

STORYBOARD TEMPLATE

Final April 2019

LOCAL HEALTH DEPARTMENT NAME: Gallia County Health Department
ADDRESS: 499 Jackson Pike, Suite D Gallipolis, OH 45631
PHONE NUMBER: 740-441-2018
SIZE: 9 Team Members: Administration, Nursing, Environmental Health & WIC
POPULATION SERVED: 30,763 residents of Gallia County, Ohio
PROJECT TITLE: Improving Sewage Application Process

PLAN

Identify an Opportunity and Plan for Improvement

1. Getting Started

Project Mission: To create a standardized sewage application process in order to increase knowledge and compliance of sewage rules and installation of household sewage treatment systems in Gallia County.

2. Assemble the Team

Dr. Gerald Vallee: Administration
Lou Ann Whittington: Administration
John McKean: Environmental Health
Tyler Schweickart: Environmental Health
Josh Sherwood: Environmental Health
Melissa Conkle: Nursing
Brittany Muncy: Nursing
Courtney Vollborn: WIC
Melissa Justus: WIC

3. Examine the Current Approach

Each Environmental Health Staff member of the GCHD handles the sewage application process differently. There is no persistent approach to documenting and distributing information regarding the sewage application process to installers or the public. There is a lack of an appropriate process to completing a sewage application leading to steps being conducted by installers and the public out of order and not complying with regulations to ensure systems installed or replaced do not fail.

4. Identify Potential Solutions

Gather input from Environmental Health staff on current regulations and processes. Create an easy to follow flow chart demonstrating the proposed process.

Gather data related to current process from conducting reviews of recently installed or replaced systems from Aug- Dec 2018.

Develop a plan for a consistent sewage application process.

Develop a comprehensive Environmental Health Sewage Application packet template to be distributed to installers and the public when a new or replaced sewage system is needed.

Develop an evaluation process post sewage system installation (survey).

5. Develop an Improvement Theory

By the close of the project, if a comprehensive Environmental Health Sewage Application packet is developed, then a formalized sewage application process is created with expectations that EH staff, installers, and the public will follow the process to protect the environment's ground water by preventing potential failing systems, promoting public safety, and protecting the environment.

DO

Test the Theory for Improvement

6. Test the Theory

A comprehensive Environmental Health Sewage Application packet was developed and presented to the EH staff and installers for feedback.

CHECK or STUDY

Use Data to Study Results of the Test

7. Check/Study the Results

Feedback provided by EH staff and a installers endorsed:

- Contents of Environmental Health Sewage Application packet favorably received
- Check list and flow charts for procedures help the EH staff remain organized and follow a unified process
- Installers felt that they had a basic understanding of the appropriate process
- Environmental Health Sewage

Application packet was organized and very clear

ACT

Standardize the Improvement and Establish Plans

8. Standardize the Improvement or Develop New Theory

Adopt:

- Environmental Health Sewage Application packet

9. Establish Future Plans

Create a central location where all Environmental Health Sewage Application packets are held and can be prepared and distributed to installers and the public when inquiring about installing or replacing a system.



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