



PORTAGE COUNTY COMBINED GENERAL HEALTH DISTRICT (PCHD)
705 OAKWOOD ST, RAVENNA, OHIO 44266
QI Team Charter

Team Name: Wet Bandits	Project Title: PWS Permitting and Notification	
Problem / Opportunity Statement: The Private Water System 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 needs to increase the efficiency of permit approval and standardize the notification system across all inspectors.		
Team Sponsor: Justin Rechichar	Target Division/Process Improvement Area: Environmental Health / Permit and Notification Systems	
Performance Improvement AIM (Mission): To standardize and decrease the amount of time private water systems permits are open. To approve the PWS permit within 10 months of issuance.		
Strategic Alignment: 1.2.4 Initiate quality improvement projects which lead toward CQI for the agency. 2.4.2 Conduct gap analysis for data currently collected and used by programs to inform internal and external stakeholders. 6.3.1-2 Procedures and protocols for achieving compliance with laws and enforcement actions.		
Team Members:	Roles and Responsibilities:	
1. Mary Helen Smith	Leader	
2. Justin Rechichar	Facilitator	
3. Lindsey Cianciolo	Scribe	
4. Julia Sykes	Team Member	
5. Debbie Wine	Team Member	
6. Mike Spies	Team Member	
7. Debra Stall	Team Member	
8. Maria Gill	Team Member	
9. Will Duck	Team Member	
10. Kari Jones	Team Member	
Scope (Boundaries)/Team Authority: Private water system program permitting and inspection		
Customers (primary and other):	Customer Needs Addressed:	
1.Homeowners		
2.Private water system contractors		
Objectives: SMART - Specific, Measurable, Achievable, Relevant, Time-Framed		
Team members will review and comment on current processes by December 15, 2020 Team members will review card notification system by December 15, 2020 New/modified process will be complete and implemented by December 31,2020		
Improvement Theory:		
Success Metrics (Measures): Average if 6 months of permits being open from start to finish. Decrease the number of disapprovals PWS by 10%		
PDSA Timeline:	Projected Date Completed:	Actual Date Completed:
Plan: Complete written PWS process and PWS card notification process.	October 31, 2020	October 29, 2020
Do: Implement the new PWS process and PWS card notification system.	November 30, 2020	November 27, 2020
Study: Review process to ensure it is being followed. Review permits to ensure benchmarks are being achieved.	December 31, 2020	December 28, 2020
Act: Analyze permitting for accuracy and to ensure proper documentation is being followed.	March 31, 2021	March 31, 2021
Considerations (Assumptions/Constraints/Obstacles/Risks): Internal staff buy in. US postal system. Complexity of PWS program and how paperwork is received.		
Needed/Available Resources: General office materials		