ACE – Accuracy, Consistency, and Efficiency

Every organization has repetitive operational tasks. Some are very objective, rote processes. Some require a high degree of individual interpretations of information in the context of laws, rules, or other regulations. Most are somewhere in between. Many tasks may require a degree of "artistry" or interpretation but at their core they are repetitive tasks each largely similar to the last.

Consider a simple example - when you hit the drive through to grab a sandwich for lunch, the worker inside is making sandwich after sandwich after sandwich. Steps are similar with each, bread, meat, toppings, wrap, repeat. But there is an element of what might be called "artistry". To taste good it should look good, not fall apart when you unwrap it, etc. You want the sandwich exactly the way you ordered it. You want it exactly the same every time you order it. And you want it fast but not just fast - fast, good, and for as little money as you can too.

That's what ACE is all about and it isn't just about sandwiches. Think about similar operational tasks and process in your own organization - processing applications (Medicaid, SNAP, even car registrations at the BMV), data entry (eligibility for Medicaid, service authorizations, even voter registrations), and monitoring functions (provider surveys and reviews, critical incident reporting, QA/QI reviews) and many more. Focusing on ACE can maximize your outcomes.

Accuracy means getting it right - that can mean the sandwich has all the right toppings and looks just like that picture on the menu board or it can mean that an application for Medicaid coverage is appropriately decided according to the regulations.

Consistency means getting It right every time - so those sandwiches or application reviews are right every time, no matter the day or time, no matter the worker.

Efficiency means you have used resources economically to achieve your desired outcome. Those resources may be human, supplies, energy, technology, etc. Efficiency is not just using less resources. It is minimal resource use that still gets to the desired outcome.

ACE - Beyond Compliance

ACE is about more than just getting the task done. It is all about making sure it is the right task, done the right way, by the right person. That's what can allow you to make the most of your resource and go beyond mere compliance in the pursuit of quality - that's operational excellence. Some of the elements to achieving ACE include:

➢ Get the right people in the right roles and equip them well with strong onboarding, training, and resources
➢ Create accountability with well-defined expectations
➢ Ensure business processes add value and are efficient and effective
➢ Use technology as a tool to automate process elements wherever possible.

Work with Sage Squirrel Consulting to maximize your operational outcomes. We can help you improve business process effectiveness with a focus on ACE. Contact us for assistance.