About Domiciliary Care
Domiciliary Care provides services to people with reduced ability to care for themselves, assisting them to stay living in their own homes close to loved ones family and local community. Domiciliary Care primarily assists those over 65 to deal with reduced ability related to ageing. Additionally younger people with disability are sometimes provided with support.

The improvement objective
Domiciliary Care was seeking to improve their quality of service by:
- Giving the clients the opportunity to be able to choose tasks
- Optimising work practices and environment to support efficiencies
- Creating Service Plans that are relevant, concise and clear for clients, staff and brokered agencies
- Increasing capacity to deliver direct services by eliminating process waste

Applying lean techniques
At SAI Global, we facilitate an extremely dynamic approach to Lean that delivers fast, yet powerful results and builds the capability of participants to apply skills to other projects. Our approach to a Lean Event is shown below.

Our experience has shown its value in areas such as manufacturing, regulatory activities, insurance, banking, customer service, healthcare, distribution, education, administration, and logistics.
Process improvement outcomes for Domiciliary Care

A new process was created, tested and implemented. Further testing, monitoring, documentation, training and full implementation were put onto the “Action” list to be completed within 2 weeks. Observation and follow up will be ongoing.

**Fast outcomes!**
As a result of our ‘Lean Event’, Domiciliary Care, was able to:
- Reduce Service Plan delivery from 35 day average to 3 days
- Eliminate total backlog, some of which may have been >90 days
- Reduce inventory backlog to zero
- Reduce Service Plan input from 12 min average to 3 min average
- Increase customer satisfaction
- Increase capacity by reducing leadtime
- Increase quality of service
- Eliminate waste from Service Plan process

**Lean process improvement results**
As a result of this ‘Lean Event’, Domiciliary Care was able to:
- Reduce walking distance by 60%
- Reduce Leadtime from 35 days to 3 days, an 88% improvement
- Reduce Service Plan reviews (Inventory backlog) by 100%
- Improve operator efficiency by 50% improvement
- Reduce handoffs by 66% improvement
- Reduce the number of forms from 12 to 1, an 88% improvement
- Reduce Service Plan input from 6.55 min to 1.24 min, an 81% improvement

**Significant savings were identified**
An annual cost savings of $264,000 were identified during this event.

**Sustaining improvement**
The key to sustaining improvement is culture change. Lean can be used to create a leadership environment that promotes a team atmosphere and supports the all inclusive nature of a Lean Initiative.

SAI Global is one of the world’s leading providers of business improvement solutions. We work in partnership with our clients to manage risk, achieve compliance, and improve performance. We offer a systematic and integrated approach for organizations seeking to achieve business sustainability.

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