

Paperwork Reduction Project Charter

BACKGROUND

Significant and excessive amounts of paperwork and reports are cited as a barrier to workforce retention, staff satisfaction and quality of care within the public behavioral health system. ADHS/DBHS intends to implement a statewide paperwork reduction campaign with the goal of providing more effective, efficient, and customer-friendly services for public system clients and improving retention and satisfaction within the behavioral health workforce.

OBJECTIVE

To support the ADHS/DBHS initiative to streamline and reduce paperwork through a comprehensive assessment of requirements, regulations and forms and development of methods to reduce paperwork within the behavioral health system.

GOALS

1. Identify requirements, reports, regulations, forms and processes at the state, RBHA and provider level that could be eliminated, reduced or executed in a more efficient manner (e.g. electronically).
2. Propose methods and recommendations for eliminating, reducing or modifying each item including the agency/area targeted for action.
3. Develop a sustainability strategy that ensures “form creep” is kept to a minimum over time.

ACTIVITIES

1. Utilize executive management consultant to guide the process, develop feedback mechanisms, support the Steering Committee and prepare a final report by September 2007.
2. Convene a Steering Committee with cross-representation.
3. Review work of prior paperwork reduction project, including processes that worked or did not work; actions that reduced paperwork burden and those that did not; analyze why.
4. Solicit a comprehensive list of current reports, forms, processes from the state, RBHA and selected providers. Incorporate intake assessment findings of the Assessment Subcommittee. Analyze information, including associated rules, regulations and policies, and establish priorities for DBHS review.
5. Review information from other states, the Annapolis Coalition Workforce Report (2007), and information from NASMHPD and NASADAD.
6. Conduct an electronic survey/interview of providers, consumers, RBHAs and DBHS staff to identify forms, policies and processes that could be eliminated, modified or made more efficient through electronic transmittal.
7. Conduct provider walk-throughs to review intake, closure and other paperwork associated with clinical service delivery as well as front office business operations practices.

8. Review and analyze impact of other state agency systems and reporting requirements that impact behavioral health.
9. Develop a final report including key findings, recommendations and sustainability strategies.