreasing cycle time for member enrollment from 62 days to 11 days. With benefits reaching the \$1 million mark, the one-year return on investment was an impressive 21:1.

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