

Standards for Public Health in Washington State

Benton-Franklin Health District

2011 Performance Review Report (National Set)

The Standards and the 2011 Performance Review

Thank you for participating in the performance review 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.

With permission from Public Health Accreditation Board (PHAB), the 2010-2011 Standards for Public Health in Washington are based on the PHAB Standards (Beta Test version) as well as recommendations from the 2008 Washington State site reviews. In late 2010 the Public Health Standards Workgroup, with approval from the Public Health Improvement Partnership, developed a Basic Set of public health performance standards for the 2010-2011 Standards Review cycle. This set of standards contains approximately 40% of the measures found in the Washington 'required' set of standards. The intent was to reduce the burden on smaller local health agencies and to encourage statewide participation in the standards review.

Agencies had a choice about the scope of the 2010-2011 review. Those who wanted to prepare for accreditation in the future could use this cycle to prepare by agreeing to be reviewed on all standards and measures. Local health agencies had three options for their type of review:

1. The full set of PHAB/National Standards as well as several Washington only measures
2. The Washington set of standards and measures (80% overlap with the PHAB Beta set)
3. The Basic set (reduced set by 60% fewer measures than the WA set)

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 documentation 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 standards review.

Strengths

- Strategies for Managing Information Systems and Application Architecture document very clear and concise
- Demographic reports such as the 2009 Annual Report which is a great example of how you shared information with your local board of health
- Protocols addressing public health issues are thorough and easy to understand. Very user friendly.
- Great examples of working with community providers to address service gaps, i.e. LaClinica, Grace Clinic
- Notifiable Conditions manual appears thorough and well thought out. Staff did a great job in including all aspects of the process
- Thorough emergency response plan. It is great how you've broken it out in alert levels, color coding each level and identify trigger examples for each
- Communication processes with good use of social media such as YouTube and Twitter and written materials such as "Hot Off the Grill" newsletter
- Emergency Preparedness activities including the Public and Internal Message section, the Feed the Flames AAR, and the 2011 COOP with the Emergency Supplies List and Guide Booklet
- QI Plan and calendar and 2010 report of progress
- OSS Logic Model and 2010 workplan

Areas for Improvement

- Documenting processes used to identify priority areas, to include information and data used
- Development of county health profiles using data
- Showing analysis and the use of data to inform decision making process and identify priorities
- Clearer monitoring of IT security processes for compliance with policies/procedures and expanding IT policies to address IT safety and redundancies

The Performance Review Approach

The performance review included the 2010 Department of Health review as a PHAB Beta Test site and 34 local health jurisdictions (LHJs) sites. Each site was asked to use the appropriate Guidelines to prepare for the performance review, organizing documentation supporting the review of each measure.

During the performance review, an independent consultant from MarMason Consulting, LLC evaluated the documents and scored each measure. For those LHJs that opted to submit documentation for either the full PHAB/National standards or the Washington Standards, an internal DOH reviewer also participated in the scoring. When the reviewer had questions regarding the documentation, an informal interview was conducted with the appropriate manager or staff person from the agency. In addition, potential exemplary practice documentation was collected from each site. The reviews concluded with a closing conference in which general strengths and opportunities for improvement were discussed, and feedback on the standards and assessment process was obtained. All of this information will be compiled into a statewide system report, with recommendations regarding the next steps for the performance improvement of public health practice across the State.

Results of the Site Review

The attached report is organized into three sections. First there is a summary showing Part A and each of the ten domains and the performance on each measure in each standard. This section is color coded with green to indicate that the measure was demonstrated, yellow to indicate that the measure was partially demonstrated and red to indicate that the measure was not demonstrated. The measure is blank if it was scored as 'not applicable.' This summary gives the agency immediate information on performance in each of the standards. The second section is a detailed summary for each measure with a list of all the documents used to score the measure and related comments for all measures applicable at the agency level. In this second section, measures that were scored at the program level show the calculated score derived from the program scores and the documentation and comments for all programs. The third section of this report is the program detail with the list of documents and comments for each of the programs reviewed for the LHJ. The scores from each of the programs were aggregated to provide a single score for that measure at the agency level that is reported in section two.

Comparability to Previous Results

Due to the adoption of the PHAB standards, a major revision from the previous WA Standards, as well as changes in the type of review for many measures, comparison with the three earlier cycles of standards review cannot be made.

Scoring and Related Information in the Site Reports

For each measure scored by the reviewer:

- 2 = demonstrates the measure,
- 1 = partially demonstrates the measure,
- 0 = does not demonstrate the measure,

Note that some measures were Not Applicable due to scoring in previous measures or the determination that they are not part of the activities of a specific program and these measures are noted as NA.

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.

For each Standard: at the end of each Standard, there is a roll-up of the scores on all *applicable* measures in the Standard (the percent of measures scored as *demonstrates*, the percent scored as *partially demonstrates*, the percent scored as *does not demonstrate*).

Next Steps

First, celebrate what you have accomplished. In the period between the 2008 Performance Review and this performance cycle, 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 for your work in preparing for the standards 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 Standards or measures. 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 an electronic tool kit. This material will be available at www.doh.wa.gov/hip/Standards/BestPractices/StandardsExemplaryPractices.htm.
- **Statewide initiatives** such as the Multistate Learning Collaborative and other efforts like the 5930 Initiative provide opportunities for formal efforts to improve performance. Based on the recommendations in the system wide report, the Public Health Improvement Partnership will adopt additional statewide initiatives related to the measures.

Finally, begin preparing now for the next performance review. The Standards Performance process itself has been conducted using quality improvement principles and methods, including the Plan-Do-Study-Act cycle. At this time, the next cycle is planned for 2013-2014.

Strategies for building on your current performance:

- Save the documentation you have used in this cycle as a good starting point for continuing to identify documentation for demonstrating performance.
- Establish an electronic document library for collecting documentation and to facilitate the continued use of an electronic format for the next 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 LHJ may have an excellent process or documentation method that you can start using with less time and effort.

- 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 performance review, 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.

Please contact Wanda Williams if you have any questions at wanda.williams@doh.wa.gov

Benton-Franklin Health District Summary Site Report

Score Key:

2 = Demonstrates ■
 1 = Partially Demonstrates ■
 0 = Does Not Demonstrate ■
 NA = Not Applicable

Domain: A Administrative Capacity and Governance

Standard: 1 Provide Infrastructure for Public Health Services

Measure	Score	Compliance Demonstration
A.1.1 L	2	Demonstrated
A.1.2 L	2	Demonstrated
A.1.3 L	2	Demonstrated
A.1.4 L	2	Demonstrated
A.1.5 L	2	Demonstrated
A.1.6 L	2	Demonstrated
A.1.7 L	2	Demonstrated
A.1.8 L	2	Demonstrated

Standard: 2 Provide Financial Management Systems

Measure	Score	Compliance Demonstration
A.2.1 L	2	Demonstrated
A.2.2 L	2	Demonstrated
A.2.3 L	2	Demonstrated
A.2.4 L	2	Demonstrated

Standard: 3 Define Public Health Authority

Measure	Score	Compliance Demonstration
A.3.1 L	2	Demonstrated
A.3.2 L	2	Demonstrated
A.3.3 L	1	Partially Demonstrated

Benton-Franklin Health District Summary Site Report

Score Key:

- 2 = Demonstrates
- 1 = Partially Demonstrates
- 0 = Does Not Demonstrate
- NA = Not Applicable

Standard: 3 Define Public Health Authority

Measure	Score	Compliance Demonstration
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Standard: 4 Provide Orientation / Information for the Governing Entity

Measure	Score	Compliance Demonstration
A.4.1 L	2	Demonstrated
A.4.2 L	2	Demonstrated

Domain: 1 Conduct and disseminate assessments focused on population health status and public health issues facing the community

Standard: 1 Collect and Maintain Population Health Data

Measure	Score	Compliance Demonstration
1.1.1 L	2	Demonstrated
1.1.2 L	1	Partially Demonstrated
1.1.3 L	2	Demonstrated
1.1.4 L	2	Demonstrated
1.1.5 L	2	Demonstrated

Standard: 2 Analyze Public Health Data

Measure	Score	Compliance Demonstration
1.2.1 L	1	Partially Demonstrated
1.2.2 L	2	Demonstrated

Benton-Franklin Health District Summary Site Report

Score Key:

- 2 = Demonstrates**
- 1 = Partially Demonstrates**
- 0 = Does Not Demonstrate**
- NA = Not Applicable**

Standard: 3 Use Data for Public Health Action

Measure	Score	Compliance Demonstration
1.3.1 L	2	Demonstrated
1.3.2 L	2	Demonstrated
1.3.3 L	1	Partially Demonstrated

Domain: 2 Investigate health problems and environmental public health hazards to protect the community

Standard: 1 Investigate Health Problems and Environmental Public Health Hazards

Measure	Score	Compliance Demonstration
2.1.1 L	2	Demonstrated
2.1.2 L	2	Demonstrated
2.1.3 L	2	Demonstrated
2.1.4 L	2	Demonstrated
2.1.5 L	2	Demonstrated

Standard: 2 Contain/Mitigate Health Problems and Environmental Public Health Hazards

Measure	Score	Compliance Demonstration
2.2.1 L	2	Demonstrated
2.2.2 L	2	Demonstrated
2.2.3 L	2	Demonstrated

Benton-Franklin Health District Summary Site Report

Score Key:

- 2 = Demonstrates
- 1 = Partially Demonstrates
- 0 = Does Not Demonstrate
- NA = Not Applicable

Standard: 3 Maintain Provision for Epidemiological, Laboratory, and Support Response Capacity

Measure	Score	Compliance Demonstration
2.3.1 L	2	Demonstrated
2.3.2 L	2	Demonstrated
2.3.3 L	2	Demonstrated
2.3.4 L	2	Demonstrated

Standard: 4 Maintain Policies for Communication

Measure	Score	Compliance Demonstration
2.4.1 L	2	Demonstrated
2.4.2 L	2	Demonstrated
2.4.3 L	2	Demonstrated
2.4.4 L	2	Demonstrated

Domain: 3 Inform and educate about public health issues and functions

Standard: 1 Provide Prevention and Wellness Policies, Programs, Processes, and Interventions

Measure	Score	Compliance Demonstration
3.1.1 L	2	Demonstrated
3.1.2 L	2	Demonstrated
3.1.3 L	2	Demonstrated
3.1.4 L	0	NOT Demonstrated

Benton-Franklin Health District Summary Site Report

Score Key:

2 = Demonstrates ■
 1 = Partially Demonstrates ■
 0 = Does Not Demonstrate ■
 NA = Not Applicable

Standard: 2 Communicate Information on Public Health Issues and Functions

Measure	Score	Compliance Demonstration
3.2.1 L	2	Demonstrated
3.2.2 L	2	Demonstrated
3.2.3 L	2	Demonstrated
3.2.4 L	2	Demonstrated
3.2.5 L	2	Demonstrated

Domain: 4 Engage with the community to identify and address health problems

Standard: 1 Engage the Public Health System and the Community in Identifying and Addressing Health Problems

Measure	Score	Compliance Demonstration
4.1.1 L	1	Partially Demonstrated
4.1.2 L	2	Demonstrated
4.1.3 L	2	Demonstrated

Standard: 2 Engage the Community to Promote Policies to Improve the Public's Health

Measure	Score	Compliance Demonstration
4.2.1 L	1	Partially Demonstrated
4.2.2 L	2	Demonstrated

Domain: 5 Develop public health policies and plans

Benton-Franklin Health District Summary Site Report

Score Key:

2 = Demonstrates ■
 1 = Partially Demonstrates ■
 0 = Does Not Demonstrate ■
 NA = Not Applicable

Standard: 1 Establish, Promote, and Maintain Public Health Policies

Measure	Score	Compliance Demonstration
5.1.1 L	2	Demonstrated
5.1.2 L	2	Demonstrated
5.1.3 L	1	Partially Demonstrated

Standard: 2 Develop and Implement a Strategic Plan

Measure	Score	Compliance Demonstration
5.2.1 L	1	Partially Demonstrated
5.2.2 L	2	Demonstrated
5.2.3 L	2	Demonstrated
5.2.4 L	2	Demonstrated

Standard: 3 Conduct a Community Health Improvement Planning Process

Measure	Score	Compliance Demonstration
5.3.1 L	0	NOT Demonstrated
5.3.2 L	0	NOT Demonstrated
5.3.3 L	NA	Not Applicable
5.3.4 L	NA	Not Applicable

Standard: 4 Maintain All Hazards/Emergency Response Plan

Measure	Score	Compliance Demonstration
5.4.1 L	2	Demonstrated

Benton-Franklin Health District Summary Site Report

Score Key:

- 2 = Demonstrates
- 1 = Partially Demonstrates
- 0 = Does Not Demonstrate
- NA = Not Applicable

Standard: 4 Maintain All Hazards/Emergency Response Plan

Measure	Score	Compliance Demonstration
5.4.2 L	2	Demonstrated
5.4.3 L	2	Demonstrated

Domain: 6 Enforce public health laws and regulations

Standard: 1 Maintain Up-to-Date Laws

Measure	Score	Compliance Demonstration
6.1.1 L	2	Demonstrated
6.1.2 L	2	Demonstrated
6.1.3 L	2	Demonstrated

Standard: 2 Educate About Public Health Laws

Measure	Score	Compliance Demonstration
6.2.1 L	1	Partially Demonstrated
6.2.2 L	2	Demonstrated
6.2.3 L	2	Demonstrated

Standard: 3 Conduct Enforcement Activities

Measure	Score	Compliance Demonstration
6.3.1 L	2	Demonstrated
6.3.2 L	2	Demonstrated
6.3.3 L	2	Demonstrated

Benton-Franklin Health District Summary Site Report

Score Key:

- 2 = Demonstrates
- 1 = Partially Demonstrates
- 0 = Does Not Demonstrate
- NA = Not Applicable

Standard: 3 Conduct Enforcement Activities

Measure	Score	Compliance Demonstration
6.3.4 L	0	NOT Demonstrated
6.3.5 L	2	Demonstrated

Domain: 7 Promote strategies to improve access to healthcare services

Standard: 1 Assess Healthcare Capacity and Access to Healthcare Services

Measure	Score	Compliance Demonstration
7.1.1 L	2	Demonstrated
7.1.2 L	2	Demonstrated
7.1.3 L	2	Demonstrated

Standard: 2 Implement Strategies to Improve Access to Healthcare Services

Measure	Score	Compliance Demonstration
7.2.1 L	2	Demonstrated
7.2.2 L	2	Demonstrated
7.2.3 L	2	Demonstrated

Domain: 8 Maintain a competent public health workforce

Standard: 1 Maintain a Qualified Public Health Workforce

Measure	Score	Compliance Demonstration
8.1.1 L	2	Demonstrated

Benton-Franklin Health District Summary Site Report

Score Key:

2 = Demonstrates ■
 1 = Partially Demonstrates ■
 0 = Does Not Demonstrate ■
 NA = Not Applicable

Standard: 1 Maintain a Qualified Public Health Workforce

Measure	Score	Compliance Demonstration
8.1.2 L	2	Demonstrated
8.1.3 L	2	Demonstrated
8.1.4 L	2	Demonstrated

Standard: 2 Maintain a Competent Public Health Workforce

Measure	Score	Compliance Demonstration
8.2.1 L	2	Demonstrated
8.2.2 L	↑ 1	Partially Demonstrated
8.2.3 L	2	Demonstrated

Domain: 9 Evaluate and continuously improve processes, programs, and interventions

Standard: 1 Evaluate the Effectiveness of Public Health Processes, Programs, and Interventions

Measure	Score	Compliance Demonstration
9.1.1 L	↑ 1	Partially Demonstrated
9.1.2 L	2	Demonstrated
9.1.3 L	2	Demonstrated
9.1.4 L	↑ 1	Partially Demonstrated
9.1.5 L	↑ 1	Partially Demonstrated
9.1.6 L	↑ 1	Partially Demonstrated
9.1.7 L	2	Demonstrated
9.1.8 L	2	Demonstrated

Benton-Franklin Health District Summary Site Report

Score Key:

2 = Demonstrates ■
 1 = Partially Demonstrates ■
 0 = Does Not Demonstrate ■
 NA = Not Applicable

Standard: 1 Evaluate the Effectiveness of Public Health Processes, Programs, and Interventions

Measure	Score	Compliance Demonstration
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Standard: 2 Implement Quality Improvement

Measure	Score	Compliance Demonstration
9.2.1 L	2	Demonstrated
9.2.2 L	2	Demonstrated
9.2.3 L	2	Demonstrated
9.2.4 L	NA	Not Applicable

Domain: 10 Contribute to and apply the evidence base of public health

Standard: 1 Identify and Use Evidence-Based and Promising Practices

Measure	Score	Compliance Demonstration
10.1.1 L	1	Partially Demonstrated

Standard: 2 Promote Understanding and Use of Research

Measure	Score	Compliance Demonstration
10.2.1 L	2	Demonstrated
10.2.2 L	0	NOT Demonstrated

Benton-Franklin Health District
Summary Site Report

Score Key:

2 = Demonstrates



1 = Partially Demonstrates



0 = Does Not Demonstrate



NA = Not Applicable

Overall Score Totals

	Specific LHJ Totals
Demonstrated	81%
Partially Demonstrated	14%
NOT Demonstrated	5%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District
Detailed Agency Report

Domain: A Administrative Capacity and Governance

Standard: 1 Provide Infrastructure for Public Health Services

Develop and maintain an operational infrastructure to support the performance of public health functions.

	Score	Comments	Documents
A.1.1 L	2		Organizational Chart 10-25-2010.xls; HR Policy Description.docx; Intranet Policy List.docx
A.1.2 L	2		Confidentiality Agreement Form.doc; hipaa101ShortVersion (heather).ppt; Confidentiality Privacy Training Attend Roster.pdf; TRANSPORTING OF PROTECTED HEALTH INFORMATION Policy .doc; CONFIDENTIALITY and PHI Policy.doc
A.1.3 L	2	This measure could be strengthened by providing something signed by staff acknowledging receipt of “Cultural Competency in Health Services and Care: A guide for health care providers” document.	EEO Diversity NonDiscrimination Policy & Procedure.doc; BFHD brochure in English.mht.pdf; BFHD brochure in Spanish.mht.pdf, Attendance Cultural Training Wic.docx; cross cultural training.docx; Cultural Training WIC Agenda Monday Oct 25 Final.pdf; CulturalComp.pdf; Language Cert.pdf
A.1.4 L	2		Appendix A Local 17 salary structure 2010.xls; BFHD Benefit Package.doc; EEO Diversity NonDiscrimination.doc; Sexual Harassment Policy.doc; Smart PH Usage Policy .doc; Performance Evaluation.docx
A.1.5 L	2	This measure could be better demonstrated by showing use of technology to support public health programs, such as databases used to submit data to the state health department, or for local providers to submit data to local health.	Electronic Interactive IT Map.docx; magic registration screen shot.docx; OSS inspection submittal.pdf
A.1.6 L	2		ADA Compliant Bldg Letter 04-16- 08.pdf; SafetyCommitteeCharter.doc; Building Issues.pdf; Elevator Insp.pdf; Lease Agreement.pdf
A.1.7 L	2		information security policy.pdf, IT Documentation on Process Tracking.pdf

Benton-Franklin Health District Detailed Agency Report

Domain: A Administrative Capacity and Governance

Standard: 1 Provide Infrastructure for Public Health Services

Develop and maintain an operational infrastructure to support the performance of public health functions.

	Score	Comments	Documents
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A.1.8 L	2		IT Strategy.docx; BFHD_StrategicPlan_new SMART revisions.doc
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Score Totals for Standard: 1 Provide Infrastructure for Public Health Services

	Specific LHJ Totals
Demonstrated	100%
Partially Demonstrated	0%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

**Benton-Franklin Health District
Detailed Agency Report**

Domain: A Administrative Capacity and Governance

Standard: 2 Provide Financial Management Systems

Establish effective financial management systems.

	Score	Comments	Documents
A.2.1 L	2		2009 Benton Franklin Health District Accountability .docx; 3rd Qtr Year to Date Cost Allocation - Actual Revenu.xls; 2009 Audited Financial and Single Audit Statements.pdf; Tool-BFHD LA Self Assessment.doc
A.2.2 L	2		SHA Grant 2010 amendment.tif; B CPG grant August 2010 amendment.tif; Seattle Children's.pdf
A.2.3 L	2		Board of Health Meeting Minutes showing Budget Approv.doc; Annual Budget Submission - 2010 BFHD Budget.xls; Financial Report - 2010 REVENUE Budget.xls; 2008 Audited Financial and Single Audit Statements.pdf; 2009 Audited Financial and Single Audit Statements.pdf
A.2.4 L	2		ARRA Agency Checklist 10 9 09F.mht.doc; ARRA Letter Of Intent BFHD final.mht.docm; Additional Funding Requests.doc

Score Totals for Standard: 2 Provide Financial Management Systems

	Specific LHJ Totals
Demonstrated	100%
Partially Demonstrated	0%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District Detailed Agency Report

Domain: A Administrative Capacity and Governance

Standard: 3 Define Public Health Authority

Maintain current operational definitions and statements of the public health roles and responsibilities of specific authorities.

	Score	Comments	Documents
A.3.1 L	2		Guidebook for Local Board of Health Members.pdf; BFHD website screen shot.docx; hd rules.docx; DirectorytoProgramsandServicesJan2010_Hyperlinked_Si.pub
A.3.2 L	2		Health Officers Authority Letter.tif; Revised Charter - Bylaws of Benton-Franklin Health D.pdf; Interested parties Memo 2007 OSS Rules.pdf; SEPA Notice-SEPA-DNS and comments OSS Rules 2007.tif
A.3.3 L	1	Unable to demonstrate measure requirement related to documentation of current evaluation of the agency director.	Health Officer Job Description.doc; Qualifications Health Officer.doc

Score Totals for Standard: 3 Define Public Health Authority

	Specific LHJ Totals
Demonstrated	67%
Partially Demonstrated	33%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District Detailed Agency Report

Domain: A Administrative Capacity and Governance

Standard: 4 Provide Orientation / Information for the Governing Entity

Provide orientation and regular information to members of the governing entity regarding their responsibilities and those of the public health agency.

	Score	Comments	Documents
A.4.1 L	2		Documentation of BOH Orientation to Public H.docx; BOH April 22 BOH Orientation to PH.docx; BFHD Board of Health Orientation Table of Contents.doc
A.4.2 L	2		BFHD Board of Health Orientation.docx; BOARD OF HEALTH Meeting Minutes with BOH responsibility.docx; BOH responsibility version given 24 March 2009.ppt; Minutes BOH April 2010- Review of Bylaws.doc

Score Totals for Standard: 4 Provide Orientation / Information for the Governing Entity

	Specific LHJ Totals
Demonstrated	100%
Partially Demonstrated	0%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District
Detailed Agency Report

Domain: 1 Conduct and disseminate assessments focused on population health status and public health issues facing the community

Standard: 1 Collect and Maintain Population Health Data

Collect and maintain reliable, comparable, and valid data that provide information on conditions of public health importance and on the health status of the population.

	Score	Comments	Documents
1.1.1 L	2		Information Security Policy & Procedure.pdf; Phone Contact Exercise Reporting Form.sandy.doc; BFHD Main Grtg after hrs REV -2- 9-8-08.wav; BFHD website emergency information.docx; Community Health Assessment Protocol Manual.docx; Emergency alert process for BFHD (secures).pdf; emergency contact list.doc; Provider Database Info 9-3-10.docx; Secures reports TEST example.pdf
1.1.2 L	1	Unable to verify reports of surveillance data by reporting site (two sites).	Provider Database Info 9-3-10.docx; BFHD CD Soup Presentation (select slides for standard.pptx; Immunized at School Entry.ppt, NC reporting (example 2); NC Reporting and investigation
1.1.3 L	2		WIC benton09.pdf; Benton County Snapshot 2010.doc; County STD information.docx; screen shot of std rpt form.docx; CHILD profile Data Selection Page for Lot Number Summ.docx
1.1.4 L	2		GRP B 2ndQTR 2009 BFHD.pdf; GPS wells 2nd 2009.pdf; PHIMS screen shot.docx; Vital Record Report to State (BENTON CO OCT 2009 ED.xlsx
1.1.5 L	2		Procedure to Identify New Provider in Benton.docx

Benton-Franklin Health District

Detailed Agency Report

Domain: 1 Conduct and disseminate assessments focused on population health status and public health issues facing the community

Standard: 1 Collect and Maintain Population Health Data

Collect and maintain reliable, comparable, and valid data that provide information on conditions of public health importance and on the health status of the population.

	Score	Comments	Documents
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Score Totals for Standard: 1 Collect and Maintain Population Health Data

	Specific LHJ Totals
Demonstrated	80%
Partially Demonstrated	20%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District Detailed Agency Report

Domain: 1 Conduct and disseminate assessments focused on population health status and public health issues facing the community

Standard: 2 Analyze Public Health Data

Analyze public health data to identify health problems, environmental public health hazards, and social and economic risks that affect the public's health.

	Score	Comments	Documents
1.2.1 L	1	This measure is asking the agency to analyze data and from that analysis to reach conclusions about the information that can be gathered from the data. The documentation for this measure is required and consists of two parts – reports showing the analysis and evidence that the data was reviewed or discussed. Unable to verify reports showing the analysis of data referred to in the BOH minutes.	BOHFEB2010.docx; BOH AUG 2010 TB increases.docx
1.2.2 L	2		CHA 2008 Annual Report Presentation.ppt; Board Meeting Minutes 03-19-10 CHA discussion.mht.doc; Dental Penetration 2009.pdf; Benton Franklin Oral Health Coalition Meeting Minute.doc

Score Totals for Standard: 2 Analyze Public Health Data

	Specific LHJ Totals
Demonstrated	50%
Partially Demonstrated	50%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

**Benton-Franklin Health District
Detailed Agency Report**

Domain: 1 Conduct and disseminate assessments focused on population health status and public health issues facing the community

Standard: 3 Use Data for Public Health Action

Provide and use the results of health data analysis to develop recommendations regarding public health policy, processes, programs or interventions.

	Score	Comments	Documents
1.3.1 L	2		Expedited Partner Therapy and STD Surveillance Network.doc; Community Council Meeting Notes 03-15-10.doc
1.3.2 L	2		BF County Profile Report 2009l.mht.pub, BF County Profile report 2008 available on BFHD websi.docx; Community Council Meeting Notes 03-15-10.doc; CountyProfileReportJan08.pdf
1.3.3 L	1	This measure requires documentation showing that data has been shared and discussed with the local Board of Health (BOH) and that the BOH has used the data and information in making recommendations for action. Unable to verify that the BOH has used the data and information in making recommendations for action.	Communicable Disease.mht.pdf; BOH report CD list.docx; Minutes BOH NOV 2010 Winnable Battles Presentation.docx; 1Winnable Battles_CDC_Basic Overview.pptx

Score Totals for Standard: 3 Use Data for Public Health Action

	Specific LHJ Totals
Demonstrated	67%
Partially Demonstrated	33%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

**Benton-Franklin Health District
Detailed Agency Report**

Domain: 2 Investigate health problems and environmental public health hazards to protect the community

Standard: 1 Investigate Health Problems and Environmental Public Health Hazards

Conduct timely investigations of health problems and environmental public health hazards in coordination with other governmental agencies and key stakeholders.

	Score	Comments	Documents
2.1.1 L	2		Animal bite response procedure.pdf; TB Manual.docx; Complaint response procedure2008.pdf; BBP Exposure Control Plan June 2008.pdf
2.1.2 L	2		Class Spec EHS I.doc; training log.pdf; BFHDH1N1AAR_FINAL.doc
2.1.3 L	2		BFHD 100a 2010.pdf; BFHD 200a 2010.pdf; Regional MAA for Emergency Response.pdf; Leos Lineup Report accepted TB edits.pdf
2.1.4 L	2		Grace Clinic MOU.doc; Mercury Spill - report and e-mail Doe-BFHD.docx; e-mail string BFHD-DOH Boil Order.docx, BFHD-DOH Drinking Water Agreement.tif; 2.1.4 B SHA Grant agreement and amendment.tif
2.1.5 L	2		NC Manual.doc; Animal bite response procedure.pdf; Com_. Disease Info..pdf; hd rules.docx

Score Totals for Standard: 1 Investigate Health Problems and Environmental Public Health Hazards

	Specific LHJ Totals
Demonstrated	100%
Partially Demonstrated	0%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District
Detailed Agency Report

Domain: 2 Investigate health problems and environmental public health hazards to protect the community

Standard: 2 Contain/Mitigate Health Problems and Environmental Public Health Hazards

Contain/mitigate health problems and environmental public health hazards in coordination with other governmental agencies and key stakeholders

	Score	Comments	Documents
2.2.1 L	2	Health Officer Order clean 100928 (2).doc - no date on document -	Clinical Specimen Collection and Submission.doc; Animal bite response procedure.pdf; EmergBiol2010ttl.pdf; Health Officer Order clean 100928 (2).doc; NC Manual.doc
2.2.2 L	2		BFHD Emergency Response Plan 7-28-10.pdf; NC Manual.doc
2.2.3 L	2		BFHD Emergency Response Plan 7-28-10.pdf; BFHDH1N1AAR_FINAL.doc; Reg8 AAR PanFlu 08 Final.pdf; BFHD Connell Drive Thru AAR.pdf; NC Manual.doc; READ ME & Significant Event List.docx

Score Totals for Standard: 2 Contain/Mitigate Health Problems and Environmental Public Health Hazards

	Specific LHI Totals
Demonstrated	100%
Partially Demonstrated	0%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District
Detailed Agency Report

Domain: 2 Investigate health problems and environmental public health hazards to protect the community

Standard: 3 Maintain Provision for Epidemiological, Laboratory, and Support Response Capacity

Maintain access to laboratory and epidemiological/environmental public health expertise and capacity to investigate and contain/mitigate public health problems and environmental public health hazards.

	Score	Comments	Documents
2.3.1 L	2		BFHD Emergency Response Plan 7-28-10.pdf; BCEM All Hazards MOU.pdf; Emergency Pager on call schedule assignments.docx; Emergency Staff Notification.doc; Region 8 Mutual Aid Agreement-2007.pdf
2.3.2 L	2		BFHD Emergency Response Plan 7-28-10.pdf; NC Manual.doc; BFHD_COOP_April-2008.pdf; Clinical Specimen Collection and Submission.doc; Animal bite response procedure.pdf
2.3.3 L	2		BFHD 100a 2010.pdf; BFHD 200a 2010.pdf; BFHD_COOP_April-2008.pdf; Regional MAA for Emergency Response.pdf; BFHD Emergency Preparedness Materials.pdf
2.3.4 L	2		BFHDH1N1AAR_FINAL.doc

Score Totals for Standard: 3 Maintain Provision for Epidemiological, Laboratory, and Support Response Capacity

	Specific LHJ Totals
Demonstrated	100%
Partially Demonstrated	0%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

**Benton-Franklin Health District
Detailed Agency Report**

Domain: 2 Investigate health problems and environmental public health hazards to protect the community

Standard: 4 Maintain Policies for Communication

Maintain a plan with policies and procedures required for urgent and non-urgent communications.

	Score	Comments	Documents
2.4.1 L	2		Community Resource Guide.pdf; emergency contact list 12-08.doc; BFHD emergency contact info via screen shot on websi.docx, BFHD Main Grtg after htrs REV -2- 9-8-08.mp3; BFHD Homepage.tif; emergency contact list.Dec 2010.doc; Emergency Contact list.tif; Emergency Phone Tree.doc 09-01-10.doc; on call.tif
2.4.2 L	2		2009 24_7 Report.pdf; L2.2 Benton-Franklin 24-7 System After Bus Hours 7-19.doc; L2.2 Benton-Franklin 24-7 System During Bus Hours 7-1.doc; H1N1TestingGuidelinesHealth Advisory9.17.09.mht.doc; Mat Classic HAN alert.docx
2.4.3 L	2		swine flu Press Releases1_April2009.mht.doc; Media Update July 10.xls; Sewage Discharge Grandview Press Release.doc
2.4.4 L	2		Sewage Discharge Grandview Press Release.doc; HINI how to care for yourself brochure.pdf; swine flu Press Releases1_April2009.mht.doc

Score Totals for Standard: 4 Maintain Policies for Communication

	Specific LHJ Totals
Demonstrated	100%
Partially Demonstrated	0%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District Detailed Agency Report

Domain: 3 Inform and educate about public health issues and functions

Standard: 1 Provide Prevention and Wellness Policies, Programs, Processes, and Interventions

Provide health education and health promotion policies, programs, processes, and interventions to support prevention and wellness.

	Score	Comments	Documents
3.1.1 L	2		List of ABCD Dental Providers (2 documents), BFHD Hot off the Grill Newsletter, Benton Franklin Oral Health Coalition Agenda-January, Oral Health Coalition Meeting Minutes-February 2010, WNV News Release, BFHD Fair Safety Sign during H1N1 and WNV; August 2010
3.1.2 L	2		Benton Franklin Safe Kids (BFSK) Action Plan, Safe Kids numbers from 2010, HIV Logic Model, Benton Co. Mosquito Control Partnership Blood Drive Event, BFHD Fair Handout, INJURY PREVENTION REPORTING May- August 2010
3.1.3 L	2		Smart BRFSS from 2007 and 2009, Benton Franklin Community Health Alliance-Community Council, Meeting Notes-March 15, 2010; BFcounty_A Survey of the Adult Population-2007 (2006 data)
3.1.4 L	0		No documentation provided No documentation provided No documentation provided

Score Totals for Standard: 1 Provide Prevention and Wellness Policies, Programs, Processes, and Interventions

	Specific LHJ Totals
Demonstrated	75%
Partially Demonstrated	0%
NOT Demonstrated	25%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District
Detailed Agency Report

Domain: 3 Inform and educate about public health issues and functions

Standard: 2 Communicate Information on Public Health Issues and Functions

Provide information on public health issues and functions through multiple methods to a variety of audiences.

	Score	Comments	Documents
3.2.1 L	2		DirectorytoProgramsandServicesJan2010_Hyperlinked_Sing.pub, League of women voters.ppt,Public Health Week 2010 Press Release--Food Program, Screenshot of BFHD 2009 Annual Report available on YouTube
3.2.2 L	2		BFHD Emergency Response Plan 7-28-10-- Public and Internal Messaging section
3.2.3 L	2		BFHD Emergency Response Plan 7-28-10-- Public and Internal Messaging section
3.2.4 L	2		BFHD-Website screen shots and links to health data-Description, BFHD Twitter Accounts, General CD Reporting line script, BFHD website update log.hmt, Hyperlinks to SHA CDC and other agencies screenshot
3.2.5 L	2		Demographics & Social Characteristics Report 2009Fin, Resource from: http://www.usefoundation.org/view/981 , Language line-PHS RNs, Source of interpreters-report, BI-LINGUAL STAFF 2010-report, Sign Language Request for Food Worker Class Attendee, Food Safety Document-- Multiple Languages, BFHD Food Commissary App--Eng and Spa, Listeria brochure2 (2)

Benton-Franklin Health District
Detailed Agency Report

Domain: 3 Inform and educate about public health issues and functions

Standard: 2 Communicate Information on Public Health Issues and Functions

Provide information on public health issues and functions through multiple methods to a variety of audiences.

	Score	Comments	Documents
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Score Totals for Standard: 2 Communicate Information on Public Health Issues and Functions

	Specific LHJ Totals
Demonstrated	100%
Partially Demonstrated	0%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

**Benton-Franklin Health District
Detailed Agency Report**

Domain: 4 Engage with the community to identify and address health problems

Standard: 1 Engage the Public Health System and the Community in Identifying and Addressing Health Problems

the public health system and the community in identifying and addressing health problems through an ongoing, collaborative process.

	Score	Comments	Documents
4.1.1 L	1	Unable to verify description of processes, templates, or protocols used to evaluate at least one partnership. Unable to verify documentation of use of evaluation findings to show how the evaluation results have been used by the partnership.	OBCW meeting minutes.doc; BFELA minutes.docx, Benton Franklin Early Learning Alliance Members.docx; datedOBCW membership.docx
4.1.2 L	2		BFHD WNv Recruiting --2009.pdf
4.1.3 L	2		epilepsiaSOW.docx

Score Totals for Standard: 1 Engage the Public Health System and the Community in Identifying and Addressing Health Problems

	Specific LHJ Totals
Demonstrated	67%
Partially Demonstrated	33%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District
Detailed Agency Report

Domain: 4 Engage with the community to identify and address health problems

Standard: 2 Engage the Community to Promote Policies to Improve the Public's Health

Promote understanding of and support for policies and strategies that will improve the public's health.

	Score	Comments	Documents
4.2.1 L	1	Unable to verify second example, within the last 24 months, of assessment reports on priority issues.	BOHFEB2010.doc; Community Council Meeting Notes 03-15-10.doc, access to prenatal care.pdf; 4.2.1 e-mail string prenatal care access work.pdf; 4.2.1 Health Alliance minutes.pdf;
4.2.2 L	2		Immunized at School Entry.ppt; TC Herald--Child Immunization Rates after BOH Presenta.pdf; Local Capacity Report 2008.doc

Score Totals for Standard: 2 Engage the Community to Promote Policies to Improve the Public's Health

	Specific LHI Totals
Demonstrated	50%
Partially Demonstrated	50%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District Detailed Agency Report

Domain: 5 Develop public health policies and plans

Standard: 1 Establish, Promote, and Maintain Public Health Policies

Serve as a primary resource to governing entities and elected officials to establish and maintain public health policies, practices, and capacity based on current science and/or promising practice.

	Score	Comments	Documents
5.1.1 L	2	This measure could be strengthened by a more systematic tracking system used to monitor PH issues under discussion, such as a log of issues tracked for BOH agendas or other documentation.	EA 10-28 re Proposed Ord. Amendments to Benton County Code, BOHAUG202009, wsalpho-list serve.pdf, FDA site.pdf- list serve,
5.1.2 L	2		Meeting Minutes SWAC031010_05-12-2010_014320, Kennewick council minute 8-17-2010
5.1.3 L	1	The focus of this measure is on informing the BOH or elected officials or the public of potential PH impacts of current or proposed policies. Used Kennewick Council minutes as one example, but need 2nd example of informing elected officials or public within last 14 months.	Kennewick council minute 8-17-2010,

Score Totals for Standard: 1 Establish, Promote, and Maintain Public Health Policies

	Specific LHI Totals
Demonstrated	67%
Partially Demonstrated	33%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District Detailed Agency Report

Domain: 5 Develop public health policies and plans

Standard: 2 Develop and Implement a Strategic Plan

Develop and implement a health department organizational strategic plan.

	Score	Comments	Documents
5.2.1 L	1	Unable to verify the planning process used to revise the Strategic Plan (documentation presented was emails with revisions only), including the identification of external trends or factors or assessment of agency strengths and weaknesses.	QI Meeting Minutes Jan 2010, BFHD_StrategicPlan_with SMART revisions
5.2.2 L	2	Used the 2010-11 QI Plan and the Safe Kids Plan to provide measurable objectives with timeframes, since Strategic Plan itself does not contain measurable, time-framed objectives.	BFHD_StrategicPlan_with SMART revisions, BFHD QI Plan 2010-11 final, Benton Franklin Safe Kids (BFSK) Action Plan
5.2.3 L	2		BFHD 2009AnnualReportFinal, BOARD OF HEALTH Strategic plan approval, Screen shot of Strategic plan available on website, All Staff Meeting Agenda Strategic Plan Implement
5.2.4 L	2	The evidence for this measure could be strengthened by linking the previous Strategic Plan (pre-2009 Plan).	BFHD_StrategicPlan_december 2010 revisions doc

Score Totals for Standard: 2 Develop and Implement a Strategic Plan

	Specific LHI Totals
Demonstrated	75%
Partially Demonstrated	25%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

**Benton-Franklin Health District
Detailed Agency Report**

Domain: 5 Develop public health policies and plans

Standard: 3 Conduct a Community Health Improvement Planning Process

Conduct a comprehensive planning process resulting in a state health improvement plan [SHIP].

	Score	Comments	Documents
5.3.1 L	0	Thank you for directly stating that BFHD is just starting this process.	No documentation provided
5.3.2 L	0		No documentation provided
5.3.3 L			
5.3.4 L			

Score Totals for Standard: 3 Conduct a Community Health Improvement Planning Process

	Specific LHJ Totals
Demonstrated	0%
Partially Demonstrated	0%
NOT Demonstrated	100%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District
Detailed Agency Report

Domain: 5 Develop public health policies and plans

Standard: 4 Maintain All Hazards/Emergency Response Plan

Maintain All Hazards/Emergency Response Plan (ERP).

	Score	Comments	Documents
5.4.1 L	2		Emergency Response Coalition Workgroup Members and Work Group Sign-in sheet, South Central/Region 8 Health Care Systems Planning/Coalition Committee Meeting, Contact Information, BFHD COOP, RHSP Version 6 & 7, BFHD H1N1 AAR Final and Feed the Flames AAR FINAL,
5.4.2 L	2		BFHD Community Partners, BFHD Emergency Response Plan, See last 5 pages for the Region 8 Mutual Aid Agreement, BFHD Mass Vaccination AAR, After Action Report for a Mass Vaccination at Benton Franklin Health District, Feed the Flames AAR Final, BFHD H1N1 AAR Final, Final BFHD COOP Plan 2008, Updated BFHD COOP Plan 2011, Provider Database Information, Media Update March 10, Final Agreement August 1, 2008, Contact Information, ACF Trailer (1&2-2 documents) contents inventory list 1, BioHos Minutes Sep 8, 2010
5.4.3 L	2		BFHD Coop 01-21-2011, BFHD Main Greeting After Hours (audio clip), Emergency Resource Guide: available in BFHD lobby & online (public access), Emergency Supplies List_SideInsert, Emergency Guide_Booklet

Benton-Franklin Health District
Detailed Agency Report

Domain: 5 Develop public health policies and plans

Standard: 4 Maintain All Hazards/Emergency Response Plan

Maintain All Hazards/Emergency Response Plan (ERP).

	Score	Comments	Documents
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Score Totals for Standard: 4 Maintain All Hazards/Emergency Response Plan

	Specific LHJ Totals
Demonstrated	100%
Partially Demonstrated	0%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

**Benton-Franklin Health District
Detailed Agency Report**

Domain: 6 Enforce public health laws and regulations

Standard: 1 Maintain Up-to-Date Laws

Review existing laws and work with governing entities and elected officials to update as needed.

	Score	Comments	Documents
6.1.1 L	2		Legal review and response on Rabies incident, Legal Interpretation Requested for Smoking in Public P, East side coordinators meeting OSS
6.1.2 L	2		Group B rule Proposal e-mail string, Comments on WAC 173-350 to WDOE, Comments on Chapter 246-272C--On-site Sewage Tanks, TB work group meeting TBlaw
6.1.3 L	2		BOH AUG 2010, June 28, 2007 BOH minutes OSS Rules Hearing

Score Totals for Standard: 1 Maintain Up-to-Date Laws

	Specific LHI Totals
Demonstrated	100%
Partially Demonstrated	0%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District Detailed Agency Report

Domain: 6 Enforce public health laws and regulations

Standard: 2 Educate About Public Health Laws

Educate individuals and organizations on the meaning, purpose, and benefit of public health laws and how to comply.

	Score	Comments	Documents
6.2.1 L	1	Land Use training log did not indicate type of training or content in order to verify training in the uses of laws. Unable to verify 3rd requirement of measure--- documentation of consistent application of laws, such as internal audits or systematic review of case reports.	BFHD Positions with Enforcement Activities-January 2011, BFHD Rules mandating actions-- CD, Communicable disease update for Preventive Health sta, 5930 CDES Interim Report July-December 2010, Health Officer Job Description License Verification Document, BFHD Rules mandating action, BFHD positions with duties including Enforcement Activities, Health Officer Job Description, EHS Job Description Enforcement
6.2.2 L	2		On Site Sewage Program- website screenshots, BFHD Rules mandating actions
6.2.3 L	2	The evidence for this measure should be strengthened by providing documentation of training to system installers or pool operators in the applicable laws.	Notifiable Letter to Providers & mousepad, Perinatal Hepatitis B reporting letter 7.27.10, Reporting HBsAg Poster EH Memorandum for Sewage, pool memo 2010

Score Totals for Standard: 2 Educate About Public Health Laws

	Specific LHJ Totals
Demonstrated	67%
Partially Demonstrated	33%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District Detailed Agency Report

Domain: 6 Enforce public health laws and regulations

Standard: 3 Conduct Enforcement Activities

Conduct and monitor enforcement activities for which the agency has the authority and coordinate notification of violations among appropriate agencies.

	Score	Comments	Documents
6.3.1 L	2		TB Manual, Health Officers Authority Letter, Land Use, Sewage and Water section- Complaint response procedure 2008, ON-SITE SEWAGE DISPOSAL SYSTEM INSPECTION PROCEDURE
6.3.2 L	2	This measure is NA for CD program.	Screen shot of Land use logs documenting inspections, OSS rules.pdf
6.3.3 L	2	This measure is NA for CD program.	Complaint log screen shot and screen shot of data entry page, Complaint Response Procedure, Complaint Results-- case report, BFHD OSS Failure case report
6.3.4 L	0	This measure is NA for CD program.	No documentation provided
6.3.5 L	2	This measure is NA for CD program.	EH Press release sewage discharge Grandview- may 2010, EH Compliant response procedure 2008, EH Complaint log screen shot and shot of data collection, English and Spanish EH Web posting: Flooding

Score Totals for Standard: 3 Conduct Enforcement Activities

	Specific LHJ Totals
Demonstrated	80%
Partially Demonstrated	0%
NOT Demonstrated	20%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District Detailed Agency Report

Domain: 7 Promote strategies to improve access to healthcare services

Standard: 1 Assess Healthcare Capacity and Access to Healthcare Services

Assess healthcare capacity and access to healthcare services.

	Score	Comments	Documents
7.1.1 L	2		A Community Approach to Care for the Uninsured and Und.doc; A Community Approach to Care Agenda meeting at La Clin.doc; Access to Care Meeting Attendees.mht.doc; Healthcare Access Team meeting minutes.doc; CHA Access to care meeting minutes - march 2010.doc
7.1.2 L	2		Access to Care minutes - december 2010.doc; A Community Approach to Care for the Uninsured and Und.doc, OBCW project group process.pdf
7.1.3 L	2		FY 09 users graphed.xlsx; 7.1.3 Community Council Meeting Notes 01-25-10 nursing expan.doc; 7.1.3 B Benton Franklin Oral Health Coalition Meeting Minute.doc; 7.1.2 OBCW project group process.pdf

Score Totals for Standard: 1 Assess Healthcare Capacity and Access to Healthcare Services

	Specific LHJ Totals
Demonstrated	100%
Partially Demonstrated	0%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District
Detailed Agency Report

Domain: 7 Promote strategies to improve access to healthcare services

Standard: 2 Implement Strategies to Improve Access to Healthcare Services

Identify and implement strategies to improve access to healthcare services.

	Score	Comments	Documents
7.2.1 L	2	BFCHA Annual Report 2009.mht.pdf - document could be strengthened by adding relevant data analysis to each section.	BFCHA Annual Report 2009.mht.pdf
7.2.2 L	2		Letters of Understanding (skip first page).pdf
7.2.3 L	2		List of Translation Services Staff.docx; WIC Agenda Monday Oct 25 Final.pdf; epilepsySOW.docx; cross cultural training.docx; WIC Client notification eng.sp.doc

Score Totals for Standard: 2 Implement Strategies to Improve Access to Healthcare Services

	Specific LHI Totals
Demonstrated	100%
Partially Demonstrated	0%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

**Benton-Franklin Health District
Detailed Agency Report**

Domain: 8 Maintain a competent public health workforce

Standard: 1 Maintain a Qualified Public Health Workforce

Recruit, hire and retain a qualified and diverse public health workforce.

	Score	Comments	Documents
8.1.1 L	2		EEO Minority Report, BFHD Promotion Log-2008-09, Job Description Social Worker-SBSM, Intranet Policy List, Fish Pond Recognition
8.1.2 L	2	In Environmental Health, CD and immunizations programs at BFHD, no new employees have been hired in the past 2 years. In Environmental Health, CD and immunizations programs at BFHD, no new employees have been hired in the past 2 years No new EH staff hired in last two years, therefore requirement for evidence of review of job descriptions with new hires is NA.	Job Description Provided NEW HIRE CHECKLIST-- blank template, Job Description Screenshot Directory available to all staff, Position Description Review PHN1 Job Description Provided NEW HIRE CHECKLIST-- blank template, Job Description Screenshot Directory available to all staff, Position Description Review PHN1 Job Description Provided NEW HIRE CHECKLIST-- blank template, Job Description Screenshot Directory available to all staff,

**Benton-Franklin Health District
Detailed Agency Report**

Domain: 8 Maintain a competent public health workforce

Standard: 1 Maintain a Qualified Public Health Workforce

Recruit, hire and retain a qualified and diverse public health workforce.

	Score	Comments	Documents
8.1.3 L	2	In Environmental Health, CD and immunizations programs at BFHD, no new employees have been hired in the past 2 years In Environmental Health, CD and immunizations programs at BFHD, no new employees have been hired in the past 2 years EH has no new hires in the last 2 years.	Credentials and Training Policy- 1-2010, Employee License cert page performance review: upon annual review, employee supervisors verify that license & certifications are current, Hiring and Qualification Policy- 1-2010, Licensing Certification, Verification Education Qualifications Log Credentials and Training Policy- 1-2010, Employee License cert page performance review: upon annual review, employee supervisors verify that license & certifications are current, Hiring and Qualification Policy- 1-2010, Licensing Certification, Verification Education Qualifications Log Credentials and Training Policy- 1-2010, Employee License cert page performance review: upon annual review, employee supervisors verify that license & certifications are current, Hiring and Qualification Policy- 1-2010, Licensing Certification, Verification Education Qualifications Log
8.1.4 L	2		WSU affiliation agreement BFHD

Score Totals for Standard: 1 Maintain a Qualified Public Health Workforce

	Specific LHJ Totals
Demonstrated	100%
Partially Demonstrated	0%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District Detailed Agency Report

Domain: 8 Maintain a competent public health workforce

Standard: 2 Maintain a Competent Public Health Workforce

Assess staff competencies and address gaps by enabling organizational and individual training and development opportunities.

	Score	Comments	Documents
8.2.1 L	2	The evidence for this measure could be strengthened by showing total percent of employees with current evaluations by program being reviewed. The evidence for this measure could be strengthened by showing total percent of employees with current evaluations by program being reviewed. The evidence for this measure could be strengthened by showing total percent of employees with current evaluations by program being reviewed.	Employee Performance Review-template and credentials cover page, Employee Self Review template, Performance Evaluation Log, Performance Evaluation Policy Employee Performance Review-template and credentials cover page, Employee Self Review template, Performance Evaluation Log, Performance Evaluation Policy Employee Performance Review-template and credentials cover page, Employee Self Review template, Performance Evaluation Log, Performance Evaluation Policy
8.2.2 L	1	No evidence of assessment of training needs or of needs for the development of core competencies.	Discrimination Harassment Employee Training, MCH Orientation and Training Checklist 2010, BFHD Training SmartPH , Land Use Training Checklist
8.2.3 L	2		Discrimination Harassment Supervisor Training, Discrimination Harassment training attendance log, 2010 Leadership Training Excel

Score Totals for Standard: 2 Maintain a Competent Public Health Workforce

	Specific LHJ Totals
Demonstrated	67%
Partially Demonstrated	33%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District

Detailed Agency Report

Domain: 9 Evaluate and continuously improve processes, programs, and interventions

Standard: 1 Evaluate the Effectiveness of Public Health Processes, Programs, and Interventions

Evaluate public health processes, programs, and interventions provided by the agency and its contractors.

	Score	Comments	Documents
9.1.1 L	1	The BOH review and approval of the agency Strategic Plan does not fully demonstrate the requirement for BOH engagement in establishing a performance management system.	BFHD BOARD OF HEALTH--- October 15, 2008
9.1.2 L	2		BFHD QI Plan 2010-2011 final, Leadership Training, QI Meeting Minutes March 2009, QI Meeting Minutes April 2009, QI Meeting Minutes May 2009, QI Meeting Minutes January 2010
9.1.3 L	2		5930 Performance Measure_updatetoBOHMarch2009, TB Logic Model.012009 5930 Immunizations LM, 5930 Performance Measure_updatetoBOHMarch2009, BFHD QI Plan 2010-11 final, BFHD OSS Logic Model-2010, 2010- Work Plan OSS
9.1.4 L	1	This measure requires documentation of monitoring at least 2 of the quantifiable outcome or performance measures established for Immunization. Unable to verify monitoring or reporting of results for a 2nd the quantifiable performance measure for Immunizations. This measure requires documentation of monitoring at least 2 of the quantifiable outcome or performance measures established for the OSS in the 2010 workplan or in the Logic Model.	5930 CDES Interim Report July- December 2010 5930 Performance Measure #1-Benton- Franklin Health District-Report for 2010 No valid documentation provided

Benton-Franklin Health District

Detailed Agency Report

Domain: 9 Evaluate and continuously improve processes, programs, and interventions

Standard: 1 Evaluate the Effectiveness of Public Health Processes, Programs, and Interventions

Evaluate public health processes, programs, and interventions provided by the agency and its contractors.

	Score	Comments	Documents
9.1.5 L	1	<p>This measure requires documentation of using the results of at least 2 of the quantifiable outcome or performance measures established for the CD program in measure 9.1.3 to evaluate the effectiveness of the CD program and to identify opportunities for improvement. Unable to identify results or opportunities for improvement from a 2nd quantifiable measure for CD.</p> <p>This measure requires documentation of using the results of at least 2 of the quantifiable outcome or performance measures established for Immunizations. Unable to verify 2nd performance measure data results or identifying improvements.</p> <p>This measure requires documentation of using the results of at least 2 of the quantifiable outcome or performance measures established for the OSS (Wastewater) in the 2010 workplan or in the Logic Model to evaluate the effectiveness of the OOS (Wastewater) program and to identify opportunities for improvement.</p>	<p>Performance Measure2-Self-Assessment- Q 1-Q2 2009 and Q3 & Q4 2009 and 08/17/2010</p> <p>5930 Performance Measure update 12-2010</p> <p>No valid documentation provided</p>
9.1.6 L	1	<p>Two good examples of satisfaction surveys and using them for improvement were provided, but reviewers was unable to verify the systematic process for assessing and improving customer satisfaction, such as a list of all customer types and plans for satisfaction surveys.</p>	<p>Installer Survey Results 2010, OSS Survey Results Change to Process, Food Program Food Worker Card Attendee Survey May 2008</p>
9.1.7 L	2		<p>BFHD Training SmartPH Jan 2011 (sessions on Program Evaluation and on development of Performance Measures)</p>
9.1.8 L	2		<p>2010 BFHD Report of Performance Progress, BOH January 20, 2010, BOH May 19, 2010, BOH August 2, 2009, 2009 Annual Report Final, BFHD H1N1 AAR Final, BOH Agenda January 2011</p>

Benton-Franklin Health District

Detailed Agency Report

Domain: 9 Evaluate and continuously improve processes, programs, and interventions

Standard: 1 Evaluate the Effectiveness of Public Health Processes, Programs, and Interventions

Evaluate public health processes, programs, and interventions provided by the agency and its contractors.

	Score	Comments	Documents
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Score Totals for Standard: 1 Evaluate the Effectiveness of Public Health Processes, Programs, and Interventions

	Specific LHJ Totals
Demonstrated	50%
Partially Demonstrated	50%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

**Benton-Franklin Health District
Detailed Agency Report**

Domain: 9 Evaluate and continuously improve processes, programs, and interventions

Standard: 2 Implement Quality Improvement

Implement quality improvement of public health processes, programs, and interventions.

	Score	Comments	Documents
9.2.1 L	2		BFHD QI Plan 2010-11 final
9.2.2 L	2		2010 BFHD Report of Performance Progress, QI Meeting Minutes January 2010, QI Meeting Minutes March 2009, QI Meeting Minutes May 2009, QI Work Plan calendar 2010-2011
9.2.3 L	2		Sign In Sheet PH Standards ILinc Training, QI Training Excel
9.2.4 L			

Score Totals for Standard: 2 Implement Quality Improvement

	Specific LHI Totals
Demonstrated	100%
Partially Demonstrated	0%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

**Benton-Franklin Health District
Detailed Agency Report**

Domain: 10 Contribute to and apply the evidence base of public health

Standard: 1 Identify and Use Evidence-Based and Promising Practices

Identify and use evidence-based and promising practices.

	Score	Comments	Documents
10.1.1 L	1	This measure requires two examples showing the review and use of evidence-based/promising practices. Unable to verify second example.	Expedited Partner Therapy and STD Surveillance Netwo.docx, communication with providers.pdf

Score Totals for Standard: 1 Identify and Use Evidence-Based and Promising Practices

	Specific LHJ Totals
Demonstrated	0%
Partially Demonstrated	100%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Benton-Franklin Health District
Detailed Agency Report

Domain: 10 Contribute to and apply the evidence base of public health

Standard: 2 Promote Understanding and Use of Research

Promote understanding and use of the current body of research results, evaluations, and evidence-based practices with appropriate audiences.

	Score	Comments	Documents
10.2.1 L	2		Blast Fax Flu.pdf; Whats New in Medicine 2010 Rev4.pdf; What's New in Medicine 2007 cover page.pdf
10.2.2 L	0		No documentation provided

Score Totals for Standard: 2 Promote Understanding and Use of Research

	Specific LHJ Totals
Demonstrated	50%
Partially Demonstrated	0%
NOT Demonstrated	50%

Note: Totals may not equal 100% due to rounding

**Benton-Franklin Health District
Program Report**

Program: Communicable Disease

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
3.1.4 L	Review prevention and education information of all types (including technical assistance) at least every other year and update, expand or contract as needed based on revised regulations, changes in community needs, evidence-based practices and public health data. There is a process to evaluate the content and use of and to update materials	0		No documentation provided	
6.2.1 L	Maintain agency knowledge and consistent application of public health laws	2		BFHD Positions with Enforcement Activities- January 2011, BFHD Rules mandating actions-- CD, Communicable disease update for Preventive Health sta, 5930 CDES Interim Report July-December 2010, Health Officer Job Description	
6.2.3 L	Provide education to regulated entities regarding their responsibilities and methods to achieve full compliance with applicable laws	2		Notifiable Letter to Providers & mousepad, Perinatal Hepatitis B reporting letter 7.27.10, Reporting HBsAg Poster	
6.3.1 L	Maintain current written procedures and protocols for conducting enforcement actions	2		TB Manual, Health Officers Authority Letter,	
6.3.2 L	Conduct inspection activities of regulated entities according to mandated frequency and/or a risk analysis method that guides the frequency and scheduling of inspections of regulated entities		This measure is NA for CD program.		

**Benton-Franklin Health District
Program Report**

Program: Communicable Disease

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
6.3.3 L	Conduct enforcement activities and follow up on complaints according to procedures and protocols for both routine and emergency situations		This measure is NA for CD program.		
6.3.4 L	Conduct analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness		This measure is NA for CD program.		
6.3.5 L	Coordinate notification of violations to the public, when required, and coordinate the sharing of information about enforcement activities, analysis, results and follow-up activities among appropriate agencies		This measure is NA for CD program.		
8.1.2 L	Make job standards and position descriptions available to staff	2	In Environmental Health, CD and immunizations programs at BFHD, no new employees have been hired in the past 2 years.	Job Description Provided NEW HIRE CHECKLIST-- blank template, Job Description Screenshot Directory available to all staff, Position Description Review PHN1	

**Benton-Franklin Health District
Program Report**

Program: Communicable Disease

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
8.1.3 L	Confirm that staff meet qualifications for their positions, job classifications and licensure	2	In Environmental Health, CD and immunizations programs at BFHD, no new employees have been hired in the past 2 years	Credentials and Training Policy- 1-2010, Employee License cert page performance review: upon annual review, employee supervisors verify that license & certifications are current, Hiring and Qualification Policy- 1-2010, Licensing Certification, Verification Education Qualifications Log	
8.2.1 L	Complete performance evaluations and improvement/training plans	2	The evidence for this measure could be strengthened by showing total percent of employees with current evaluations by program being reviewed.	Employee Performance Review-template and credentials cover page, Employee Self Review template, Performance Evaluation Log, Performance Evaluation Policy	
9.1.3 L	Establish goals, objectives and performance measures for processes, programs and interventions	2		5930 Performance Measure_updatetoBOH March2009, TB Logic Model.012009	
9.1.4 L	Monitor performance measures for processes, programs and interventions	2		5930 CDES Interim Report July-December 2010	

Benton-Franklin Health District Program Report

Program: Communicable Disease

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
9.1.5 L	Evaluate the effectiveness of processes, programs, and interventions and identify needs for improvement	1	This measure requires documentation of using the results of at least 2 of the quantifiable outcome or performance measures established for the CD program in measure 9.1.3 to evaluate the effectiveness of the CD program and to identify opportunities for improvement. Unable to identify results or opportunities for improvement from a 2nd quantifiable measure for CD.	Performance Measure2-Self-Assessment- Q 1-Q2 2009 and Q3 & Q4 2009 and 08/17/2010	

Score Total for: Communicable Disease

	Specific LHJ Totals
Demonstrated	80%
Partially Demonstrated	10%
NOT Demonstrated	10%

Note: Totals may not equal 100% due to rounding

**Benton-Franklin Health District
Program Report**

Program: Immunizations

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
3.1.4 L	Review prevention and education information of all types (including technical assistance) at least every other year and update, expand or contract as needed based on revised regulations, changes in community needs, evidence-based practices and public health data. There is a process to evaluate the content and use of and to update materials	0		No documentation provided	
8.1.2 L	Make job standards and position descriptions available to staff	2	In Environmental Health, CD and immunizations programs at BFHD, no new employees have been hired in the past 2 years	Job Description Provided NEW HIRE CHECKLIST-- blank template, Job Description Screenshot Directory available to all staff, Position Description Review PHN1	
8.1.3 L	Confirm that staff meet qualifications for their positions, job classifications and licensure	2	In Environmental Health, CD and immunizations programs at BFHD, no new employees have been hired in the past 2 years	Credentials and Training Policy- 1-2010, Employee License cert page performance review: upon annual review, employee supervisors verify that license & certifications are current, Hiring and Qualification Policy- 1-2010, Licensing Certification, Verification Education Qualifications Log	

**Benton-Franklin Health District
Program Report**

Program: Immunizations

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
8.2.1 L	Complete performance evaluations and improvement/training plans	2	The evidence for this measure could be strengthened by showing total percent of employees with current evaluations by program being reviewed.	Employee Performance Review-template and credentials cover page, Employee Self Review template, Performance Evaluation Log, Performance Evaluation Policy	
9.1.3 L	Establish goals, objectives and performance measures for processes, programs and interventions	2		5930 Immunizations LM, 5930 Performance Measure_updatetoBOH March2009, BFHD QI Plan 2010-11 final,	
9.1.4 L	Monitor performance measures for processes, programs and interventions	1	This measure requires documentation of monitoring at least 2 of the quantifiable outcome or performance measures established for Immunization. Unable to verify monitoring or reporting of results for a 2nd the quantifiable performance measure for Immunizations.	5930 Performance Measure #1-Benton-Franklin Health District-Report for 2010	

Benton-Franklin Health District Program Report

Program: Immunizations

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
9.1.5 L	Evaluate the effectiveness of processes, programs, and interventions and identify needs for improvement	1	This measure requires documentation of using the results of at least 2 of the quantifiable outcome or performance measures established for Immunizations. Unable to verify 2nd performance measure data results or identifying improvements.	5930 Performance Measure update 12-2010	

Score Total for: Immunizations

	Specific LHJ Totals
Demonstrated	57%
Partially Demonstrated	29%
NOT Demonstrated	14%

Note: Totals may not equal 100% due to rounding

**Benton-Franklin Health District
Program Report**

Program: OSS-Waste Water

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
3.1.4 L	Review prevention and education information of all types (including technical assistance) at least every other year and update, expand or contract as needed based on revised regulations, changes in community needs, evidence-based practices and public health data. There is a process to evaluate the content and use of and to update materials	0		No documentation provided	
6.2.1 L	Maintain agency knowledge and consistent application of public health laws	1	Land Use training log did not indicate type of training or content in order to verify training in the uses of laws. Unable to verify 3rd requirement of measure--- documentation of consistent application of laws, such as internal audits or systematic review of case reports.	License Verification Document, BFHD Rules mandating action, BFHD positions with duties including Enforcement Activities, Health Officer Job Description, EHS Job Description Enforcement	
6.2.3 L	Provide education to regulated entities regarding their responsibilities and methods to achieve full compliance with applicable laws	2	The evidence for this measure should be strengthened by providing documentation of training to system installers or pool operators in the applicable laws.	EH Memorandum for Sewage, pool memo 2010	
6.3.1 L	Maintain current written procedures and protocols for conducting enforcement actions	2		Land Use, Sewage and Water section- Complaint response procedure2008, ON-SITE SEWAGE DISPOSAL SYSTEM INSPECTION PROCEDURE	

**Benton-Franklin Health District
Program Report**

Program: OSS-Waste Water

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
6.3.2 L	Conduct inspection activities of regulated entities according to mandated frequency and/or a risk analysis method that guides the frequency and scheduling of inspections of regulated entities	2		Screen shot of Land use logs documenting inspections, OSS rules.pdf	
6.3.3 L	Conduct enforcement activities and follow up on complaints according to procedures and protocols for both routine and emergency situations	2		Complaint log screen shot and screen shot of data entry page, Complaint Response Procedure, Complaint Results-- case report, BFHD OSS Failure case report	
6.3.4 L	Conduct analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness	0		No documentation provided	
6.3.5 L	Coordinate notification of violations to the public, when required, and coordinate the sharing of information about enforcement activities, analysis, results and follow-up activities among appropriate agencies	2		EH Press release sewage discharge Grandview- may 2010, EH Compliant response procedure 2008, EH Complaint log screen shot and shot of data collection, English and Spanish EH Web posting: Flooding	

**Benton-Franklin Health District
Program Report**

Program: OSS-Waste Water

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
8.1.2 L	Make job standards and position descriptions available to staff	2	No new EH staff hired in last two years, therefore requirement for evidence of review of job descriptions with new hires is NA.	Job Description Provided NEW HIRE CHECKLIST-- blank template, Job Description Screenshot Directory available to all staff,	
8.1.3 L	Confirm that staff meet qualifications for their positions, job classifications and licensure	2	EH has no new hires in the last 2 years.	Credentials and Training Policy- 1-2010, Employee License cert page performance review: upon annual review, employee supervisors verify that license & certifications are current, Hiring and Qualification Policy- 1-2010, Licensing Certification, Verification Education Qualifications Log	
8.2.1 L	Complete performance evaluations and improvement/training plans	2	The evidence for this measure could be strengthened by showing total percent of employees with current evaluations by program being reviewed.	Employee Performance Review-template and credentials cover page, Employee Self Review template, Performance Evaluation Log, Performance Evaluation Policy	

**Benton-Franklin Health District
Program Report**

Program: OSS-Waste Water

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
9.1.3 L	Establish goals, objectives and performance measures for processes, programs and interventions	2		BFHD OSS Logic Model-2010, 2010-Work Plan OSS	BFHD OSS Logic Model-2010, 2010-Work Plan OSS
9.1.4 L	Monitor performance measures for processes, programs and interventions	0	This measure requires documentation of monitoring at least 2 of the quantifiable outcome or performance measures established for the OSS in the 2010 workplan or in the Logic Model.	No valid documentation provided	
9.1.5 L	Evaluate the effectiveness of processes, programs, and interventions and identify needs for improvement	0	This measure requires documentation of using the results of at least 2 of the quantifiable outcome or performance measures established for the OSS (Wastewater) in the 2010 workplan or in the Logic Model to evaluate the effectiveness of the OOS (Wastewater) program and to identify opportunities for improvement.	No valid documentation provided	

**Benton-Franklin Health District
Program Report**

Program: OSS-Waste Water

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
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Score Total for: OSS-Waste Water

	Specific LHI Totals
Demonstrated	64%
Partially Demonstrated	7%
NOT Demonstrated	29%

Note: Totals may not equal 100% due to rounding