

Results Washington: A more efficient, effective and transparent state government



World-Class Education

Earlier this year, Governor Inslee launched Results Washington. This initiative uses Lean performance management tools to focus state government and its partners on five key goals: 1. World-class education; 2. A prosperous economy; 3. Sustainable energy and a clean environment; 4. Healthy and safe communities; and 5. Efficient, effective and accountable government.



Prosperous Economy

Each goal includes implementation strategies and specific, measurable indicators of progress.



Sustainable Energy and a Clean Environment

Washington has long been a national leader in adapting proven private-sector methods and tools to measure and improve state government performance. Results Washington builds on the best of those efforts, creating a framework for continuous improvement. The Governor intends to hold state agency leadership accountable for the performance of their groups and to communicate the results — positive, middling or sub-par — to the public in a clear, timely manner. He wants to make it easier for Washingtonians to see for themselves how well state government and its many partners, such as school districts, are delivering services.



Healthy and Safe Communities

Already the effort is yielding results:

- ◆ The Office of the Chief Information Officer brought together frontline employees from 11 agencies to develop a centralized addressing system that's estimated to save at least \$1.6 million as well as reduce taxing and billing errors.
- ◆ Working together, the Department of Social and Health Services and the Health Care Authority refined the process to recover overpayments to providers, cutting processing time in half.
- ◆ The Health Care Authority's Medical Assistance Customer Service Center has used Lean process improvements to slash a backlog of approximately 400 unresolved client complaints about billing or services from providers by more than 70 percent.



Efficient, Effective and Accountable Government

A key part of this effort is aligning budget and policy with the goals. The Governor will use the Results Washington priorities and outcome measures to inform his decisions for the 2015–17 biennial budget.