

Portage County Health District - Wet Bandits Quality Improvement Storyboard

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PLAN

BACKGROUND INFORMATION

The Private Water System (PWS) program is regulated under rules adopted by the Ohio Department of Health. Under those rules, there are many steps and notifications required to approve the permit. The PWS program at PCHD desires to increase the efficiency of permit approval and standardize the notification system across all inspectors.

ASSEMBLE THE TEAM

The Quality Improvement Committee selected team members that are directly involved in the process. These members are from the Environmental Health Division Private Water System Program and the Finance Division.

CUSTOMERS

The Customers are the homeowners and the private water system contractors.

STEPS

Review the current PWS process. Determine which steps are fulfilled by each division within the PWS program. Create a written PWS process and PWS card notification process to standardize the permitting and approval process.

- 2.PWS Inspector is expected to process the permit within 5 business days of date stamp.
- 3.PWS Clerk will issue a permit and update file as needed. Permit will be placed in the Open Well Permit file.
- 4.PWS Inspector is expected to ensure all permits are processed within 3 business days. Approved paperwork prompts the completion of a “Green” card.
- 5.PWS Clerk mails the “Green” card. Paperwork is moved to the Open Well Permit file.
- 6.PWS Inspector schedules and completes the field inspection in accordance with relevant rules and protocols.
- 7.PWS Clerk mails water sample results. If approved, date stamp the original copy and close the file. If not approved, an “unsafe” letter is sent, original copy is date stamped, and file stays in the Open Well Permit file.
- 8.PWS Inspector reviews file and collaborates at the beginning of the month to perform an audit of the card system.
 - Any permit that is ready for a “Yellow” or “Red” card will be pulled from the file and given to the PWS inspector for processing.
 - Any permit that is expired will be disapproved in accordance with the rule.

STUDY

Review the process to ensure it is being followed. Review permits to ensure benchmarks are being achieved.

Success Metrics: Average if 6 months of permits being open from start to finish. Decrease the number of disapprovals PWS by 10%.

ACT

The Wet Bandits will meet quarterly to review and evaluate:

- Effective implementation of the process and use of cards.
- Evaluation of meeting the timed benchmarks.
- Evaluation of disapprovals.

Revisions will be completed as indicated.

DO

Implement the new PWS process and Card Notification System:

The written PWS process includes eight steps that are completed by the PWS program staff within both the Finance and the Environmental Health Divisions.

1.PWS Clerk starts the application process and time stamps the application once completed to ensure time tracking for the issuance of the PWS permit.

Green Card: Issued when well log and form are approved.

Yellow Card: Reminder that applicant must submit additional documentation, PWS not inspected/requires sampling.

Red Card: Final notification–documentation needed, PWS not inspected/requires sampling, permit is expected to expire.