

# Standards for Public Health in Washington State: 2005 Performance Assessment Report DOH State Programs Report for: Food Safety and Shellfish Programs

## **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 extensive and comprehensive consultation and technical assistance given to local jurisdictions and other parts of DOH during illness outbreaks, including the summary reports and data analysis done of illness outbreaks that include standard definitions and investigation steps
- The educational processes, including the Food Rule Revisions work, and the Public Response Process for the Food Rules
- The templates and standardized forms for documenting illness and investigation (Red and Blue forms)
- The process for the Needs Assessments for LHJs--- should be expanded, if possible
- The clarity and comprehensiveness of communication and training materials including presentations and newsletters

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

- Develop a more systematic process for identifying, monitoring and analysis of Food Safety related performance measures
- Conduct and document staff training in the Emergency Response Plan, in Evaluation Methods and Risk Communication

### ***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**

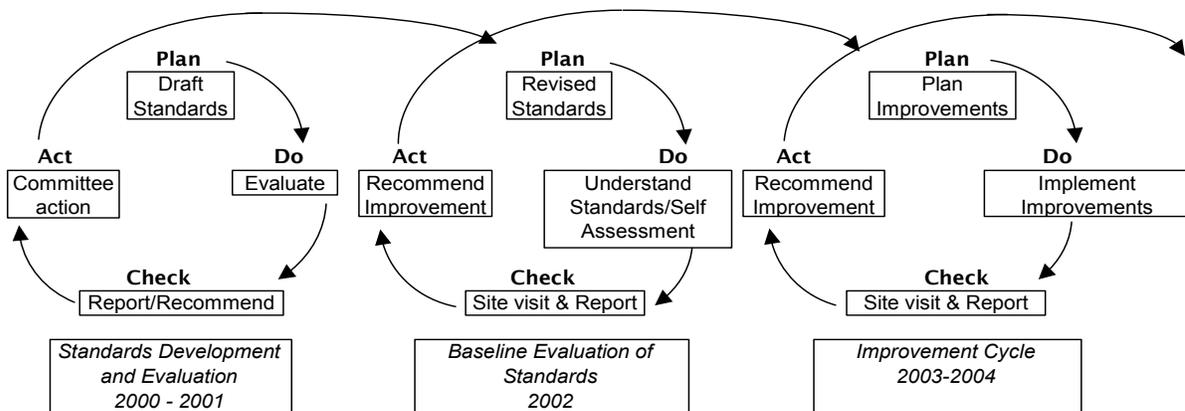
**First, celebrate what you have accomplished.** In the two and a half year period between the 2002 Baseline Evaluation and this performance assessment, it was clear to the site reviewers that improvements had been developed and implemented. Again, thank you for all of your hard work every day, and especially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

## 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	175 LHJ staff attended 11/03 workshops, and standards for foodborne illness investigation were developed in coordination with Epi/FSP and LHJs.	Foodborne Outbreaks presentation-2002, Recent Outbreaks workshop- 11/03, Guidelines for a Foodborne Illness Investigation-11/03, training attendance logs	Foodborne Outbreaks presentation-2002, Recent Outbreaks workshop- 11/03, Guidelines for a Foodborne Illness Investigation-11/03
AS 1.2 S	2		Food Safety Program Web Page, Food Contact List, FSP 2005 Work Plan	
AS 1.3 S	2		FSP 2005 Annual Work Plan- Food safety program webpage, Food Contact List	
AS 1.5 S	1	No documentation of peer exchange opportunities.	Two staff resumes indicate experience in epi, research and data analysis	

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

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AS 3.2 S	1	2005 work plan -performance measure regarding staff training, and it is unclear how the marine biotoxin measure is related to the FSP work plan. It is also unclear how the training and the biotoxin measures are related to relevant research.	FSP 2005 Annual Work Plan, Marine Biotoxin Performance Measure- 2003/2004 Commercial Report
AS 3.3 S	1	Training measure tracked quarterly, the monitoring and analysis are limited to this single measure of Performance.	Marine Biotoxin 2003/2004 Report, 2004 FSP Performance Measure Summary Report
AS 3.4 S	0	This measure requires documentation of training in program evaluation methods and tools, such as establishing performance measures, criteria for evaluating performance, and monitoring and data analysis tools. No evidence was presented for this training requirement.	Training log indicates PH Standards training for unidentified person (s)?
AS 3.5 S	2	Presentation shows how data was used to establish guidelines and to make recommendations for improvement to program offerings, e.g. food handling practices	Guidelines for Food Outbreak Investigation presentation

**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		Email invitation to stakeholders for 3/8/05 Partners in Food Safety meeting, Food Service Rule Revision Core Workgroup 11/17/03 meeting minutes	
AS 4.3 S	1	Outbreak Investigation PPT shows use of assessment data in recommendations for revisions to water systems, food handling practices and food worker cards, and the need for additional staff to support foodborne illness investigations, but it is not clear how used in policy or grant.	FSP Performance Level Decision Package Summary - 8/02, Outbreak Investigation 11/03 PPT	

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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		Confidential Information Handling Protocol- 12/04	Confidential Information Handling Protocol- 12/04

**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	Protocols for lab handling of specimens is NA for FSP.	Recent Outbreaks PPT-2003 , Foodborne Outbreaks- 2002, Guidelines for a Foodborne Outbreak Investigation- 11/03, emails of consultation	
CD 3.2 S	2	Presentation contains standardized definitions and investigation steps for Foodborne illness outbreaks, Issue paper contains legal authority	Outbreak Investigation PPT, Food Recalls Issue Paper- 1/04, Foodborne outbreak reporting form- Parts I & II - Field Investigation with instructions from CDC, DOH website- notifiable conditions section	
CD 3.5 S	2		Three staff members' resumes	

**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>
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CD 5.1 S	2	10/02 Foodborne Outbreaks Reporting and Surveillance Guidelines, Recent Outbreak presentation to LHJ staff, Foodborne Outbreak Summary Report- Kittitas-1/05	Foodborne Outbreak Summary Report- Kittitas-1/05
CD 5.5 S	2	FBDO training and Foodborne Illness Outbreak Form	

### 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		FSP Newsletter to LHJs- 3/05, Web page- FSP- List of brochures, workshops, Guidelines for Charity Food Donations- 12/04	FSP Newsletter tyo LHJs- 3/05, Guidelines for Charity Food Donations- 12/04
EH 1.2 S	2		Food Code Revision Workgroup minutes- 11/03, Partners in Food Safety invitaion-3/8/05	
EH 1.3 S	2		FSP 2005 annual work plan, WA Food Rule -2005 brochure, Hair Restraints Flyer-3/05, Emerg. Water Supply Guidelines- rev. 11/03, News Releases-	
EH 1.4 S	2		FSP LHJ Needs Assessment for Food Code Implementation- Summary of Responses-2/05, Planned Activities to Educate on Implementation of New Food Code based on needs assessment results	FSP LHJ Needs Assessment for Food Code Implementation- Summary of Responses-2/05

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EH 1.5 S	2	Summary of Evaluation Responses- Food Code Implementation Work shop- 3/05
EH 1.6 S	2	Two Staff resumes

**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		DOH WEB page-- PH Emergency Preparedness- 24 hour number, FSP Contacts list with 24 hour number	
EH 2.2 S	2		DOH Comprehensive Emergency Plan (CEMP), Food Recalls Issue Paper- 2004 (food related threat), Emergency Contacts list, BSE debrief- 2/04	
EH 2.3 S	2		Food Recall Issues Paper and Communication Pathways graphic, Questions used in BSE debrief- 2/04, Updated emergency contact list	
EH 2.5 S	0		No documentation provided	

**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	Red/Blue Revised Inspection Form, Data definitions developed through Outbreak Investigation workshops	
EH 3.2 S	2	Annual outbreak of foodborne illness reporting, Disease of Suspected Foodborne Origin-clusters only document, EpiTrends, Monthly Morbidity Report to LHJs	
EH 3.3 S	2	LHJ Needs Assessment for Food Code Revision, Planned Activities Summary-2/05	LHJ Needs Assessment for Food Code Revision, Planned Activities Summary-2/05

**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 4.2 S	2		Outbreak Investigation process and data definitions, Red/Blue Inspection Form, Application for Exemption from permit with distribution to LHJs	

## Overall Score Totals

	<i>Overall Program Totals:</i>	<i>Overall DOH Totals:</i>
% Demonstrates:	<b>80%</b>	<b>67%</b>
% Partially Demonstrates:	<b>13%</b>	<b>23%</b>
% Does not Demonstrate:	<b>7%</b>	<b>10%</b>

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## Food Safety & Shellfish Programs

### *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	1	Partially Demonstrates
AS 3.3 S	1	Partially Demonstrates
AS 3.4 S	0	Does not Demonstrate
AS 3.5 S	2	Demonstrates
AS 4.1 S	2	Demonstrates
AS 4.3 S	1	Partially 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 3.5 S	2	Demonstrates
CD 5.1 S	2	Demonstrates
CD 5.5 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	0	Does not Demonstrate
EH 3.1 S	2	Demonstrates
EH 3.2 S	2	Demonstrates
EH 3.3 S	2	Demonstrates
EH 4.2 S	2	Demonstrates