



SYLVIA LUKE
LIEUTENANT GOVERNOR
Ke Ke'ena O Ka Hope Kia'āina

32nd Legislature, State of Hawaii
House of Representatives
Committee on Labor & Government Operations
H.B. 1946 - RELATING TO PROCESS IMPROVEMENT

February 1, 2024

Chair Matayoshi, Vice-Chair Garrett, and Members of the Committee:

Thank you for the opportunity to **provide comments on H.B. 1946** which creates a three-year pilot program to establish an Office of Process Improvement within the Office of the Lieutenant Governor.

We take no position on this measure but look forward to working with the Legislature to best effectuate your intent.

Thank you for the opportunity to provide testimony on H.B. 1946.

Thursday, February 1, 2024; 9:00 am
Conference Room 309 & Videoconference

House Committee on Labor & Government Operations

To: Representative Scott Matayoshi, Chair
Representative Andrew Garrett, Vice Chair

From: Michael Robinson
Vice President, Government Relations & Community Affairs

Re: **Testimony in Support of HB 1946
Relating To Process Improvement**

My name is Michael Robinson and I am the Vice President of Government Relations & Community Affairs at Hawai'i Pacific Health. Hawai'i Pacific Health is a not-for-profit health care system comprised of its four medical centers – Kapi'olani, Pali Momi, Straub and Wilcox and over 70 locations statewide with a mission of creating a healthier Hawai'i.

I write in support of HB 1946 which establishes a three-year pilot program in the office of the lieutenant governor for an office of process improvement. The purpose of the pilot project is to conduct process and efficiency evaluations for various state offices and agencies and make recommendations, including any proposed legislation or rulemaking, for process improvement.

Recognizing the difficulties faced by many government agencies in hiring qualified personnel to fill vacant positions, including health care workers, this measure would examine the hiring process within the state system with the aim of improving the ability of state departments and offices to attract and efficiently hire workers. The hiring process would be streamlined as the individual departments are in the best position to assess their needs in terms of employees and should be allowed to hire workers rapidly. Bringing more workers into the workforce benefits not only the state departments but also the communities those departments serve.

Thank you for the opportunity to testify.