**The HIV Early Intervention Program Becomes More Efficient**

Diana Ehri, Office of Performance and Accountability

A March Lean event looked at the HIV Early Intervention process. Team members from the Early Intervention Program (EIP) and Evergreen Health Insurance Program (EHIP) spent four days examining their processes. The goal was to create an efficient process for determining client eligibility and subsequent enrollment into EHIP. They asked their customers what they valued and made sure that those values were addressed as they streamlined the process.

The team identified 58 steps in their process that cause pain. Nine sub workgroups were created to eliminate or minimize these pain points. They are going to work on communication and the Web, the contract between EHIP and EIP, customer service, information technology, reporting requirements, staffing, training, and policies and procedures.

Ideas for improvement include creating an on-line combined application, provide client access to check their eligibility, have real time data exchange, eliminate paper waste, and increase access to data portals.

If you have questions about this project, please contact Elizabeth Crutsinger-Perry.