

POLICY MANUAL	Prepared by:	Manual Section:
Category:	Date Revised:	Subject: Quality Assurance
Other:	Date Approver	
Effective Date:	Approved by:	Page 1 of 2

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CATEGORY: POLICY 1, PROCEDURE 2, PROTOCOL 3.

Quality Assurance Policy

Purpose

To ensure staff is following proper guidelines in carrying out inspection and permitting duties within the Environmental Health program. This also includes evaluation of work for quality and consistency, as well as customer satisfaction.

Procedures

Food, Lodging, and Institutions Program

Environmental Health generates permits and inspection forms in electronic format. Once the inspections have been completed, those files will be reviewed by the program specialist monthly to ensure completeness and accuracy. If problems are found, a corrective action plan will be given to the environmental health specialist in writing by the program specialist on a quarterly basis. The environmental health specialist will be expected to make corrective actions based on the comments the program specialist has made.

The program specialist will accompany the environmental health specialist on at least one inspection every six months to ensure accuracy and consistency throughout the department. Feedback will be given in writing to the environmental health specialist following the inspection. Any discrepancies will be handled by the environmental health supervisor.

On Site Wastewater Program

The On-site Wastewater program generates soil evaluations, improvements permits, construction authorizations, and operation permits in electronic format on a daily basis. Once an evaluation is made and an improvements permit is generated, the file containing these documents will be placed in the appropriate folder in the On-site wastewater program specialist's office. The program specialist will then review this documentation for accuracy and completeness before placing the client's copy of the permit with the secretary for pick up. The program specialist will field audit at least 2 sites quarterly per environmental health specialist authorized in on-site wastewater. These sites will be chosen randomly from work completed within the last 6 months. This audit will assure that the documentation is consistent with the physical findings on site and will identify any deficiencies in evaluations or documentation. Once these evaluations are completed by the program specialist, a report of the findings will be given to the Environmental Health Supervisor. If problems are found, a corrective action plan will be given to the environmental health specialist in writing by the program specialist on a quarterly basis. The Environmental Health Supervisor will handle any discrepancies.

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Well Program

The Well Program generates well construction permits, well abandonment permits and water sample records. After a well site visit is made and the well construction or abandonment permit is issued the file containing these documents will be filed in the appropriate folder in the On-Site water protection office. These well permits will be designated with a blue file label. The well program specialist will review this documentation for accuracy and completeness before the client's copy of the permit is available for pick up. The program specialist will accompany the environmental health specialist authorized and actively working in wells on at least one site visit evaluation every six months. These sites will be chosen randomly from work completed within the last 6 months. This will be done to ensure that procedures and field documentation are being performed consistently and to identify any deficiencies that may need to be addressed. Once these evaluations are completed by the program specialist a report of the findings will be given to the Environmental Health Supervisor. If deficiencies are found an improvement plan will be given to the Environmental Health Specialist in writing by the Wells Program Specialist. Any discrepancies will be handled by the Environmental Health Supervisor.

Client Survey

Surveys will be provided to clients upon pick up or mailing of permits. This allows the client to assess the service after it has been provided. This will be done bi-weekly throughout the year. The returned surveys will be reviewed as needed. Any corrective action needed will be documented and implemented. See Appendix A for a copy of the Client Survey.

Appendix

Appendix A- Client Survey

COUNTY HEALTH DEPARTMENT Environmental Health Section

TELEPHONE:
FAX: :

Dear Citizen:

So we may better serve _____ County, please take a few minutes to answer the following questions and return this to the County Health Department. Thank you!

1. Type of evaluation:
 - soil evaluation for a new septic tank system
 - repair of an existing system,
 - replacement of a building on an existing system
 - addition of a detached structure
 - addition of an attached structure
 - other _____
2. Did you receive a:
 - Permit
 - Denial Letter
 - Application still pending.
 - N/A
3. Did you accompany the Env. Health Specialist (EHS) during the evaluation?
 - Yes
 - No
4. Did the office (Clerical) staff act in a professional manner?
 - Yes
 - No
 - No Answer
5. Did the EHS act in a professional manner?
 - Yes
 - No
 - Generally
 - No answer
6. Did the EHS seem knowledgeable of rules, regulations and procedures?
 - Yes
 - No
 - No answer
 - Somewhat
7. Was the EHS polite and courteous?
 - Yes
 - No
 - Generally
 - No Answer
8. Did you have an opportunity to ask questions?
 - Yes
 - No
 - No answer
 - No, someone else was on my behalf
9. Did the EHS project a helpful attitude?
 - Yes
 - No
 - Generally
 - No answer
10. Was the evaluation reviewed and explained to you?
 - Yes
 - No
 - No Answer
 - N/A
11. Has the EHS been available to you when needed by visits or telephone calls?
 - Yes
 - No
 - No Answer
 - N/A
12. Were you satisfied with the service?
 - Yes
 - No
 - No Answer

Why or why not?

COMMENTS: _____

Thank you for taking the time to complete this evaluation form. Your opinion is important to us
 .Please Fold and Mail in the Enclosed Self-Addressed Stamped Envelope