

Standards for Public Health in Washington State: 2005 Performance Assessment Report Local Health Jurisdictions Report for: Walla Walla County Health Department

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 local health jurisdiction 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 Strategic Plan and the QI Plan provide direction for organizational effort.
- The website, with all of the EH forms and applications (available to download) and the emergency response page which lists those issues for which it is appropriate to call 24/7, make it easier for customers.
- The development of the PHERP, which has provided other opportunities to develop capacity, such as the smallpox table top exercise and after action report.
- The EH materials, including the annual report, the work plans with performance measures and the updated informational flyers and packets provide information for the community and for LHJ managers and staff.

- The synergy of programs, such as the WIC/oral health initiative provides access to dentistry for WIC families.

Areas for Improvement

- Implement the objectives of the Strategic Plan

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, 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 site review, an independent consultant and an internal DOH reviewer evaluated the documents and scored each measure. 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 local health jurisdictions. For LHJs, all measures were applicable; however, some (for example those that required certain actions related to an outbreak) were not applicable if an event had not occurred.

Program Review Results: For the measures that were assessed through program review, the scores for all programs reviewed for the individual measure were aggregated to calculate an “agency-wide” score for the measure. For these measures the LHJ detail shows only the aggregate score for the measure as the detailed comments for these measures are included in the program reports. Attached to this summary report are four program specific reports with the detailed scoring for each measure evaluated for each program, with related comments.

Administrative Standards Results: For the Administrative Standards, this evaluation cycle was to evaluate the Proposed Administrative Standards and 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, and to the program review method of evaluation used for numerous measures, only some of the 2005 results can be compared to the results of the 2002 Baseline. The measures that are considered comparable between the two cycles are:

- All Assessment (AS) measures, except AS 3.2 and AS 3.3, which were evaluated through program review
- All Communicable Disease (CD) measures
- Prevention and Promotion (PP) measures in standards PP1, PP2, and PP3
- All Access (AC) measures

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.

- *For each topic area:* at the end of each topic area, there is a roll-up of the scores on all *applicable, rated* measures in the topic area (the percent of measures scored as *demonstrates*, the percent scored as *partially demonstrates*, the percent scored as *does not demonstrate*). Next to your roll-up for the topic area is a roll-up for peer counties, and then a statewide roll-up. Your peer counties are identified below, based on the DOH analysis of Dominant Rural Urban Commuting Area Codes (for detail on this methodology, please go to the DOH website <http://www.doh.wa.gov/Data/Guidelines/RuralUrban.htm>). There is no intent, in an

improvement-focused effort, to compare specific organizations to one another. However, this roll-up data does provide each site reviewed with performance benchmarks.

- *For all topic areas:* the final segment of this part of the report provides you with a roll-up of all topic areas, with the same benchmark data from the peer group and statewide roll-ups.

Peer Groupings

<i>Small Town/Rural</i>	<i>Mixed Rural</i>	<i>Large Town</i>	<i>Urban</i>
Adams	Clallam	Asotin	Benton/Franklin
Columbia	Grays Harbor	Chelan/Douglas	Clark
Garfield	Island	Grant	Cowlitz
Jefferson	Mason	Kittitas	King
Klickitat	Skagit	Lewis	Kitsap
Lincoln	Skamania	Walla Walla	Pierce
NE Tri-County		Whitman	Snohomish
Okanogan			Spokane
Pacific			Thurston
San Juan			Whatcom
Wahkiakum			Yakima

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.

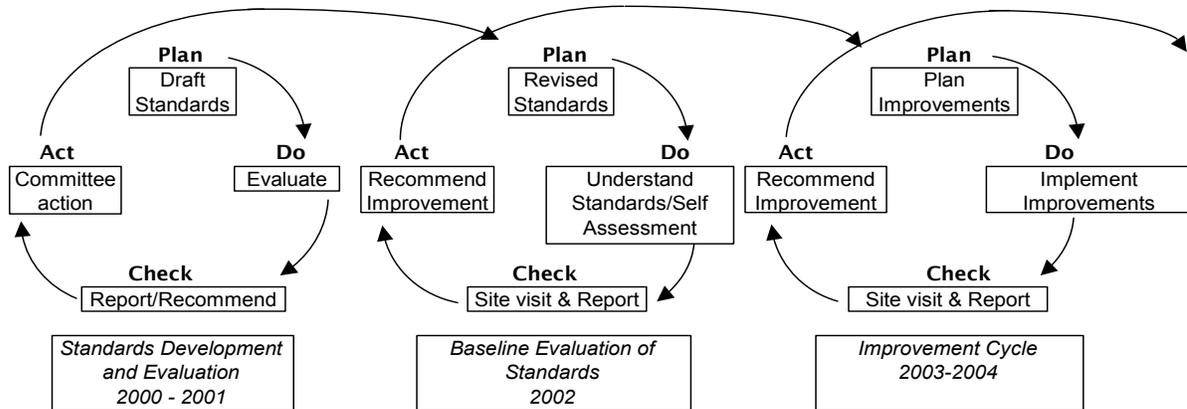
Next, select the areas where you want to improve your performance. All of the information provided in this report is intended to support improvement of your organization’s work on behalf of the citizens in your community and Washington State. After you have had a chance to digest this report and share it with staff and your Board of Health, 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 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/php/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. This cycle there were three LHJs that used an electronic format for all their documentation. These sites stated that the electronic preparation was much easier and helpful to the process than making paper copies of the documentation.
- 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 LHJ may have an excellent process or documentation method that you can start using with less time and effort.
- Participate in regional or state-wide improvement efforts that are identified through PHIP work, or other multi-disciplinary efforts, such as the recent Assessment in Action effort to build capacity for assessment at the local level.
- Identify methods for getting technical assistance from state programs, or from other LHJs 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.

LHJ: Walla Walla County Health Department

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>
AS1.1L	2		Walla Walla County Behavioral Risk Factor Survey. Website Printout VD 4-21-05	
AS1.2L	1	This measure relates to providing assessment technical assistance to the public. No documentation provided to show ongoing information availability to the public.	Activity sheet for May 2004 VD 4-20-05	
AS1.3L	2		Strategic Planning Document, 5/2/05	
AS1.4L	1	No documentation to provide data dictionary or notifiable conditions/environmental health issues.	Healthy Youth Survey 2004	
AS1.5L	2		Assessment Coordinator Job Description VC 4-20-05. Continuing Ed for Assessment	

Standard 2: Information about environmental threats and community health status is collected, analyzed and disseminated at intervals appropriate for the community.

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
AS2.1L	2		Breastfeeding Coalition of Washington, Tobacco Coalition	

AS2.2L	1	No documentation on BOH briefing re: health status or CD	2004 EH Brief to BOH
AS2.3L	0	No documentation provided.	
AS2.4L	1	The Tobacco Plan uses assessment information as a part of the plan, but isn't an ongoing assessment function within the agency as articulated in agency goals.	2005 Tobacco Strategic Plan
AS2.5L	1	No evidence in document for data on health status.	Monthly Surveillance Data by County. Flu surveillance at long-term care facilities. EH annual report

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>
AS3.1L	0	No documentation provided that provides annual report to the Board of Health.		
AS3.2L	1			
AS3.3L	1			
AS3.4L	1	No documentation found to show who attended trainings in evaluating performance against goals and assessment of program effectiveness.	Survey Design and analysis Workshop for Public Health staff	
AS3.5L	1	This measure is not about individual performance but program performance. It is not about external reviews, it is about self evaluation.	Lab audits, Statement of Deficiencies and Plan of Correction	

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>
AS4.1L	2		Walla Walla Community Network/Family Policy Council	
AS4.2L	1	Annual Report of EHP provided, but no recommendation to health policy.	2004 EHP Brief to BOH	
AS4.3L	0	No documentation provided.		
AS4.4L	1	Data provided is for one program only. No documentation provided for goals and objectives or recommendations.	HIV data for Region and Current HIV data	

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>
AS5.1L	1	This measure is more about data transfer, rather than individual information.	Spokane Lab confidentiality sheets Fax Transmissions	
AS5.2L	2		STEPS, General, and Specific	

Score Totals for Topic 1. Understanding Health Issues

	<i>Specific LHJ Totals:</i>	<i>Peer Group Totals:</i>	<i>Combined LHJ Totals:</i>
% Demonstrates:	29%	36%	56%
% Partially Demonstrates:	57%	26%	24%
% Does not Demonstrate:	14%	38%	20%

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

Topic: 2. Protecting People from Disease

Standard 1: A surveillance and reporting system is maintained to identify emerging health issues.

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
CD1.1L	2		How to contact WWCHD Letter and Web Site	
CD1.2L	1	No documentation provided that Notifiable Conditions information was provided at meetings to providers.	Walla Walla Contact Information for Notifiable Conditions and meeting rosters.	
CD1.3L	0	No documentation provided.		
CD1.4L	0	No documentation provided.		

CD1.5L	1	No documentation provided to evidence of evaluation of CD indicators and resulting conclusions.	Monthly STD Reports
CD1.6L	1	No documentation provided for investigation procedures and findings. It is understood that PHIMS will be used in the future.	STD Reports Month-end reports and Yellow Cards
CD1.7L	1	No documentation indicating training relates to reporting of communicable disease. No evidence of more than one person attended training.	STD/HIV Training at UW

Standard 2: Response plans delineate roles and responsibilities in the event of communicable disease outbreaks and other health risks that threaten the health of people.

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
CD2.1L	2		Website, Red Book	
CD2.2L	2		Website	
CD2.3L	0	No documentation provided.		

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>
CD3.1L	2		Where Can I Go for Help and SOS Health Services of Walla Walla	
CD3.2L	0	No documentation provided.		
CD3.3L	1	No documentation provided for procedures and protocols for investigation for each communicable disease.	Process for exercising legal authority in the Emergency Response Plan.	

CD3.4L	0	This measure envisions using protocols and a sample of investigations to determine compliance with protocol. First must establish communicable disease protocols, case investigation documentation (PHIMS), and then conducting annual self-audit of a sample of case write-ups.	
CD3.5L	0	No documentation provided.	
CD3.6L	1	No documentation provided for more than 1 staff trained.	HIV 101 Training Attendance Sheet

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>
CD4.1L	0	No documentation provided.		
CD4.2L	1	No documentation of provider lists.	Media Contact Lists	
CD4.3L	1	Protocols or procedures not documented for specific roles for communications staff.	WSWCHD PHERP	
CD4.4L	1	Organizational chart provided. No training information provided for lead staff.	Organizational Chart	

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>
CD5.1L	1	Document provides investigation by CDC with recommendation at the site. No documentation is provided for after action.	Camphylobacter	

CD5.2L	0	No documentation provided.	
CD5.3L	0	No documentation provided.	
CD5.4L	0	No documentation provided.	
CD5.5L	1	Documentation not provided for more than one staff.	2nd Annual Infectious Disease Conference
CD5.6L	0	No documentation provided.	

Score Totals for Topic 2. Protecting People from Disease

	<i>Specific LHJ Totals:</i>	<i>Peer Group Totals:</i>	<i>Combined LHJ Totals:</i>
% Demonstrates:	15%	52%	62%
% Partially Demonstrates:	42%	25%	22%
% Does not Demonstrate:	42%	23%	16%

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

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>
EH1.1L	2			
EH1.2L	2			
EH1.3L	2			
EH1.4L	2			

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>
EH2.1L	2		New brochure, auto answer narrative in English and Spanish, website emergency response page	
EH2.2L	0	No documentation available		
EH2.3L	2		Website emergency response page, emergency phone number, after-action from bioterrorism tabletop, 2002 cat rabies presentation, 2003 outbreak investigation	2002 cat rabies presentation, 2003 outbreak investigation
EH2.4L	1	No documentation available regarding staff training	WWCHD ICS Table of Organization, job action sheets	

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>
EH3.1L	2			
EH3.2L	2			
EH3.3L	2			

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>
EH4.1L	2		Website informs that policies, ordinances, WACs and RCWs are available at WWCPH office	
EH4.2L	1			
EH4.3L	1			
EH4.4L	2			
EH4.5L	2			

Score Totals for Topic 3. Assuring a Safe, Healthy Environment for People

	<i>Specific LHJ Totals:</i>	<i>Peer Group Totals:</i>	<i>Combined LHJ Totals:</i>
% Demonstrates:	75%	45%	53%
% Partially Demonstrates:	19%	32%	30%
% Does not Demonstrate:	6%	23%	16%

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

Topic: 4. Prevention is Best: Promoting Healthy Living

Standard 1: Policies are adopted that support prevention priorities and that reflect consideration of scientifically-based public health literature.

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
PP1.1L	2		Tobacco Advisory Council Minutes, Tobacco Strategic Plan	
PP1.2L	0	No documentation provided regarding adoption/actions by the BOH		
PP1.3L	2		2005 WWCPH Strategic Plan, Tobacco Strategic Plan (which uses program information and data for each strategy)	

Standard 2: Active involvement of community members is sought in addressing prevention priorities.

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
PP2.1L	2	The Tobacco Strategic Plan specifically uses assessment information, which is the focus of this measure. The other minutes provided included a broad range of community partners, but the meetings were not focused on assessment information or priority setting.	Tobacco Advisory Council	
PP2.2L	1	Measure seeks more than one person's training documentation	Training log for VR (Latino/Hispanic 101)	

Standard 3: Access to high quality prevention services for individuals, families, and communities is encouraged and enhanced by disseminating information about available services and by engaging in and supporting collaborative partnerships.

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
PP3.1L	2		WWC Resource Guide, WWCPH brochure, WIC materials, Where Can I Go for Help?	
PP3.2L	0	No documentation available		
PP3.3L	0	No documentation available		
PP3.4L	1	The WIC documentation would be stronger if there were a connection between the five actions and the objective that was not met (increasing duration of breastfeeding), as well as the development of more measurable evaluation of the actions.	WIC Nutrition Education Plan	

Standard 4: Prevention, early intervention and outreach services are provided directly or through contracts.

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
PP4.1L	0			
PP4.2L	1			
PP4.3L	1			
PP4.4L	2			

Standard 5: Health promotion activities are provided directly or through contracts.

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
PP5.1L	2		Tobacco Program materials, Health Fair	
PP5.2L	0	No documentation available		
PP5.3L	0			
PP5.4L	1			

Score Totals for Topic 4. Prevention is Best: Promoting Healthy Living

	<i>Specific LHJ Totals:</i>	<i>Peer Group Totals:</i>	<i>Combined LHJ Totals:</i>
% Demonstrates:	35%	38%	48%
% Partially Demonstrates:	29%	32%	31%
% Does not Demonstrate:	35%	30%	21%

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

Topic: 5. Helping People Get the Services They Need

Standard 1: Information is collected and made available at both the state and local level to describe the local health system, including existing resources for public health protection, health care providers, facilities, and support services.

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
AC1.1L	2		Tobacco Prevention Work plan	
AC1.2L	2		County Resource Manual and Northwest Medical Teams Website	
AC1.3L	2		Tobacco Prevention Work plan	

Standard 2: Available information is used to analyze trends, which over time, affect access to critical health services.

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
AC2.1L	0	No documentation provided.		
AC2.2L	0	No documentation provided.		
AC2.3L	0	No documentation provided.		

Standard 3: Plans to reduce specific gaps in access to critical health services are developed and implemented through collaborative efforts.

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
AC3.1L	0	No documentation provided.		
AC3.2L	0	No documentation provided.		
AC3.3L	0	No documentation provided.		

Standard 4: Quality measures that address the capacity, process for delivery and outcomes of critical health services are established, monitored, and reported.

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
AC4.1L	0	This measure requires written quality improvement plan which was not evident in documentation		
AC4.2L	2		IPT Report for training	

Score Totals for Topic 5. Helping People Get the Services They Need

	<i>Specific LHJ Totals:</i>	<i>Peer Group Totals:</i>	<i>Combined LHJ Totals:</i>
% Demonstrates:	36%	28%	52%
% Partially Demonstrates:	0%	17%	16%
% Does not Demonstrate:	64%	55%	32%

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

Overall Score Totals: Walla Walla County-City Health Department

	<i>Specific LHJ Totals:</i>	<i>Peer Group Totals:</i>	<i>Combined LHJ Totals:</i>
% Demonstrates:	35%	41%	55%
% Partially Demonstrates:	34%	27%	25%
% Does not Demonstrate:	31%	32%	20%

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

Monday, September 19, 2005

LHJ: Walla Walla County Health Department

Program: EH: Food Safety

Topic: 1. Understanding Health Issues

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>
AS3.2L	2		Food Safety 2005 work plan	Food Safety 2005 work plan
AS3.3L	2		2004 annual report, 2005 Strategic Plan, 2005 Food Safety Work Plan, QI Policy	

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>
EH1.1L	2		Website print demonstrating downloadable forms and applications, WWCPH brochure	
EH1.2L	2		New food rule flyer, training workshop, sanitarian notes	
EH1.3L	2		3/31/05 meeting agenda and minutes, mobile food permit packet	mobile food permit packet
EH1.4L	2		2005 work plan, 3/31/05 meeting agenda and minutes, sample evaluation forms	

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>
EH3.1L	2		Website access to 2003, 2004 EH annual reports	
EH3.2L	2		2005 food work plan, webprint, 2004 annual report, complaint database, EH key indicators list	EH key indicators list
EH3.3L	2		Suggestions/comments sheet for customers, 3/31 meeting minutes, evaluation forms for education, new food database, sample evaluations from food rule training	

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>
EH4.2L	2		Food enforcement procedure, plan review procedure, 2005 work plan and strategic plan (plan to update to new food rules)	
EH4.3L	1	This measure envisions that a sample of specific enforcement actions are reviewed to determine compliance with enforcement procedures.	3/31/05 meeting minutes, mobile food packet, plan to revise procedures to align with new food rules	
EH4.4L	2		Food database, sample investigation	
EH4.5L	2		Agenda and sign up sheets from DOH training, CEU records from RS Board	

Overall Program Score Totals: EH: Food Safety

% Demonstrates:	% Partially Demonstrates:	% Does not Demonstrate:
92%	8%	0%

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

LHJ: Walla Walla County Health Department

Program: EH: Wastewater Management

Topic: 1. Understanding Health Issues

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>
AS3.2L	2		2005 OSS work plan	2005 OSS work plan
AS3.3L	2		2004 annual report, 2005 Strategic Plan, 2005 OSS Work Plan, QI Policy	

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>
EH1.1L	2		Website print demonstrating downloadable forms and applications, WWCPH brochure	
EH1.2L	2		Class for OSS installers, examples of TA/sanitarian notes	
EH1.3L	2		3/31/05 meeting agenda and minutes, sewage system failure checklist	sewage system failure checklist
EH1.4L	2		2005 work plan, 3/31/05 meeting agenda and minutes, sample evaluation forms	

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>
EH3.1L	2		Website access to 2003, 2004 EH annual reports	
EH3.2L	2		2005 OSS work plan, webprint, 2004 annual report, complaint database, EH key indicators list	
EH3.3L	2		Suggestions/comments sheet for customers, 3/31 meeting minutes, evaluation forms for education, new complaint data base	

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>
EH4.2L	1	The packet contains information and requirements for applicants and some memo directives to staff, which are incomplete as procedures to follow for enforcement actions. Noted that strategic plan includes development of new OSS procedures.	OSS packet	
EH4.3L	1	This measure envisions that a sample of specific enforcement actions are reviewed to determine compliance with enforcement procedures.	3/31/05 meeting minutes, plan to revise OSS procedures	
EH4.4L	2		Complaint tracking system, sample enforcement action on "old" complaint	
EH4.5L	2		Certificates and training logs	

Overall Program Score Totals: EH: Wastewater Management

% Demonstrates:	% Partially Demonstrates:	% Does not Demonstrate:
85%	15%	0%

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

LHJ: Walla Walla County Health Department

Program: PP: Tuberculosis

Topic: 1. Understanding Health Issues

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>
AS3.2L	0	No documentation available		
AS3.3L	0	No documentation available		

Topic: 4. Prevention is Best: Promoting Healthy Living

Standard 4: Prevention, early intervention and outreach services are provided directly or through contracts.

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
PP4.1L	0	No documentation available		
PP4.2L	1	No documentation available on selection of appropriate materials	TB materials in Spanish	
PP4.3L	1	No documentation provided on other forms of information gathered, performance measures or evaluation of the program	TB monthly data report	
PP4.4L	2		Job description	

Standard 5: Health promotion activities are provided directly or through contracts.

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
PP5.3L	0	No documentation available		
PP5.4L	1	This measure envisions more than one person having training.	VR training log (Health Education)	

Overall Program Score Totals: PP: Tuberculosis

% Demonstrates:	% Partially Demonstrates:	% Does not Demonstrate:
13%	38%	50%

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

LHJ: Walla Walla County Health Department

Program: PP: Immunizations

Topic: 1. Understanding Health Issues

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>
AS3.2L	1	Detailed data on types and numbers of services not available. Most goals and objectives articulated don't have performance measures, making evaluation difficult.	Immunization 2004 Report	
AS3.3L	0	Detailed data on types and numbers of services not available. Most goals and objectives articulated don't have performance measures. No documentation provided regarding analysis of data.		

Topic: 4. Prevention is Best: Promoting Healthy Living

Standard 4: Prevention, early intervention and outreach services are provided directly or through contracts.

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
PP4.1L	0	No documentation available		
PP4.2L	1	No documentation available on selection of appropriate materials	Vaccine materials in Spanish	

PP4.3L	1	Detailed data on types and numbers of services not available. Most goals and objectives articulated don't have performance measures, making evaluation difficult.	Immunization Annual Report Form
PP4.4L	2		Job description

Standard 5: Health promotion activities are provided directly or through contracts.

<i>Measure</i>	<i>Score</i>	<i>Comments</i>	<i>Documents</i>	<i>Exemplary Documents</i>
PP5.3L	0	No documentation available		
PP5.4L	0	No documentation available		

Overall Program Score Totals: PP: Immunizations

% Demonstrates:	% Partially Demonstrates:	% Does not Demonstrate:
13%	38%	50%

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

Walla Walla County Health Department

1. Understanding Health Issues

<i>Measure</i>	<i>Score</i>	<i>Compliance Demonstration</i>
AS1.1L	2	Demonstrates
AS1.2L	1	Partially demonstrates
AS1.3L	2	Demonstrates
AS1.4L	1	Partially demonstrates
AS1.5L	2	Demonstrates
AS2.1L	2	Demonstrates
AS2.2L	1	Partially demonstrates
AS2.3L	0	Does not demonstrate
AS2.4L	1	Partially demonstrates
AS2.5L	1	Partially demonstrates
AS3.1L	0	Does not demonstrate
AS3.2L	1	Partially demonstrates
AS3.3L	1	Partially demonstrates
AS3.4L	1	Partially demonstrates
AS3.5L	1	Partially demonstrates
AS4.1L	2	Demonstrates
AS4.2L	1	Partially demonstrates
AS4.3L	0	Does not demonstrate
AS4.4L	1	Partially demonstrates
AS5.1L	1	Partially demonstrates
AS5.2L	2	Demonstrates

2. Protecting People from Disease

<i>Measure</i>	<i>Score</i>	<i>Compliance Demonstration</i>
CD1.1L	2	Demonstrates
CD1.2L	1	Partially demonstrates
CD1.3L	0	Does not demonstrate
CD1.4L	0	Does not demonstrate
CD1.5L	1	Partially demonstrates

CD1.6L	1	Partially demonstrates
CD1.7L	1	Partially demonstrates
CD2.1L	2	Demonstrates
CD2.2L	2	Demonstrates
CD2.3L	0	Does not demonstrate
CD3.1L	2	Demonstrates
CD3.2L	0	Does not demonstrate
CD3.3L	1	Partially demonstrates
CD3.4L	0	Does not demonstrate
CD3.5L	0	Does not demonstrate
CD3.6L	1	Partially demonstrates
CD4.1L	0	Does not demonstrate
CD4.2L	1	Partially demonstrates
CD4.3L	1	Partially demonstrates
CD4.4L	1	Partially demonstrates
CD5.1L	1	Partially demonstrates
CD5.2L	0	Does not demonstrate
CD5.3L	0	Does not demonstrate
CD5.4L	0	Does not demonstrate
CD5.5L	1	Partially demonstrates
CD5.6L	0	Does not demonstrate

3. Assuring a Safe, Healthy Environment for People

<i>Measure</i>	<i>Score</i>	<i>Compliance Demonstration</i>
EH1.1L	2	Demonstrates
EH1.2L	2	Demonstrates
EH1.3L	2	Demonstrates
EH1.4L	2	Demonstrates
EH2.1L	2	Demonstrates
EH2.2L	0	Does not demonstrate
EH2.3L	2	Demonstrates
EH2.4L	1	Partially demonstrates

EH3.1L	2	Demonstrates
EH3.2L	2	Demonstrates
EH3.3L	2	Demonstrates
EH4.1L	2	Demonstrates
EH4.2L	1	Partially demonstrates
EH4.3L	1	Partially demonstrates
EH4.4L	2	Demonstrates
EH4.5L	2	Demonstrates

4. Prevention is Best: Promoting Healthy Living

<i>Measure</i>	<i>Score</i>	<i>Compliance Demonstration</i>
PP1.1L	2	Demonstrates
PP1.2L	0	Does not demonstrate
PP1.3L	2	Demonstrates
PP2.1L	2	Demonstrates
PP2.2L	1	Partially demonstrates
PP3.1L	2	Demonstrates
PP3.2L	0	Does not demonstrate
PP3.3L	0	Does not demonstrate
PP3.4L	1	Partially demonstrates
PP4.1L	0	Does not demonstrate
PP4.2L	1	Partially demonstrates
PP4.3L	1	Partially demonstrates
PP4.4L	2	Demonstrates
PP5.1L	2	Demonstrates
PP5.2L	0	Does not demonstrate
PP5.3L	0	Does not demonstrate
PP5.4L	1	Partially demonstrates

5. Helping People Get the Services They Need

<i>Measure</i>	<i>Score</i>	<i>Compliance Demonstration</i>
AC1.1L	2	Demonstrates
AC1.2L	2	Demonstrates

AC1.3L	2	Demonstrates
AC2.1L	0	Does not demonstrate
AC2.2L	0	Does not demonstrate
AC2.3L	0	Does not demonstrate
AC3.1L	0	Does not demonstrate
AC3.2L	0	Does not demonstrate
AC3.3L	0	Does not demonstrate
AC4.1L	0	Does not demonstrate
AC4.2L	2	Demonstrates