

XXXX COUNTY HEALTH DEPARTMENT

Title: Environmental Health Specialist Quality Assurance		
Section: ___ Administrative ___ Clinical X Environmental Health	Program: Environmental Health	Number of Pages: 2
Effective Date: 9/18/2006	Date Reviewed:	Date Reviewed:
Date Revised:	Date Reviewed:	Date Reviewed:
Signatures: (as needed)		
Health Director:		Date:
Assistant Health Director:		Date:
Medical Director:		Date:
Program Manager:		Date:

Purpose

To develop and/or review the quality of services through a structured improvement process is our goal.

XXXX County Health Department Environmental Health Division will make every effort to assure the delivery of quality services to the clients that it serves. Applicable local, state and federal regulations will be followed as they pertain to licensure of staff, service requirements, and performance of duties.

Monitoring of compliance with these requirements, regulations, and guidelines will be accomplished through internal monitoring; periodic program audits, ongoing staff development and performance appraisals, and periodic patient satisfaction surveys (see Consumer Satisfaction Policy).

Responsible Personnel

Environmental Health Supervisor II, Environmental Health Program Specialist

Policy

The Environmental Health Division of the XXXX County Health Department desires that all services provided meet clients needs and are of the highest quality. The Division will continuously critique and make self-assessments to improve services through individual employee audits, frequent staff conferences and by addressing raised in customer satisfaction surveys.

Procedure

A. Food/Lodging

1. The "Food Inspector Audit" form and/or inspection forms will be used to audit individual environmental health specialist's performance abilities during routine inspections. This will be done at least every 2 years for at least 3 different establishments.
2. In between these official audits, the Environmental Health Supervisor II (or other designee) will accompany the employee occasionally on routine inspections to make observations and offer suggestions.

B. Onsite Wastewater

1. At least once every 2 years for each Environmental Health Specialist, 3 to 4 complete permit packages will be completely reviewed. This includes revisiting the sites and performing soil evaluations and checking all paperwork in the permit package for accuracy and completeness.
2. After completing the site reviews and paperwork review, either the Environmental Health Supervisor or Environmental Health Program Specialist will prepare a thorough written description of the process. Any deficiencies will be noted a corrective action plan written and explained.

Results of both of these processes will directly impact annual employee Performance Appraisal. All employees will be presented with a work plan to improve defined deficiencies.

Routine staff conferences will be used to discuss any questions employees have regarding field or office work and suggestions for improvement from all staff will be encouraged. In addition, results of consumer satisfaction surveys will be discussed and used to improve all aspects of service and customer relation.

Legal Authority / NA

References / NA