

# Standards for Public Health in Washington State: 2005 Performance Assessment Report DOH State Programs Report for: Environmental Health, Drinking Water Program

## **The Standards and the 2005 Performance Assessment**

Thank you for participating in the performance assessment of the Standards for Public Health in Washington State. The intent of the Standards is to provide an overarching measurement framework for the many services, programs, legislation, and state and local administrative codes that affect public health. The Washington State Standards for Public Health Performance address all 10 Public Health Essential Services and crosswalk directly to the Centers for Disease Control and Prevention (CDC) Standards for Performance.

The Washington standards and measures exemplify the national goals for public health performance measurement and development of standards—quality improvement, accountability, and science. Points to remember when looking at the reports include:

- The Standards articulate a higher level of performance, often described as stretch standards, not a description of the system as it is performing currently.
- The Standards reflect an improvement cycle; results of the performance assessment should be used to target areas for improvement.

## **This Report**

The site reviews again demonstrated the incredible commitment, creativity and hard work of the people in the public health system. This report is specific to your program and is intended to give you feedback about the materials you provided as a demonstration of how you met each measure. However, before describing the details that are in the report, we want to summarize overall observations regarding your organization's strengths and opportunities for improvement as observed during the site review.

### ***Strengths***

- The scope and depth of the data driven processes, including the Strategic Plan, the Performance Measures and QI Plan with specific examples of changes that were made based on review of the performance measures, and the more detailed program plans (Nitrates, Sanitary Survey)
- The use of standardized training evaluations and the compilation of training evaluation data
- The new initiatives to further the data driven processes across the system, including the development of SENTRY, the new on-line data base, as well as the work of the Compliance Coordinator in reviewing compliance, surfacing issues and working with the Committee on recommended actions

- The effective work with a broad array of stakeholders and activities, including the LHJ Section B program and involvement in SENTRY, the Sanitary Survey Customer Service Surveys, and the Water Use Efficiency Subcommittee
- The public information methods, including the web site and published information such as the coliform and nitrate packets that are available on line for water purveyors, the water system security materials, and the inclusion of Spanish language materials
- The participation in the emergency response preparedness process, the Emergency Response Framework, the Emergency Exercise and subsequent report and the revised Health Advisory Manual

### ***Areas for Improvement***

- Improve the capacity to offer and log training provided to specific DOH and LHJ employees

### ***The Performance Assessment Approach***

The performance assessment included all 35 local health jurisdictions (LHJs) in the state and 26 Department of Health (DOH) program sites selected by DOH for evaluation. Each site was asked to complete a self-assessment tool and to prepare for an on-site visit by organizing the documentation supporting the self-assessment on each measure.

For this cycle of assessment there were two new aspects that were not part of the 2002 Baseline Evaluation; the selection of specific environmental health and prevention and promotion programs for more in-depth review at the local LHJ level, and the evaluation of the new Proposed Administrative Standards and Measures. This expansion of the scope of the assessment was addressed through the training and use of internal DOH and LHJ reviewers working under the supervision of the external consultants.

During the DOH state site review, an independent consultant and an internal LHJ reviewer evaluated the documents and scored the measures. When the reviewer had questions regarding the documentation, an informal interview was conducted with the appropriate manager or staff person. In addition, potential exemplary practice documentation was requested from each site. The on-site reviews concluded with an exit interview in which general strengths and opportunities for improvement were discussed, and feedback on the Standards and assessment process was obtained. All of this information has been compiled into a system-wide report, with recommendations regarding the next steps for the system.

### ***Results of the Site Review***

The attached report is organized to follow the Standards format. The Standards have five topic areas (please note that these are not necessarily synonymous with program areas, there are organization-wide measures to be found in each of them). Within each of these five topic areas, four to five standards are identified for the entire governmental public health system. For each standard, specific measures are described for state level programs. For DOH sites, a Matrix was used to identify which measures were applicable to each specific program. Only the applicable

measures were evaluated for performance. This report provides detailed results for just those measures that were applicable to the program.

***Administrative Standards Results:*** For the Proposed Administrative Standards, this evaluation cycle was to evaluate the measures themselves and not to report site specific performance. The results of our evaluation of these standards and measures are at the system level only therefore, this report does not contain any results for the Proposed Administrative standards.

***Comparability to the 2002 Baseline results:*** Due to the major revisions in the environmental health topic area of standards, none of the 2005 EH topic area results can be compared to the results of the 2002 Baseline. All the results in the four other topic areas should be considered comparable for DOH program sites.

The topic areas of the standards are often referred to with the following acronyms:

- Assessment = AS
- Communicable Disease = CD
- Environmental Health = EH
- Prevention and Promotion = PP
- Access = AC

This report provides you with the following information:

- *For all measures:* a table listing all the measures with the performance designation to serve as a quick reference tool in identifying the measures that demonstrated performance, those scored as a partial, and those that did not demonstrate performance against the measure.
- *For each measure* (we have not repeated these in the report in order to reduce the number of pages, but have grouped them under their overarching standard): the *score* assigned by the reviewer:
  - 2 = demonstrates the measure,
  - 1 = partially demonstrates the measure,
  - 0 = does not demonstrate the measure,
  - 8 = not applicable,
  - 9 = not able to rate [did not participate at a topic area level]

*Comments* provide clarification regarding the intent of the measure or the score assigned.

*Documents* lists, in abbreviated form, the documents that were the basis for the score. When multiple documents were provided and some did not demonstrate the measure or there were many more examples than needed, they are not all listed.

*Exemplary documents* lists documents requested for review as potential examples in the exemplary practices compendium.

## ***Next Steps***

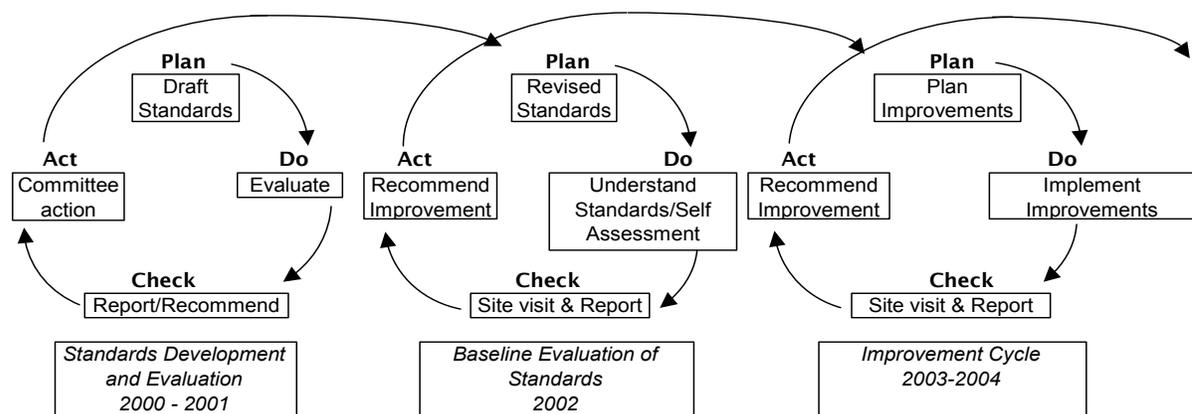
**First, celebrate what you have accomplished.** In the two and a half year period between the 2002 Baseline Evaluation and this performance assessment, it was clear to the site reviewers that improvements had been developed and implemented. Again, thank you for all of your hard work every day, and especially in preparing for the site reviews.

**Next, select the areas where you want to improve your performance.** All of the information provided in this report is intended to support improvement of your organization’s work on behalf of the citizens in your community and Washington State. After you have had a chance to digest this report and share it with staff, you should review the data again to determine which areas of your work might benefit from a *focused improvement process*. Develop a brief, but specific and doable work plan—don’t try to improve everything at once!

In selecting your areas of improvement you will be able to look at your overall strengths and opportunities for improvement (summarized above), or at the scores of specific measures or topic areas. You will be assisted in this effort by several initiatives:

- **Exemplary practices:** The Exemplary Practices Compendium provides you with documentation from many of the LHJs and DOH programs in Washington State. Potential exemplary practice documents were gathered from each of the sites and the very best examples for each measure will be organized into a electronic tool kit. This material will be available by year-end 2005 at [www.doh.wa.gov/hip/Standards/BestPractices/StandardsExemplaryPractices.htm](http://www.doh.wa.gov/hip/Standards/BestPractices/StandardsExemplaryPractices.htm).
- **Statewide initiatives** projects such as the implementation of the Public Health Issue Management System (PHIMS) for communicable disease, and the Assessment in Action project to build assessment capacity at the local level also support improvement of practice and documentation. Based on the recommendations in the system-wide report, the PHIP process will adopt additional statewide initiatives related to the measures.

**Finally, begin preparing now for the next performance assessment.** The assessment process itself has been conducted using quality improvement principles and methods, including the Plan-Do-Check-Act cycle. As shown below, the standards field test in 2000, the baseline in 2002, and this 2005 performance assessment are all part of the cycle of continuous quality improvement. The next cycle is planned for 2006-08, with site visits probably occurring in the spring of 2008.



**Strategies for building on your current performance:**

- Save the documentation you have used in this assessment as a good starting point for continuing to identify documentation for demonstrating performance.

- Establish an electronic document library for collecting documentation and facilitating the use of an electronic format for the next assessment. Numerous state programs used an electronic format for all their documentation in this cycle.
- Adopt or adapt as many exemplary practices as possible to improve your performance against the measures. There is no reason to “re-invent the wheel”, when another program may have an excellent process or documentation method that you can start using with less time and effort.
- Participate in state-wide improvement efforts that are identified through PHIP work, other multi-disciplinary efforts or by getting technical assistance from other state programs that may have targeted the same areas for improvement. Great gains can be made through sharing ideas and resources.

Again, we thank you for all your work in preparing for this 2005 performance assessment, and especially for the terrific work you do in protecting and promoting the health of the citizens of Washington State that we were privileged to review.

# Program: Drinking Water

## Topic: 1. Understanding Health Issues

**Standard 1: Public health assessment skills and tools are in place in all public health jurisdictions and their level is continuously maintained and enhanced.**

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
AS 1.1 S	2		SENTRY data system home, help page, FAQs, survey of LHJs, m/w LHJs 7/15/04, testing agenda, SADIE new user registration	SENTRY survey of LHJs
AS 1.2 S	2		SENTRY documents, About SADIE web printout, users guide, user registration, data and work request printout, user e-mails, data disclosure procedures	
AS 1.3 S	2		Group B Project Report, Sanitary Survey Program Plan, Performance Measures and QI	Sanitary Survey Program Plan Section B plus 2005 action plan summary and table, Performance Measures and QI (all through tab w/2004 data reports)
AS 1.5 S	1	Staff documentation of skills and experience (job applications, resumes) are not retained in program offices	One staff application, indicating experience in data analysis	

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*Note: Totals may not equal 100% due to rounding.*

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**Standard 3: Public health programs results are evaluated to document effectiveness.**

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
AS 3.2 S	2		Performance Measures and QI, Sanitary Survey Program Plan, Nitrate Program plan	Nitrate Program plan
AS 3.3 S	2		Performance measure reports distribution, website, implementation matrix, reports	
AS 3.4 S	1	The intent of this measure is to provide formal training on program evaluation methods and tools, which would be an additional step beyond review of the performance measures and methods	Meeting agenda--review of performance measures	
AS 3.5 S	2		Performance Measures and QI, program performance data and reports, meeting agendas	

**Standard 4: Health Policy Decisions are guided by health assessment information, with involvement of representative community members.**

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
AS 4.1 S	2		SENTRY system development documents, Water Supply Advisory Committee materials, Water Use Efficiency Subcommittee materials,	Water Use Efficiency Subcommittee report
AS 4.3 S	2		Sanitary Survey Program Plan, action matrix, funding workplan, operating permit fee legislative request	

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**Standard 5: Health data is handled so that confidentiality is protected and health information systems are secure.**

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
AS 5.2 S	2		SENTRY home page, SADIE new user registration process, disclaimer statements, data request format and data disclosure process	

**Topic: 2. Protecting People from Disease**

**Standard 3: Communicable disease investigation and control procedures are in place and actions documented.**

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
CD 3.1 S	2		Nitrate Health Advisory Summaries, Coliform, Nitrate, and GWI informational and instructional materials (including coliform sampling procedure to labs), Health Advisory Manual	Health Advisory Manual
CD 3.2 S	2		Emergency Preparedness and Response Framework, Health Advisory Manual, Strategic Plan Goal 1, sample advisories provided under other measures	

**Standard 4: Urgent public health messages are communicated quickly and clearly and actions documented.**

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
CD 4.4 S	2		Emergency Response Framework, ODW Emergency Exercises Summary Report, revised Health Advisory Manual	

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**Standard 5: Communicable disease and other health risk responses are routinely evaluated for opportunities for improving public health system response.**

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
CD 5.1 S	2		Nitrate and Coliform packets, Emergency Response Framework, Health Advisory Manual, ODW Emergency Exercise Summary Report	ODW Emergency Exercise Summary Report

**Topic: 3. Assuring a Safe, Healthy Environment for People**

**Standard 1: Environmental health education is a planned component of public health programs.**

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
EH 1.1 S	2	Website has documents in Spanish--terrific!	ODW website, training and education, publications and links, training calendar, WaterTap newsletter	Water Tap March 2005
EH 1.2 S	2		Water Supply Advisory Committee, Water Use Efficiency Subcommittee materials,	
EH 1.3 S	2		Course Summary Evaluation-Potable Water Basics, Small Water Systems Training Process, Training Proposal for Small Water Operators	Course Summary Evaluation-Potable Water Basics, Small Water Systems Training Process
EH 1.4 S	2		Certified Water Works Operator Customer Survey, ERWOW training Report, Training plans, Process Summary	Certified Water Works Operator Customer Survey,

EH 1.5 S	2	Small Water System Training Process Summary, course evaluations and summaries provided in earlier measures, sample of completed evaluations
EH 1.6 S	2	Training provided by contractors--resumes provided

**Standard 2: Services are available throughout the state to respond to environmental events or natural disasters that threaten the public's health.**

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
EH 2.1 S	2		ODW web print 24 hr hotline, on-call list, Hotline brochure,	
EH 2.2 S	2		Emergency Response Framework, Health Advisory Manual, Emergency Exercise Summary, sample health advisory summaries	
EH 2.3 S	2		Emergency Response Framework, Health Advisory Manual, Emergency Exercise Report, ODW website on DW emergencies w/ fact sheets, coliform and nitrate packets, Emergency Response Planning Guide-PWS	Emergency Response Planning Guide-PWS
EH 2.5 S	1	No documentation provided of training to emergency response plan	Agenda and notes from all staff mtg 6/12/03, 4/04 procedures of media and other contacts	

**Standard 3: Both environmental health risks and environmental health illnesses are tracked, recorded, and reported.**

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
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EH 3.1 S	2	Group B Essential Services, WAC review, SENTRY project materials	Group B Essential Services
EH 3.2 S	2	SADIE, SENTRY materials, DW segment from Health of WA, Water Sampling document, Annual report to EPA	Water Sampling document
EH 3.3 S	2	Sanitary Survey data and customer satisfaction report/work session, permit and nitrate trends, training evaluations, Performance Measures and QI, Water Use Efficiency Report	

**Standard 4: Compliance with public health regulations is sought through enforcement actions.**

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
EH 4.1 S	2		ODW website rules, publications, proposed rule revisions, rules status	Water Use Efficiency Proposed Rule Revision
EH 4.2 S	2		Compliance Manual, coliform and nitrate packets, Emergency Response planning materials	Compliance Strategy Decision Matrix
EH 4.3 S	2		Compliance Manual and Matrix, Significant Non-Complier Policy, examples of compliance plans	
EH 4.4 S	2		Compliance coordinator responsibilities, compliance team agenda, reports of regional office compliance visits	5/13/04 Report on Regional Compliance Meetings

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EH 4.5 S 2

SENTRY printouts showing tracking capabilities, example report of data sent to EPA, sample compliance letters and enforcement actions

EH 4.6 S 1

Would fully demonstrate if staff training was logged for each individual

Compliance coordinator responsibilities statement, team agenda

## Overall Score Totals

	<i>Overall Program Totals:</i>	<i>Overall DOH Totals:</i>
<b>% Demonstrates:</b>	<b>88%</b>	<b>67%</b>
<b>% Partially Demonstrates:</b>	<b>12%</b>	<b>23%</b>
<b>% Does not Demonstrate:</b>	<b>0%</b>	<b>10%</b>

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# Drinking Water

## *1. Understanding Health Issues*

<i>Measure</i>	<i>Score</i>	<i>Compliance</i>
AS 1.1 S	2	Demonstrates
AS 1.2 S	2	Demonstrates
AS 1.3 S	2	Demonstrates
AS 1.5 S	1	Partially Demonstrates
AS 3.2 S	2	Demonstrates
AS 3.3 S	2	Demonstrates
AS 3.4 S	1	Partially Demonstrates
AS 3.5 S	2	Demonstrates
AS 4.1 S	2	Demonstrates
AS 4.3 S	2	Demonstrates
AS 5.2 S	2	Demonstrates

## *2. Protecting People from Disease*

<i>Measure</i>	<i>Score</i>	<i>Compliance</i>
CD 3.1 S	2	Demonstrates
CD 3.2 S	2	Demonstrates
CD 4.4 S	2	Demonstrates
CD 5.1 S	2	Demonstrates

## *3. Assuring a Safe, Healthy Environment for People*

<i>Measure</i>	<i>Score</i>	<i>Compliance</i>
EH 1.1 S	2	Demonstrates
EH 1.2 S	2	Demonstrates
EH 1.3 S	2	Demonstrates
EH 1.4 S	2	Demonstrates

EH 1.5 S	2	Demonstrates
EH 1.6 S	2	Demonstrates
EH 2.1 S	2	Demonstrates
EH 2.2 S	2	Demonstrates
EH 2.3 S	2	Demonstrates
EH 2.5 S	1	Partially Demonstrates
EH 3.1 S	2	Demonstrates
EH 3.2 S	2	Demonstrates
EH 3.3 S	2	Demonstrates
EH 4.1 S	2	Demonstrates
EH 4.2 S	2	Demonstrates
EH 4.3 S	2	Demonstrates
EH 4.4 S	2	Demonstrates
EH 4.5 S	2	Demonstrates
EH 4.6 S	1	Partially Demonstrates