10 Essentials of Environmental Health Management

1 Citizen Web Portal

Self-service options for citizens can help reduce manual, time-consuming tasks, reduce errors on application forms and enable citizens to interact with agencies on their schedule, 24/7. A citizen web portal should be able to accept applications, renewals, complaints, service requests, fee payments and more, saving valuable staff time on tedious data entry and fielding inquiries on status updates.

2 Mobile Solution

A mobile application allows inspectors to access the data they need in the field. No more lugging heavy folders or forgetting files at the office. A mobile solution should make it easy to attach photos, select from notes on common violations, upload data to the cloud, and deliver inspection results instantly so inspectors can focus on health education, and forget the paperwork.

3 Activity Reporting

Reporting is key for tracking agency deliverables against goals, identifying gaps, and help defend fees. Environmental health software should come with customizable reports that answer some of the most common questions, such as: Are we meeting our inspection frequency? How much revenue has been collected through fees? How many businesses have passed or failed an inspection this year? You can't measure your effectiveness without understanding your data.

4 Document Management System

From architectural plans to complaints and everything in between, storing and accessing important documents quickly, and with concurrent virtual review can have a significant impact on getting a business open on time, passing an audit, or identifying trends of non-compliance. If you've got a good document management system already, make sure your environmental health solution integrates seamlessly.

5 Automatic Notifications

Health departments deal with a vast web of tasks—between processing applications, permit renewals and upcoming inspections—which can be challenging to track manually. Automatic notifications and business rules help keep agency staff and facility owners informed of missing information, upcoming permit expiration dates, and more, allowing staff to focus on enforcement without getting caught in the details.

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6 User Community

Access to a community of environmental health professionals using the same software opens up new opportunities for best-practice sharing, exchange of innovative ideas, and access to resources in times of need.

7 Inter-agency Collaboration

A common pain point for health departments is the challenge of tracking application and plan review statuses across agencies. Your electronic data management solution should help you see which agencies have reviewed or approved plans, automatically route information to the appropriate agency, and all be internally and externally trackable in real-time, online.

8 Streamlined Implementation

Environmental health processes are complex and often have many moving parts. To make a new software installs easier, make sure your system includes pre-built configurations and work-flows, so you don't have to spend your time on gathering endless requirements and rounds of reviews. Your software of choice should also be flexible enough to capture your most important and unique processes.

9 Open Software Architecture

Sometimes your agency's IT ecosystem can be a little crowded. To cut down on manual or tedious information-sharing, such as pushing inspection data to another agency, look for a solution that offers open APIs/SDKs so that you can easily integrate and share information routinely and automatically.

10 SaaS and Security

Software-as-a-Service (SaaS) solutions help agencies stretch shrinking budgets by eliminating the costs of implementing and maintaining hardware and software. A powerful cloud product delivers operational expertise, physical security and a predictable annual expense for budget planning.

Vision33

Want to learn more about how one solution might include all of these essentials? The Accela Civic Solution for Environmental Health provides all of the above functionality and beyond. To learn more, visit https://gov.vision33.com/accela.