

## EH&S RESPONSE TO THE 2017 TAP SURVEY

### ONE-YEAR UPDATE

January 18, 2019

*The Environmental Health & Safety Department Heard You!*

#### **SURVEY RESULTS**

The aim of the University's 2017 Transforming Administration Program (TAP) Customer Service Satisfaction Survey was to enhance the culture of service in UW's central administration units, and to learn and understand customer needs and expectations. The survey results identified the following three opportunities for improvement for the Environmental Health & Safety Department (EH&S):

1. Understands my (client) needs and requirements
2. Response to client's "unique" needs
3. Moving in a positive direction

#### **ACTING ON RESULTS**

In response to survey results, here are a few of the improvements EH&S has completed:

- **Updated Accident Prevention Plan:** EH&S created and communicated a workplace Accident Prevention Plan, with tools and templates. A University stakeholder group and the University's safety committees collaborated with EH&S to create this plan. This change benefits EH&S customers by providing a compliant and usable APP for the entire UW community.
- **Created safety onboarding video:** To promote the Accident Prevention Plan above, EH&S created a safety onboarding video for new hires across all UW schools, colleges and departments. The video is available [online](#). This change benefits EH&S customers by explaining their safety roles and responsibilities and providing information on the Accident Prevention Plan.
- **Reduced research protocol turnaround:** EH&S has reduced turnaround time to complete occupational health reviews of animal research protocols. EH&S partnered with the Office of Animal Welfare to clarify timeline requirements, begin review earlier in the submission process, reduce handoffs, and reduce non-value added time. This change benefits EH&S customers by meeting their needs and expectations.

- **Enhanced lab safety survey:** The Laboratory Safety Survey Program staff members are asking more questions about lab activities in advance of lab safety surveys to better understand their customers' research needs and relative risk. This change benefits EH&S customers by making more effective use of time during on-site surveys.
- **Clarified air operating permit requirements:** EH&S completed review of campus air operating permit requirements, including updating the permitted-source list and ownership and program-review plans, and creating a SharePoint site to assist departments with oversight. This change benefits EH&S customers by streamlining compliance visits.
- **Improved chemical waste collection process:** EH&S improved waste collection pick-up service by adding a new collection vehicle, adding a new waste request form in MyChem, and simplifying EH&S access to restricted areas. This change benefits EH&S customers by streamlining the waste collection processes and reducing risk across campus.

Below are improvements EH&S continues to pursue:

- **Solicit customer feedback:** EH&S continues to implement targeted customer surveys to solicit feedback for specific areas of services to better understand and address client needs.
- **Prevent work-related hearing loss:** EH&S continues to address customer needs and improve program effectiveness through a pilot outreach project with campus partners. This change benefits EH&S customers by meeting clients' needs by proactively preventing hearing loss.
- **Renew radiation use authorizations (RUA):** EH&S continues to develop an RUA renewal process that allows investigators to communicate their changing needs. This change benefits EH&S customers by improving our ability to address current and evolving needs.

*If you have feedback or recommendations for improving services provided by EH&S, please contact us at [ehsdept@uw.edu](mailto:ehsdept@uw.edu) or 206.543.7262.*