

Standards for Public Health in Washington State: 2005 Performance Assessment Report DOH State Programs Report for: Water Recreation Safety 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 current planning activities for establishing performance measures for the program
- The educational processes, including the clear and comprehensive PowerPoint presentations for illness prevention activities, the Revisions to the WAC, and the Public Response process
- The Rule Enforcement Guidelines for education and training for water facilities managers
- The information available to the public via the website and related links

Areas for Improvement

- Implement data collection and analysis of the 9/04 program goals and objectives to monitor progress toward goals in the program
- Expand assessment activities including a surveillance system

- Standardize the case write-ups and enforcement actions and conduct audits or evaluations of enforcement actions

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:

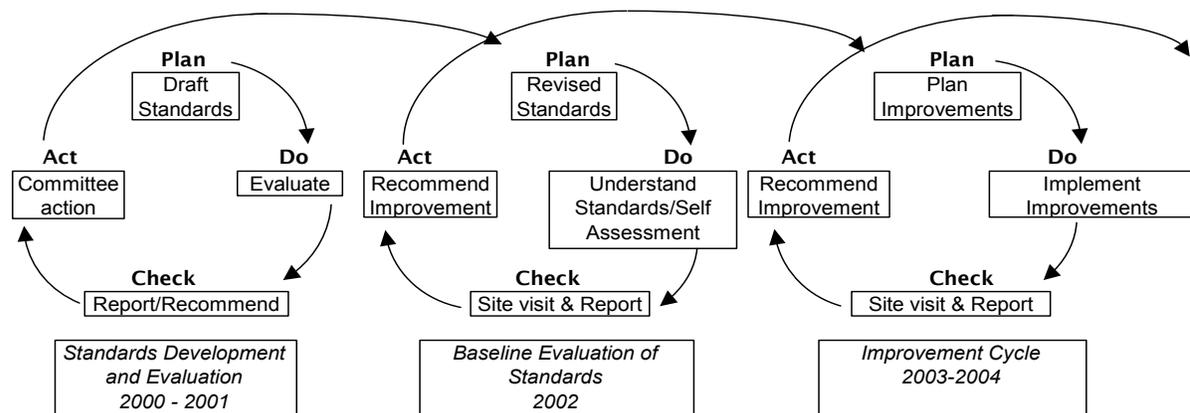
- ***Exemplary practices***: The Exemplary Practices Compendium provides you with documentation from many of the LHJs and DOH programs in Washington State. Potential exemplary practice documents were gathered from each of the sites and the very best examples for each measure will be organized into a electronic tool kit. This material will be

available by year-end 2005 at

www.doh.wa.gov/phil/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: Water Recreation

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		Bathing Beach Profile Survey Form and Instructions, Beach mtg. Minutes - 5/15/03, Notes on 10/14/03 Marine Beaches mtg.	
AS 1.2 S	0		No documentation provided	
AS 1.3 S	1	The summary contains only 1 objective (#3) relating to (assessment study of morbidity & mortality information) and no documentation of resources identified to do the work. Good distinction between output and outcome measures for other WR activities	Water Recreation Program Summary- 9/04	Water Recreation Program Summary-9/04
AS 1.5 S	1	No documentation provided of staff expertise or training in epidemiology, research and data analysis.	5/04 Pool Facilities training for Pool Program Coord. on East and West-side, Data report of submersion events provided to WA state Drowning Prevention Coalition	

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	2	Program goals and objectives are well documented, and analysis of some program measures for past years is present.	Water Recreation Program Summary -9/04
AS 3.3 S	1	Submersion report and scoring results for beach evaluations are presented for this measure. Need documentation of more performance measures being monitored, and of the results and regular reports of the progress toward the goals and objectives	Excerpt from 9/04 planning document, Submersion Data Report showing drownings and near drownings in WA, Beach Evaluation Scoring Sheet and Voting Results
AS 3.4 S	0	Need demonstration of training in program evaluation tools and methods for at least 2 WR staff members to fully demonstrate this measure.	Training log for undetermined person
AS 3.5 S	1	ConCon report indicates monitoring for contract requirements. No documentation of how the results of the contract report are used to change or improve program offerings.	Consolidated Contract Monitoring Activities

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		Water Recreation Task Force roster-10/04, 1/03 Issues with the revisions documents, final regulations forums	
AS 4.3 S	2		2002 Bathing Beach Program Enhancement-- Agreement with DOE, Beach Evaluation Scoring document and results of High/Medium/Low priority sites	

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>
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AS 5.2 S 0

No documentation presented

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		7/15/03 Steele Lake Memo, 8/03 chlorine inhalation in King Co., 1/02 Outbreak - Pool, Web page link to CDC, inc. Investigation of Pool Venue & water disease forms, & Lab specimen procedure	
CD 3.2 S	2		Swimming Pool Outbreak form, Training PPTs for Illnesses associated w/ WR, WR Facilities Enforcement Guidance document, WAC 246 for enforcement	Training PPTs for Illnesses associated w/ WR
CD 3.3 S	0		No documentation provided	

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	1	No documentation of communication issues from CD outbreaks evaluations, but improvement in communication activities is included in future goals and objectives.	9/04 Program Summary	

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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		EH Directors Guidance Document- 9-03, Battleground Lake Outbreak response & overall approach for evaluating beaches, 5/10/04 SBOH presentation of Revised WR regulations	

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		WR Program website, WR Training flyer-3/04, example of beach closure signage	
EH 1.2 S	2		Flowchart for warning, closure & opening of beaches, Public workshops of revisions to WAC	
EH 1.3 S	2		Public workshops for revisions to WAC 246- 10/04, Review of changes to WAC PPT, Revised Educ PPT	Review of changes to WAC PPT
EH 1.4 S	2	CDC data identified need to educate pool operators used to improve Pool and Spa Conference materials and curriculum	Annual Pool & Spa Conference-2004, CDC data on pool inspections	
EH 1.5 S	2		Pool Conference evaluation forms	

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EH 1.6 S	2		Log of staff training in WR program, including developing effective health materials, Communications workshop
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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 2.2 S	1	This measure requires documentation of EH inclusion in the DOH emergency management plan, which it does. No documentation of any after-action debrief (example from a table top exercise or actual event) or of any changes to CEMP due to after-action debrief	DOH CEMP	
EH 2.3 S	1	No documentation of effectiveness of these guidance documents, or of revisions made based on evaluation findings	Guidance for Information to Pool managers for Lifeguard Response and Drills, EH Pool Contamination Guidelines and Illness Transmission from Pool Use	
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>
EH 3.1 S	2	Inspection form establishes criteria for major and minor violations and was developed by pool ad hoc committee.	WR Facility Inspection Form	
EH 3.2 S	1	While key indicators have been identified, there is no evidence is a system for reporting or trended data from monitoring of key indicators, or of reporting data to appropriate partners.	Illnesses associated with Water Recreation Presentation, pool violations Key Indicators report-TPCHD	

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EH 3.3 S	2		Data analysis of Pool Facilities for presentation to SBOH and for changes to Regulations- WAC 246
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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		Website WR home page and links	
EH 4.2 S	2		DOH Rules Home page, Public workshops on Revisions to WAC 246, WR Program home page with new WAC & related workshops	Public workshops on Revisions to WAC 246, WR Program home page with new WAC & related workshops
EH 4.3 S	2		WR Facilities Rule Enforcement Guidelines with tables for actions and types of documentation	WR Facilities Rule Enforcement Guidelines with tables for actions and types of documentation
EH 4.5 S	1	This manual case write-up system does not allow for systematic tracking of investigation or enforcement actions	Two examples of case write-ups for facility inspections and enforcement	
EH 4.6 S	1	Limited evidence of training in enforcement actions for water recreation	4/04 staff Pool training	

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Overall Score Totals

	<i>Overall Program Totals:</i>	<i>Overall DOH Totals:</i>
% Demonstrates:	55%	67%
% Partially Demonstrates:	30%	23%
% Does not Demonstrate:	15%	10%

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Water Recreation

1. Understanding Health Issues

<i>Measure</i>	<i>Score</i>	<i>Compliance</i>
AS 1.1 S	2	Demonstrates
AS 1.2 S	0	Does not Demonstrate
AS 1.3 S	1	Partially Demonstrates
AS 1.5 S	1	Partially Demonstrates
AS 3.2 S	2	Demonstrates
AS 3.3 S	1	Partially Demonstrates
AS 3.4 S	0	Does not Demonstrate
AS 3.5 S	1	Partially Demonstrates
AS 4.1 S	2	Demonstrates
AS 4.3 S	2	Demonstrates
AS 5.2 S	0	Does not Demonstrate

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 3.3 S	0	Does not Demonstrate
CD 4.4 S	1	Partially 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 2.2 S	1	Partially Demonstrates
EH 2.3 S	1	Partially Demonstrates
EH 2.5 S	0	Does not Demonstrate
EH 3.1 S	2	Demonstrates
EH 3.2 S	1	Partially 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 4.5 S	1	Partially Demonstrates
EH 4.6 S	1	Partially Demonstrates