www.granthealth.org
35 C Street Ephtrata, WA
(509) 754-6060
26 employees
91,878 residents

Grant County Health District
"Always Working for a Safer and Healthier Grant County"

Existing Septic System Evaluation Process Improvement

PLAN
Identify an opportunity and Plan for Improvement

1. Getting Started
The Onsite Sewer program as a whole has been running at a $30,000-$40,000 deficit each year. Environmental Health Specialist time is nearly cost neutral, but there are others who spend time in the program, and the available data indicates the Existing System Evaluation (ESE) process shows potential for monetary deficits associated with the process.
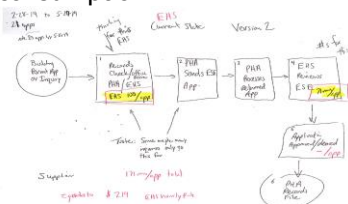
2. Assemble the Team
Ryan Brimacombe Accountant
Jon Ness EHS OSS Lead
Darcy Moss PHA OSS Lead
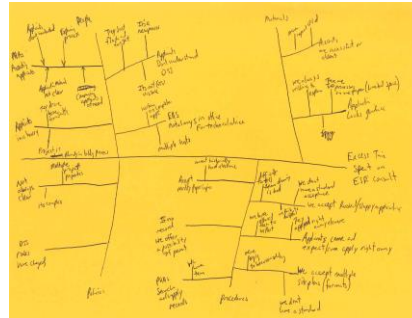**Todd Phillips** EH Facilitator

3. Examine the Current Approach
A high level process flow was used to identify the major steps in the Existing Septic System Evaluation Process. Time data was collected to identify the most time-consuming steps. A fishbone diagram helped determine cause of the time consumption.

4. Identify Potential Solutions

- Clarify/simplify our ESE policy
- Separate the Existing System application form from the Water Availability Application form
- Define a completed application and only accept complete applications
- Eliminate the 2 for 1 ESE/WA fee
- Develop electronic records associated with properties

5. Develop an Improvement Theory

- Clarifiying/simplifying our policy about when an ESE application is needed would decrease questioning ourselves
- Separating the water and sewer paperwork will help avoid confusion about what is needed to apply and make room to collect more information
- Defining what "complete application" means will allow higher quality applications
- Eliminating the 2 for 1 ESE/Water Availability fee will prevent possible gifting of service and will help pay for actual staff time
- Electronic records associated with properties will allow property owners to have their information at their fingertips and free up PHA time spent looking up records

DO
Test the Theory for Improvement

6. Test the Theory
- Establish a clear simplified policy
- Physically separate the application paperwork
- Define the contents of a complete application (this can be done with the application paperwork)
- Only accept complete applications
- Get Board of Health Approval of fee elimination
- Begin making records electronic and available for upload to a future improved website

STUDY
Use Data to Study Results of the Test

7. Study the Results
Continue to track PHA and EHS time. Has there been a decrease in average time and cost per application? Aare customers satisfied with our service? Has net income per application increased?

ACT
Standardize the Improvement and Establish Future Plans

8. Standardize the Improvement or Develop New Theory
Continue with the established process if our customers are satisfied and we are seeing budget improvement. If we don't see improvement, a new theory will be developed.

9. Establish Future Plans
We plan to continue the QI project on the whole On-Site Sewer program, one activity at a time. Our overall goal is to have a positive impact on our On-Site Sewer budget.