

# PRIVATE H2O STORYBOARD



LOCAL HEALTH DEPARTMENT NAME: Wayne Co. Health Dept.  
 PROJECT TITLE: Private H2O Team

## PLAN

Identify an opportunity and Plan for Improvement

### 1. Getting Started

To increase compliance in getting all well alterations approved (permits), educate the Amish Community on the well permit and to develop a process to have a well alteration permit applied for before contractors/homeowners alter the well.

### 2. Assemble the Team

Team was led by Vaughn Anderson, Director of Environmental Health, and includes Chuck Basler, Daniel Hackett, Margie Mullen, and Steve Rich. Facilitated by Jennifer Momchilov.

### 3. Examine the Current Approach

The team went over the procedure for when a well alteration application is received. The team discussed the issue was permits were not being attained before well alterations were being done.

### 4. Identify Potential Solutions

- Initiate well permit reminder letter during the plumbing inspection and after septic inspection.
- Letter to Amish Bishops regarding well alterations.
- Letter to Contractors regarding the well alterations permit.

### 5. Develop an Improvement Theory

By sending well permit reminder letters during plumbing/septic inspections, letters to Amish Bishops and local contractors regarding the well alterations permit, well alteration permits issued will increase by 80% by December 31, 2017.

## DO

Test the Theory for Improvement

### 6. Test the Theory

The well permit reminder letter during plumbing and septic inspections and letter to Amish Bishops were implemented from April 1, 2017, to Oct. 26, 2017. The letter to local contractors will be sent by November 30, 2017.

## CHECK

Use Data to Study Results of the Test

### 7. Check the Results

The data showed improvement of home owners/contractors attaining the well alteration permits.

#### Year 2015

# Permits Issued	138
# Permits Not Approved	18
# Permits Approved	120
% Permits Approved	87
# Permits Disapproved	7
% Permits Disapproved	5.1
# Well Alteration Permit Issued	134
# Septic Alteration Permit Issued	148
% Well Alteration Permit Issued	90.5
% Well Alteration Not Issued	9.5

#### Year 2016

#Permits Issued	167
#Permits Not Approved	31
#Permits Approved	130
% Permits Approved	77.8
# Permits Disapproved	21
% Permits Disapproved	12.6
# Well Alteration Permit Issued	158
# Septic Alteration Permit Issued	156
% Well Alteration Permit Issued	101.3
% Well Permit Not Issued	-1.3

\*Note: Started to send some letters to home owners/contractors about well alteration permits.

#### Year 2017

#Permits Issued	137
#Permits Not Approved	85
#Permits Approved	52
% Permits Approved	38
# Permits Disapproved	1
% Permits Disapproved	0.7
# Well Alteration Permit Issued	137
# Septic Alteration Permit Issued	139
% Well Alteration Permit Issued	98.6
% Well Permit Not Issued	1.4

\*Note: the number of permits not approved for the year 2017 is due to some of the wells not being drilled, yet. The team will re-check the stats at the end of the year.

## ACT

Standardize the Improvement and Establish Future Plans

### 8. Standardize the Improvement or Develop New Theory

#### Adopt:

The changes were accepted. It is now mandatory to have well permit reminder letters given out at plumbing and septic inspections, to keep the Amish Bishops and local contractors informed about the well alteration permits.

### 9. Establish Future Plans

Reconvene in 1 year from date of project adoption (10/26/2017), to check on well alteration permit compliance. If there are major concerns before this time, the team can reconvene to address these concerns.