

**Policy and Procedure
XXXXXX County Health Department**

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|---------------------------------|---|---------------------------------|----------------------|
| Title: | <input type="text" value="Quality Assurance Program"/> | Policy #: | <input type="text"/> |
| Original Effective Date: | <input type="text"/> | This Revision effective: | <input type="text"/> |
| Approved by/date: | _____ | _____ | |
| | Division Head | Health Director | |
| | _____ | _____ | |
| | Board of Health Chair | Medical Director | |
| Most recent review: date | <input type="text"/> | Initials | <input type="text"/> |
| Category: | <input type="checkbox"/> Departmental <input type="checkbox"/> Accounting <input checked="" type="checkbox"/> Environmental Health <input type="checkbox"/> Health Education <input type="checkbox"/> Interpreter Services <input type="checkbox"/> Media <input type="checkbox"/> Public Health Preparedness <input type="checkbox"/> Personal Health <input type="checkbox"/> Quality Assurance/Improvement <input type="checkbox"/> Vital Records <input type="checkbox"/> WIC | | |
| Subcategory: | <input type="text"/> | | |
| Reviewed: | | Revised: | |

1.0 POLICY: The XXXX County Environmental Health Section will provide quality assurance reviews of Registered Environmental Health Specialist work in mandated programs.

2.0 PURPOSE: To facilitate the consistency and efficiency of routine Food, Lodging and Institution inspections; On-Site Wastewater soil/site evaluations, Improvement, Authorization to Construct and Operation Permit issuance; Well Construction and Operation Permit issuance and proper documentation through monitoring and review of staff implementation.

3.0 DEFINITIONS:

3.1: NCDHHS: North Carolina Department of Health and Human Services

3.2: REHS: Registered Environmental Health Specialist

3.3: Environmental Health Services Inspections – Any state mandated inspection program for which authorization is acquired through the NCDHHS Division of Public Health

4.0 PROCEDURE:

4.1: On-Site Wastewater Program

A. Review of Documentation and Adherence to Procedures

- 1. All files shall be reviewed by an Environmental Health Supervisor or On-site Wastewater Program Specialist prior to filing.**
- 2. When data entry has been completed, the Administrative Assistant staff shall place the files for review in a designated location.**
- 3. The Environmental Health Supervisor or On-site Wastewater Program Specialist shall make a review of the files as soon as possible; but should in no case be more than two working days later. The reviewer should initial and date the file on the front inside left hand corner upon review.**
- 4. Work by the Environmental Health Supervisor III should be reviewed on a fiscal quarterly basis by a NCDHHS Program Improvement Team representative or Regional Soil Specialist.**
- 5. The files shall be reviewed for adherence to procedures for issuance of permits and for completeness of documentation.**
- 6. Any problems encountered are to be discussed with the issuing agent within five working days and corrections/meetings documented.**
- 7. At least fiscal quarterly, a minimum of six files of permits issued within the past 90 days shall be randomly pulled by an Environmental Health Supervisor, for each REHS working in the On-Site Wastewater Program and evaluated for proper documentation and adherence to procedures.**
- 8. When six files of permits issued are not available for review, a minimum of 20 percent of files of permits issued within the past 90 days shall be reviewed, using the process described in Section 4.1 A, 6 of this policy, replacing the defined number with the number derived from calculating the percentage. In no case shall the number of files of permits reviewed be less than one.**
- 9. Findings shall be documented and discussed with each individual within five working days and a record shall be kept of the meeting.**

B. Review of Field Work

- 1. At least fiscal quarterly, the field work of each REHS working in the On-site Wastewater Program shall be reviewed by a Staff Soil Scientist.**
- 2. Six soil/site evaluations will be reviewed by either of the following methods:**
 - a. Randomly pulling six files of permits issued within the past 90 days and making site visits to review the evaluations**

4. **The Environmental Health Supervisor I shall conduct the review of the Staff Soil Scientist and On-Site Program Specialist.**
5. **Field work by the Environmental Health Supervisor III should be reviewed by a NCDHHS Program Improvement Team representative or NCDHHS Regional Soil Specialist.**
6. **Findings shall be documented and discussed with each individual within five working days and a record shall be kept of the meeting.**

4.2: Environmental Health Services Programs

A. Paperwork and Procedure Review

1. **The Environmental Health Services Supervisor I or Environmental Supervisor III shall review a minimum of two inspection reports for each REHS working in the Environmental Health Services Program each fiscal quarter.**
2. **The Environmental Health Supervisor III shall review inspection reports completed by the Environmental Health Services Supervisor I.**
3. **Inspection reports by the Environmental Health Supervisor III should be reviewed by a NCDHHS Regional Environmental Health Specialist.**
4. **The files shall be reviewed for adherence to procedures for issuance of permits appropriateness of comments and for completeness of documentation.**
5. **Findings shall be documented and discussed with each individual within five working days and a record shall be kept of the meeting.**

B. Review of Field Work

1. **The Environmental Health Services Supervisor I shall accompany and observe each REHS working in the Environmental Health Services Program on two inspections per fiscal quarter.**
2. **The Environmental Health Supervisor III or NCDHHS Regional Environmental Health Specialist should accompany and observe the Environmental Health Supervisor I on a minimum of two inspections per fiscal quarter.**
3. **The NCDHHS Regional Environmental Health Specialist should accompany and observe the Environmental Health Supervisor III on a minimum of two inspections per fiscal quarter.**
4. **Findings shall be documented and discussed with each individual within five working days and a record shall be kept of the meeting.**

4.3: Private Wells Program

A. Paperwork and Procedure Review

- 1. All files shall be reviewed by an Environmental Health Supervisor or Environmental Health Program Specialist prior to filing.**
- 2. When data entry has been completed, the Administrative Assistant staff shall place the files for review in a designated location.**
- 3. An Environmental Health Supervisor or Environmental Health Program Specialist shall make a review of the files as soon as possible; but should in no case be more than two working days later. The reviewer should initial and date the file on the front inside left hand corner upon review.**
- 4. Field work by the Environmental Health Supervisors should be reviewed by a NCDHHS Regional Environmental Health Specialist.**
- 5. The files shall be reviewed for adherence to procedures for issuance of permits and for completeness of documentation.**
- 6. Any problems encountered are to be discussed with the issuing agent within five working days and corrections/meetings documented.**
- 7. At least quarterly, a minimum of 10 percent of permits, issued within the past 90 days, shall be randomly pulled by an Environmental Health Supervisor, for each REHS working in the Private Wells Program and Review for proper documentation and adherence to procedures. In no case shall the number of permits reviewed be less than one.**
- 8. Findings shall be documented and discussed with each individual within five working days and a record shall be kept of the meeting.**

B. Review of Field Work

- 1. At least quarterly, the field work of each REHS working in the Private Wells Program shall be reviewed by the Environmental Health Supervisor I or Environmental Health Supervisor III.**
- 2. Two well permitting activities (New Permit, Repair Permit, Abandonment Permit) will be reviewed by either of the following methods:**
 - a. Randomly pulling two files of permits issued within the past 90 days and making site visits to review the evaluations**
 - b. Randomly pulling one file of a permit issued within the past 90 days and making a site visit to review the evaluation and observing the REHS on one evaluation.**
 - c. Observing the REHS on two evaluations.**
 - d. In no case shall the number of permits reviewed be less than one.**

- 3. The Environmental Health Supervisor III shall conduct the review of the Environmental Health Supervisor I.**
- 4. Field Work by the Environmental Health Supervisor III should be reviewed by a NCDHHS Regional Environmental Health Specialist.**
- 5. Findings shall be documented and discussed with each individual within five working days and a record shall be kept of the meeting.**

4.4: Forms and Records

- A. Forms used in quality assurance review will be located on the computer on “H” drive and in the Davidson County Environmental Health Policy and Procedure Manual which will be located in the Environmental Health storage room.**
- B. Forms will be stored in the cabinets, and/or drawers in the Environmental Health storage room.**
- C. Forms shall be updated on “H” drive and in the Davidson County Environmental Health Policy and Procedure Manual when any changes are made to the forms. Any changes will be discussed in regular staff meetings.**
- D. Records documenting the results of reviews will be retained and stored by the Environmental Health Supervisor in a secure location for a period of five years.**