

POSTER #16 - The Genesis Project

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DESCRIPTION:

The Genesis Project was initiated in the fall of 2012 to develop a move in process that improves bad debt and cash flow while improving the experience by residents and families so that they feel satisfied and supported during this emotional life transition. The Genesis Team, which is made up of a multidisciplinary group of individuals from across Responsive Group Inc., has used the Lean Six Sigma process to develop solutions and pilot them in various long term care homes with tremendous success. The process delivers a comprehensive admissions process that is well understood by all stakeholders and for which accountabilities are clearly defined. Required financial information is consistently captured for all residents on admission.