

## **Strengthened emergency response process will further safeguard human health and the environment**

**Agency:** Environmental Protection Agency

**Project Type:** Kaizen Event

**Process:** Emergency Response

**Team Name:** TransformERs

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**Problem:** The Ohio EPA Emergency Response Program has existed for over 30 years fulfilling a vital, hands-on role in protecting the public health, safety, and the environment by responding 24/7 to potentially hazardous incidents. The demands have evolved, challenges to the regulatory requirements and a standard process needed to be developed.

**Biggest Change:** All responses will follow one standard process for multiple critical points in the response process. The new process will use standardized forms, and everyone will have access to the same training. This will ensure clear guidance to the team and clear expectations for EPA partners.

**Other Changes:** A triage intake process will be created to collect critical information within the first few minutes to determine the best placement of resources at the site of the emergency. Also, the elimination of redundant work activities and information gathering in the process will result in all levels of ER having the same information -- and ensure a more collaborative process.

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**Steps - Baseline:** 155

**Steps - Projection:** 84

**Handoffs - Baseline:** 30

**Handoffs - Projection:** 9

**Loopbacks - Baseline:** 4

**Loopbacks - Projection:** 2

**Decision Points - Baseline:** 29

**Decision Points - Projection:** 14

**Benefits:** The transformed process will create a triage protocol so that calls are efficiently directed to the most appropriate responders which will improve the overall protection of the environment and human health during emergencies.

**Redirected Hours - Projection:** Nearly 1,000 hours/year redirected due to efficiency gains in night calls, phone follow-up responses and cost accounting changes

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