

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.

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.

- 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.

PORTAGE COUNTY COMBINED GENERAL HEALTH DISTRICT  
705 Oakwood Street, 2nd floor | Ravenna, OH 44266  
Phone: 330-296-9919 | Fax: 330-297-3597

**WATER SAMPLE NOTICE      Date:**

Property Address: \_\_\_\_\_  
Permit Number: \_\_\_\_\_

☐ Our records indicate that we have received the *Well Log and Drilling Report* and the *Private Water System Contractor/Installer Completion Form* for the private water system located at the address above.

Once the well has been properly disinfected and flushed by the private water system contractor(s), please feel free to contact us at your convenience so we may schedule and collect the bacterial and /or nitrate/nitrite sample(s) that were included with the permit cost.

Please note, that if the water is unsafe, there is an additional charge of \$60.00 to resample.

For further questions and to schedule your water sample please contact us at (330) 296-9919

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

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**REMINDER NOTICE      Date:**

Property Address: \_\_\_\_\_  
Permit Number: \_\_\_\_\_

Our records indicate that the private water system located at the address above has one or more of the following deficiencies. Please provide the selected information below as required by law.

☐ A *Well Log and Drilling Report* has not been received.

☐ A completed *Private Water System Contractor/Installer Completion Form* has not been received.

☐ A *Total Coliform Negative water sample* has not been collected by the Portage County Health District.

☐ A *Total Coliform Positive* water sample has been collected within 30 days and the Portage County Health District must be contacted to retest the well. A fee will be charged for all resamples.

For further questions or to schedule a water sample, please contact us at 330-296-9919 x \_\_\_\_\_

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

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**FINAL NOTICE      Date:**

Property Address: \_\_\_\_\_  
Permit Number: \_\_\_\_\_

Our records indicate that the private water system located at the address above has one or more of the following deficiencies. Please provide the selected information below as required by law.

☐ A *Well Log and Drilling Report* has not been received.

☐ A completed *Private Water System Contractor/Installer Completion Form* has not been received.

☐ A *Total Coliform Negative water sample* that does not exceed the level required in OAC 3701-28 has not been collected by the Portage County Health District. A fee will be charged for all resamples.

This postcard is our department's final notice for compliance. Failure to submit the required information in ten (10) days can result in your private water system (PWS) being disapproved. Until the required information is provided, anyone inquiring about the PWS will be informed that the system has been disapproved and shall not be used for human consumption.

For further questions or to schedule a water sample, please contact us at 330-296-9919 x \_\_\_\_\_

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