

Standards for Public Health in Washington State: 2005 Performance Assessment Report DOH State Programs Report for: Zoonotics/Vector Control 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 documentation presented for evaluation indicated excellent knowledge of the performance standards and measures
- The surveillance activities, including databases and reports
- The West Nile Virus newsletters for communicating to other agencies, public health at the local level, and the general public
- The education process and materials for addressing and reducing salmonella exposure and illness
- The comprehensiveness and clarity of the response plans for West Nile Virus and Avian Flu outbreaks

Areas for Improvement

- Strengthen the linkages to CD/Epi for investigation and reporting activities for diseases such as rabies and leptospirosis
- Develop performance measures for investigation on vector-borne illness investigations, and consider distributing to LHJs for adoption
- Develop and implement a more comprehensive, formal QI plan for the Zoonotics program

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

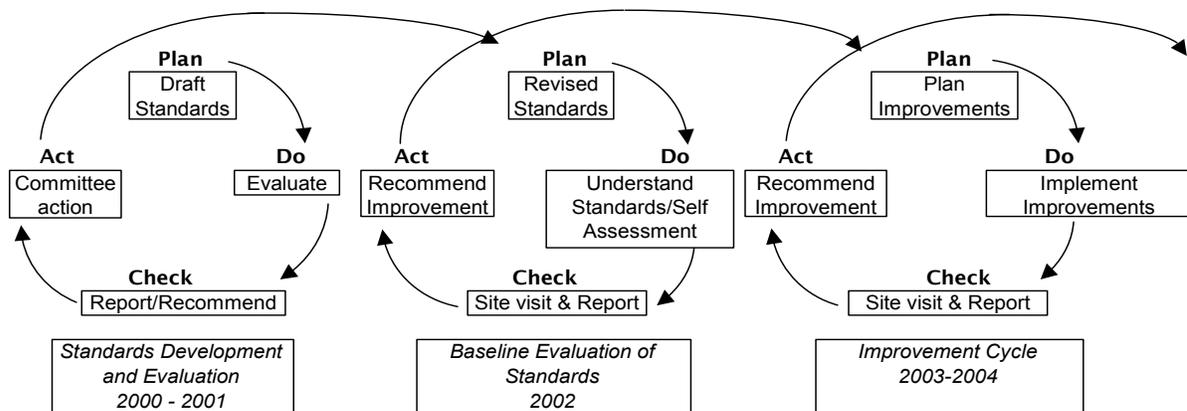
First, celebrate what you have accomplished. In the two and a half year period between the 2002 Baseline Evaluation and this performance assessment, it was clear to the site reviewers that improvements had been developed and implemented. Again, thank you for all of your hard work every day, and especially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

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		9/9/04 email to LHJs- WNV Surveillance Avian Mortality Report by County, email-3/10/05 re: Mosquito trapping technical assistance- 2 LHJs, Mosquito Trapping reporting form	
AS 1.2 S	2		April 16, 2004 WNV Newsletter with staffing changes and DOH contact list for consultation and assistance, June, Sept, Nov. 04 WNV Newsletters	April 16, 2004 WNV Newsletter
AS 1.3 S	2		EHS Implementation Matrix for Reporting of EH Perf. Measures-10/04, Zoonotic Workplan- Draft 7/04, WNV Project work Plan 2003-05, 2005 Working Responsibilities for ZD member, ELC Coop. Agreement- 05-06	EHS Implementation Matrix for Reporting of EH Perf. Measures-10/04, 2005 Working Responsibilities for ZD member
AS 1.5 S	2		CV-Supervisor- VMD & PhD Epi, AVMA Annual Convention-2004, JCH- 10/04, several staff attendance at peer exchange WNV conf, Statistics Design, Geo Info Sys & PH, email of consult w/	

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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		New Budget Period Proposal- ELC Coop Agrmnt-7/05-6/06, EHS - EH performance measures, WNV BRFSS questions,	
AS 3.3 S	2		Avian mortality & mosquito species reports, non-human surveillance summary, WNV Testing summaries	
AS 3.4 S	1	This measure is specific to training on the tools and methods for program evaluation, such as how to establish and monitor program performance measures. Unable to identify specific program evaluation training from training documentation.	Staff mtg. Presentation & discussions on PH Standards, Statistical Design	
AS 3.5 S	2	3/05 Summary of qualitative intercept interview shows evaluation of educational materials and improvements made to logo and distribution to LHJs	1/05 Salmonella outbreak summary, 3/05 Summary of qualitative intercept interviews, documentation of improvements and new logo/sticker	1/05 Salmonella outbreak summary, 3/05 Summary of qualitative intercept interviews, documentation of improvements and new logo/sticker

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		Mosquito-borne Disease Response Plan- 12/03, Salmonella intercept interviews	

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

AS 4.3 S	2		2003-05 Supplemental Budget request for ZD program based on potential increase needed to respond to WNV, SARS, or other outbreak
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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		Email re: 2004 announcement of ArboNet-CDC secure site, ArboNet Application User Guide, CDC WNV maps indicating WA state submission	

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		EH Website for WNV, Memo re: Avian Flu & Drinking water consult, Bedbug procedure, Little House Fly report, Numerous training sessions, Instructions for Submitting Ticks for Testing	
CD 3.2 S	2	Mosquito-borne Disease Response Plan describes protocols for investigation and control, reporting requirements, vaccine use and acquisition, and RCWs for legal authorization.	Mosquito-borne Disease Response Plan, Instructions for Submitting Ticks for Testing & Tickborne Disease Case report form	
CD 3.4 S	1	No evidence of performance measures for investigations evident in documentation.	7/04 Work Plan- ZD Surveillance Section,	

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

CD 3.5 S	2		ZD supervisor CV and several staff resumes and training logs
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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	2005 Working Responsibilities includes responsibility for managing chick associated Salmonella Educ. Project	Salmonella outbreak debrief summary with recommendations for improvement to website, 2005 Working Responsibilities	

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	No extraordinary disease events occurred in 2004.	WNV website information, Mosquito-borne response plan, Best Management Practices for Mosquito Control- 5/04 with distribution list to NDPES permit holders	Best Management Practices for Mosquito Control- 5/04 with distribution list to NDPES permit holders
CD 5.4 S	2		WNV Tabletop Exercise After-Action emails, Internal Notification Protocol- 1st Presumptive Positive, WN Project Program work plan- FY 2003-05	
CD 5.5 S	2		Several Staff member training logs and standardized reporting forms, such as Tickborne Reporting, and Mosquito Control Response Plan with standardized tool	

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

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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		WNV Newsletters, EH WNV Website, Mosquito Problems Poster, Salmonella brochures and flyers	
EH 1.2 S	2		ZD Committee (subcomm of local EH Directors) mtg. Minutes, 2004 ZD Workshop roster of attendees-statewide,	
EH 1.3 S	2		Salmonella brochure revision, Mosquito-borne Response Plan revision, 3/24/05 ZD Weekly Mtg minutes, WNV Disease Weekly mtg.	
EH 1.4 S	2		Salmonella Educ. Campaign materials, WNV 2/14/05 email re: changes to brochures, ZD workshops evaluation and planning in ZD meeting minutes	
EH 1.5 S	2		Summary of comments for ZD & Vector-borne Disease workshops, Comments from program presentations	
EH 1.6 S	2		ZD supervisor CV, several staff resumes and training logs	

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>
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EH 2.1 S	2		DOH website PH Emergency Preparedness 24 hour contact number, DOH Consumer hotline
EH 2.2 S	2		Appendix 2 & Appendix 3 -Emerg. Disposal of Dead Animals- of DOH CEMP, WNV Communication Plan- portion of DOH CEMP, WNV Tabletop After-Action debrief,
EH 2.3 S	2		7/04 WNV Communication Plan, 2004 WNV tabletop exercise and after-action report,
EH 2.5 S	1	No evidence of training in the DOH CEMP, although training is in planning stages.	Media 101 training- several staff

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		Mosquito Pool ID form, email with B/F staff re: development of data standards for mosquito trapping	
EH 3.2 S	2		WNV key indicators and surveillance data, DOH WNV website with data and surveillance maps	
EH 3.3 S	2		Salmonella intercept interview process, Revised Salmonella stickers, brochures and website information	

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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		DOH Website for WNV and mosquito control, Best Management Practices links to RCWs & WACs and permit information	
EH 4.2 S	2		Best Management Practices for Mosquito Control Policy, WNV website on protection	

Overall Score Totals

	<i>Overall Program Totals:</i>	<i>Overall DOH Totals:</i>
% Demonstrates:	91%	67%
% Partially Demonstrates:	9%	23%
% Does not Demonstrate:	0%	10%

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Zoonotics

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	2	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 3.4 S	1	Partially Demonstrates
CD 3.5 S	2	Demonstrates
CD 4.4 S	2	Demonstrates
CD 5.1 S	2	Demonstrates
CD 5.4 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>
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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