

# Standards for Public Health in Washington State

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## *Chelan-Douglas Health District*

### *2011 Performance Review Report (WA 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

- Chelan Douglas Trends Home Page – great examples of the analytic reports and local health data profiles
- Demographic reports such as the 2009 Annual Report which is a great example of how you shared information with your local board of health.
- Notifiable Conditions manual appears thorough and well thought out.
- Communication processes with extensive translation of materials into Spanish
- Emergency Preparedness activities including the work with community partners and the Continuity of Operations Plan in the 12-2010 ERP
- Forms for staff evaluations, long and short versions that give managers flexibility in conducting timely evaluations

## Areas for Improvement

- Identify opportunities to communicate CDHD mission, vision and role
- Develop IT – IS plan and systems for firewalls, passwords, back-up system testing
- Consistently document trainings/staff meetings with content presented, who attended, who intended audience is
- Conduct analysis of data and use of data to identify improvement opportunities and in health policies, as appropriate
- Stronger documentation of disseminating reports/materials to community members and general public

## 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](http://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](mailto:wanda.williams@doh.wa.gov)

## Chelan-Douglas 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.1.2 L	2	Demonstrated
A.1.3 L	1	Partially Demonstrated
A.1.4 L	2	Demonstrated
A.1.5 L	2	Demonstrated
A.1.6 L	2	Demonstrated
A.1.7 L	0	NOT Demonstrated
A.1.8 L	0	NOT Demonstrated

Standard: 2 Provide Financial Management Systems

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

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

## Chelan-Douglas Health District Summary Site Report

**Score Key:**

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

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	2	Demonstrated
1.2.2 L	2	Demonstrated

Standard: 3 Use Data for Public Health Action

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

## Chelan-Douglas Health District Summary Site Report

**Score Key:**

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

Standard: 1 Investigate Health Problems and Environmental Public Health Hazards

Measure	Score	Compliance Demonstration
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

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

## Chelan-Douglas Health District Summary Site Report

**Score Key:**

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

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

Measure	Score	Compliance Demonstration
3.1.3 L	↑ 1	Partially Demonstrated
3.1.4 L	↑ 1	Partially Demonstrated

Standard: 2 Communicate Information on Public Health Issues and Functions

Measure	Score	Compliance Demonstration
3.2.1 L	↑ 1	Partially Demonstrated
3.2.2 L	2	Demonstrated
3.2.3 L	2	Demonstrated
3.2.4 L	2	Demonstrated
3.2.5 L	↑ 1	Partially 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	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

## Chelan-Douglas Health District Summary Site Report

**Score Key:**

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

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

Measure	Score	Compliance Demonstration
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Domain: 5 Develop public health policies and plans

Standard: 2 Develop and Implement a Strategic Plan

Measure	Score	Compliance Demonstration
5.2.1 L	0	NOT Demonstrated
5.2.2 L	0	NOT Demonstrated
5.2.3 L	NA	Not Applicable

Standard: 4 Maintain All Hazards/Emergency Response Plan

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

Domain: 6 Enforce public health laws and regulations

Standard: 2 Educate About Public Health Laws

Measure	Score	Compliance Demonstration
6.2.1 L	2	Demonstrated
6.2.2 L	0	NOT Demonstrated
6.2.3 L	2	Demonstrated

## Chelan-Douglas 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
6.3.1 L	2	Demonstrated
6.3.2 L	2	Demonstrated
6.3.3 L	2	Demonstrated
6.3.4 L	1	Partially 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

Domain: 8 Maintain a competent public health workforce

## Chelan-Douglas 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
8.1.1 L	2	Demonstrated
8.1.2 L	2	Demonstrated
8.1.3 L	2	Demonstrated

Standard: 2 Maintain a Competent Public Health Workforce

Measure	Score	Compliance Demonstration
8.2.1 L	1	Partially Demonstrated
8.2.2 L	0	NOT Demonstrated
8.2.3 L	0	NOT 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
9.1.2 L	0	NOT 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	1	Partially Demonstrated
9.1.8 L	0	NOT Demonstrated

## Chelan-Douglas Health District Summary Site Report

**Score Key:**

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

Standard: 2 Implement Quality Improvement

Measure	Score	Compliance Demonstration
9.2.1 L	0	NOT Demonstrated
9.2.2 L	1	Partially Demonstrated
9.2.3 L	1	Partially 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	2	Demonstrated

**Overall Score Totals**

	Specific LHJ Totals
Demonstrated	66%
Partially Demonstrated	21%
NOT Demonstrated	13%

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

# Chelan-Douglas 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.1.2 L	2		Breaches of Confidentiality Policy, Client Form Notice of Privacy Policies & Practices 2009 English & Spanish, Confidentiality & Form Completion List & Agenda, Mailing and Electronic Transmission Policy, Protection of Confidential Information Policy, Release of Confidential Information Policy, Transporting, Storing and Disposing of Conf Info Policy, HIPPA Presentation, Employee Confidentiality Stmt,
A.1.3 L	1	It is not evident by the materials presented who attended the culturally and linguistically appropriate training.	CDHD Policy on Development of socially, culturally and linguistic materials, 2010 Be a germ buster poster, 2010 Cover your cough poster, Cross Cultural Communication Tobacco staff Training
A.1.4 L	2		Personnel Manual 2010, Admin. Policy on Computing Resources, Collective Bargaining Agreement, Harassment Training, Performance Evaluation Self Review, Employee Evaluation Form, Access Database of Employee Training, SmartPH Documentation continuing education, Monthly Timesheet
A.1.5 L	2		CDHD web site, Computer List, digitization project screens
A.1.6 L	2		carpet installation plan, car building update, resolution of problems, safety committee accomplishments
A.1.7 L	0	It is not evident from the materials presented that there is a process in place for assuring protection of data (passwords, firewalls, backup systems) and data systems, to address security and authorized use. There is no documentation of monitoring these processes for compliance.	

# Chelan-Douglas 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	0	It is not evident from the materials presented that there is a process in place for assuring protection of data (passwords, firewalls, backup systems) and data systems, to address security and authorized use. There is no documentation of monitoring these processes for compliance.	
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Score Totals for Standard: 1 Provide Infrastructure for Public Health Services

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

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

## Chelan-Douglas 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.2.2 L	2		CDHD Kitsap Interlocal Agreement, Fire records management
A.2.3 L	2		2009 Single Audit and Accountability Audit reports, YTD surplus/deficit by program report, September 2010 BOH update, copy of 2011 approved budget,

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**

## Chelan-Douglas 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		BOH Agenda for June 21, 2010 and Aug 16, 2010, 2009 Annual BOH Report, BOH Report on Drug Resistant TB,
A.4.2 L	2		BOH Orientation TOC, Administrator's calendar screen shot, BOH Agenda for June 21, 2010 and Aug 16, 2010, 2009 Annual BOH Report, BOH Report on Drug Resistant TB

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**

## Chelan-Douglas 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		24/7 Contact on website, 24/7 phone service contract, Oubreak Investigations Procedure Manual, CDHD CD policy procedure manual, On call schedule, PHEPR testing of 24/7, Confidentiality and Security Policies – Breaches of Confidentiality
1.1.2 L	1	It is not evident by the materials presented two examples of the trainings/meetings held with surveillance sites regarding reporting requirements, reportable diseases/conditions, and timeframes.	List of Reporters to the surveillance system, Sample secure CD communication, CD newsletter with data report, STD case report, 2010 CD newsletter with data September, Letter to CD providers re reporting requirements
1.1.3 L	2		PHIMS reporting, CDES Interim Report January, CHIF data form, CSHCN data report
1.1.4 L	2		PHIMS reporting, H1N1Summary Report Figures Tabs, CSHCN state report
1.1.5 L	2		P&P 1061 Finding new MDs re Notifiable conditions

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**

## Chelan-Douglas 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	2		CDHD Annual Report, Chelan Douglas Trends STD report and analysis, Chelan Douglas Trends, Documentation of public review of CD trends data, Multi-drug Resistant TB Report-2010, August 2010 BOH minutes
1.2.2 L	2		Chelan Douglas Trends Home Page, Chelan Douglas Trends Health Section Index, E-mail from Beth Stipe – Chelan Douglas Trends Launch; E-mail from Beth Stipe – Trends Planning Meeting

Score Totals for Standard: 2 Analyze Public Health Data

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

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

## Chelan-Douglas 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	1	The required documentation for this measure asks for two examples that show how the agency used data to inform the work of the agency. Note that the data alone will not serve as evidence of this measure. The agency must demonstrate the use of the data.	DRAB to FAB with speaker notes
1.3.2 L	2		E-mail from Beth Stipe – Chelan Douglas Trends Launch; E-mail from Beth Stipe – Trends Planning Meeting
1.3.3 L	2		Annual report to the Board of Health, 04-19-10 minutes, 10-30-09 emergency, Aug BOH minutes, board action, 01-26-09 BOH minutes, 02-23-09 BOH minutes, BOH presentation, environmental report, health officer,

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**

## Chelan-Douglas 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		CDHD Outbreak Investigation Procedure Manual, WA State Guidelines for Public Health Investigations, 2010 Epi Response Plan, CDHD CD Policy and Procedure Manual
2.1.5 L	2		Tracking log of notifiable conditions, WAC reference for notifiable conditions

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**

## Chelan-Douglas 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		WA State Guidelines for Public Health Investigation, PEP form, CDHD Outbreak Investigation Policy, Epi Response Plan
2.2.2 L	2		Outbreak Investigation Policy, CDHD Emergency Response Plan
2.2.3 L	2		List of significant events 2006-2010, CDHD AAR, Outbreak summary on e-coli outbreak in 2006, outbreak investigation manual for CDHD, AAR with a Corrective Action Plan for the H1N1 Vaccine distribution.

Score Totals for Standard: 2 Contain/Mitigate 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**

## Chelan-Douglas 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		medical advisory, 24-7 contact, emergency contact, b rt corner
2.4.2 L	2		medical advisory, blast fax lists, Han network, 24-7 test, alerting test
2.4.3 L	2		e-coli news release, swine flue release,
2.4.4 L	2		Newspaper ad regarding the H1N1 pandemic, CDHD's web site, news releases

Score Totals for Standard: 4 Maintain Policies for Communication

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

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

## Chelan-Douglas 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		Community Health & Preparedness Update-May 17, 2010, Health Education Presentation Log (2), Kiwanis Club Presentation 2-2010, 5-17-2010 BOH minutes
3.1.2 L	2		Partners meeting on policy for H1N1, Updated Guidance for School/Daycare On H1N1 Influenza in Chelan and Douglas Counties- 2009, Keeping Healthy: 10 Tips for Businesses, Flu response 18, STEPS LEADERSHIP CONTACT LIST, STEPS presentation for BOH,
3.1.3 L	1	Unable to verify that health data was used to develop prevention priorities.	Minutes Board of Health Meeting-Chelan-Douglas Health District-July 11, 2008, Program Priorities and Financial Summaries 2008, CDES Official Report 2010
3.1.4 L	1	Unable to verify 2nd example of updated information	page from materials review log, educational materials document, CD Educational materials database with numerous revision entries, , Website links to FP forms, 2009 Annual CDHD report, educational materials document, Example page of educational materials review- 2009, educational materials document, CD Educational materials database with numerous revision entries, Immunization News - March 2009

## Chelan-Douglas 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
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Score Totals for Standard: 1 Provide Prevention and Wellness Policies, Programs, Processes, and Interventions

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

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

## Chelan-Douglas 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	1	Unable to verify providing information on mission and role and who received information and dates of distribution of the CDHD brochure. .	Website services list, Tobacco news release 8-2010, CDHD brochure-january 2010
3.2.2 L	2		Emergency Communication Plan for The Chelan-Douglas Health District-Updated July 09, 2010
3.2.3 L	2		CDHD LOCAL EMERGENCY RESPONSE PLAN-(Revised 7/28/10)-appendix V- communications, Emergency Communication Plan for The Chelan-Douglas Health District-Updated July 09, 2010
3.2.4 L	2		CDHD main website with annotations for required items
3.2.5 L	1	Unable to verify TTY for hearing impaired	Population and language data- both counties, Staff Interpreter List10/6/2010, Spanish- Do Not Enter sign for schools, Spanish language flyer on using a thermometer, Ad for special needs on website

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

	Specific LHI Totals
Demonstrated	60%
Partially Demonstrated	40%
NOT Demonstrated	0%

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

## Chelan-Douglas 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	2		Oral Health coalition membership, 2010 Partnership for Children and Families membership, Partnership Brochure, Food Advisory Committee, SAC, Septic and Land-use Advisory Committee

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

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

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

## Chelan-Douglas 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	It is not evident by the materials presented how the assessment reports were disseminated to community members with in the last 24 months. (e.g., who received the reports, by what method and/or a record of the discussion of the reports by recipients in minutes for the two examples.	Chelan Douglas Trends Home Pages,
4.2.2 L	2		School policy on H1N1, an agenda for change, BOH reshaping public health, news release swine flu,

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

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

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

## Chelan-Douglas 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	0		No documentation provided
5.2.2 L	0		No documentation provided
5.2.3 L			

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

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

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

## Chelan-Douglas 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		CHELAN DOUGLAS COALITION - FOR PUBLIC HEALTH & COMMUNITY PARTNERS IN PANDEMIC & ALL HAZARDS PREPAREDNESS PLANNING- January 2008, Pan Flu exercise planning meeting-8-2008, AAR-CDHD H1N1 Response-Fall 2009 – Spring 2010, Emergency Preparedness Updated Plan (CD) Sent out 8/16/2010- distribution/contact list, Emergency Response Partners Coalition All Hazards Preparedness Planning- February 11th, 2009
5.4.2 L	2		Continuity of Operations Plan for the Chelan-Douglas Health District- 12-2010, Emergency Response Partners Coalition-All Hazards Preparedness Planning-February 11th, 2009, Pan Flu Hot Wash on May 12, 2009;
5.4.3 L	2		Continuity of Operations Plan for the Chelan-Douglas Health District- 12-2010, H1N1 News Release- 11-2009, WNV pamphlet and distribution list

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

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

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

## Chelan-Douglas 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	2		March and April 2010 log of notifiable conditions reports, CD Coord position description and training log, WAC reference for notifiable conditions Inspection Flow chart, EH Dir, EHS and EHSII position descriptions, Food Staff List, EH Training Manual- 2007 for 2 staff, Operating Procedures for Implementing Food Rule, Oct. 2010 BOH report on 2009 Food Program Activity, Compliance Actions with Deadlines table
6.2.2 L	0		No documentation provided
6.2.3 L	2		9-2009 letter to CD providers, Vaccine newsletter- 8-2010, Current Conditions of interest newsletter- 2010 CDHD EH Forms, Information and Documents url; Food newsletters url; Winter 2009 Newsletter

Score Totals for Standard: 2 Educate About Public Health Laws

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

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

## Chelan-Douglas 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		WAC reference for notifoibale conditions and legal requirements, Outbreak Investigation Procedure Manual-2010, CDHD CD policy procedure manual-2010 Inspection Flow chart, Operating Procedures for Implementing Food Rule, Health Code
6.3.2 L	2	This measure is NA for CD	Inspection Flow Chart, EHD calendar with schedule of annual field reviews, Notice of Hearing- 2-2009, Compliance Actions with Deadlines table
6.3.3 L	2	This measure is NA for CD	Inspection Flow chart, Operating Procedures for Implementing Food Rule, Screenshot from Food database showing mandatory reinspection dates, screen shot of current facilities on enforcement,
6.3.4 L	1	This measure is NA for CD This measure also requires reports of analysis of complaints and the documentation did not address this requirement.	2009 Annual CDHD Report, screen shot of current facilities on enforcement,
6.3.5 L	2	This measure is NA for CD	Inspection Flow Chart, China Express News Release,

Score Totals for Standard: 3 Conduct Enforcement Activities

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

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

## Chelan-Douglas 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		Community Needs Assessment 2010, Partnership Membership List April 2010, Oral Health Meeting, Oral Health Coalition Agenda Sept 2010
7.1.2 L	2		DOH Home Visiting Needs Assessment, access surveys oral health, dental insurance, smile survey results, est uninsured PHEPR, PHEPR email
7.1.3 L	2		Community Needs Assessment 2010, smile survey, oral health coalition

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**

## Chelan-Douglas 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		Home Visiting Needs Assessment, Oral Health Coalition
7.2.2 L	2		Chelan Douglas Interagency Coordinating Council, inter agency committee, coordinated schools, intgeragency cooperative agreement

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

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

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

## Chelan-Douglas 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		Personnel Manual revised 2010, Succession Plan-Chelan Douglas Health District-August 2009, Personnel Policy-Team Leader Positions-5/21/07 – Updated August 2010; verification of retention activities onsite
8.1.2 L	2		Reviewer verified that job descriptions available onsite. No new employees in last two years. Reviewer verified that job descriptions available onsite. No new employees in last two years. Reviewer verified that job descriptions available onsite. No new employees in last two years.
8.1.3 L	2	No new staff in last two years, so 2nd requirement is NA. No new staff in last two years, so 2nd requirement is NA. No new staff in last two years, so 2nd requirement is NA.	License expiration log, Food program Training manual- 2009, License Expiration log-2008 License Verification Log,

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

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

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

## Chelan-Douglas 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	1	Unable to verify the policy or protocol for conducting employee evaluations Unable to verify the policy or protocol for conducting employee evaluations. Unable to verify the policy or protocol for conducting employee evaluations.	Employee Evaluation Form- Template, Employee log of performance evaluations, CD nurse evaluation for 2010 Employee Evaluation Form- Template, Employee log of performance evaluations, two completed Food safety staff evaluations for 2011 Employee Evaluation Form- Template, Employee log of performance evaluations, Immu nurse evaluation for 2011
8.2.2 L	0	The focus of this measure is an agency wide workforce development plan or a systematic assessment of workforce needs and the results.	No valid documentation provided for this measure.
8.2.3 L	0		No documentation provided

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

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

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

## Chelan-Douglas 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
9.1.2 L	0		No documentation provided
9.1.3 L	2		5930 Work Plan Template- Consolidated Contract Deliverable- Performance Measure #2 2009 Annual Report 5930 Work Plan Template- Measure 1A and 1 B,
9.1.4 L	1	This measure requires monitoring of the two measures presented in 9.1.3.	5930 reports- 2008 and 2009 for Measure #2 2009 Annual Report No valid documentation provided for this measure.
9.1.5 L	1	The Drab to Fab presentation did not describe how the 5930 measures were analyzed against targets and used to identify improvement.  Unable to verify the analysis of the 2 measures presented in 9.1.3, but the AFIX review letter shows use of the information for improvement.	No valid documentation provided for this measure 2009 Annual Report, 2009 Food Program Report AFIX review letter
9.1.6 L	1	Unable to verify the types or groups of customers or the use of the EH survey results to improve program services.	2007, 2008 and 2009 Food safety program, SW and WRF survey results, TB patient satisfaction survey template
9.1.7 L	1	Unable to verify any additional staff training in evaluation methods or tools.	Documentation of one staff participation in Immunization Program evaluation course in 2008
9.1.8 L	0	Unable to verify that the 2009 CDHD Annual report or of recommendations of AARs have been reported to the BOH.	No valid documentation provided for this measure

## Chelan-Douglas 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	14%
Partially Demonstrated	57%
NOT Demonstrated	29%

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

## Chelan-Douglas 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	0		No documentation provided
9.2.2 L	1	Unable to verify 2nd example of conducting quality improvement efforts, including QI tools and methods.	Tuberculosis Program Update-Operational changes and Program Improvements since January 1, 2008,
9.2.3 L	1	Unable to verify more than one staff person participating in QI methods and tools training.	Hot Topics QI training and attendance form for one staff person
9.2.4 L			

Score Totals for Standard: 2 Implement Quality Improvement

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

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

## Chelan-Douglas 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
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10.1.1 L	2		TB program, STEPS program
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Score Totals for Standard: 1 Identify and Use Evidence-Based and Promising Practices

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

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

**Chelan-Douglas 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	2		page from materials review log, educational materials document, CD Educational materials database with numerous revision entries, ,	
6.2.1 L	Maintain agency knowledge and consistent application of public health laws	2		March and April 2010 log of notifiable conditions reports, CD Coord position description and training log, WAC reference for notifiable conditions	
6.2.3 L	Provide education to regulated entities regarding their responsibilities and methods to achieve full compliance with applicable laws	2		9-2009 letter to CD providers, Vaccine newsletter- 8-2010, Current Conditions of interest newsletter-	
6.3.1 L	Maintain current written procedures and protocols for conducting enforcement actions	2		WAC reference for notifoibale conditions and legal requirements, Outbreak Investigation Procedure Manual- 2010, CDHD CD policy procedure manual-2010	
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		

**Chelan-Douglas 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		
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		
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		
8.1.2 L	Make job standards and position descriptions available to staff	2		Reviewer verified that job descriptions available onsite. No new employees in last two years.	
8.1.3 L	Confirm that staff meet qualifications for their positions, job classifications and licensure	2	No new staff in last two years, so 2nd requirement is NA.	License expiration log,	
8.2.1 L	Complete performance evaluations and improvement/training plans	1	Unable to verify the policy or protocol for conducting employee evaluations	Employee Evaluation Form- Template, Employee log of performance evaluations, CD nurse evaluation for 2010	

**Chelan-Douglas Health District  
Program Report**

Program: Communicable Disease

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		5930 Work Plan Template- Consolidated Contract Deliverable- Performance Measure #2	
9.1.4 L	Monitor performance measures for processes, programs and interventions	2		5930 reports- 2008 and 2009 for Measure #2	
9.1.5 L	Evaluate the effectiveness of processes, programs, and interventions and identify needs for improvement	0	The Drab to Fab presentation did not describe how the 5930 measures were analyzed against targets and used to identify improvement.	No valid documentation provided for this measure	

Score Total for: Communicable Disease

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

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

**Chelan-Douglas Health District  
Program Report**

Program: Food Safety

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	1	Unable to verify 2nd example of updated information	Website links to FP forms, 2009 Annual CDHD report, educational materials document,	
6.2.1 L	Maintain agency knowledge and consistent application of public health laws	2		Inspection Flow chart, EH Dir, EHS and EHSII position descriptions, Food Staff List, EH Training Manual- 2007 for 2 staff, Operating Procedures for Implementing Food Rule, Oct. 2010 BOH report on 2009 Food Program Activity, Compliance Actions with Deadlines table	
6.2.3 L	Provide education to regulated entities regarding their responsibilities and methods to achieve full compliance with applicable laws	2		CDHD EH Forms, Information and Documents url; Food newsletters url; Winter 2009 Newsletter	CDHD EH Forms, Information and Documents url
6.3.1 L	Maintain current written procedures and protocols for conducting enforcement actions	2		Inspection Flow chart, Operating Procedures for Implementing Food Rule, Health Code	

**Chelan-Douglas Health District  
Program Report**

Program: Food Safety

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		Inspection Flow Chart, EHD calendar with schedule of annual field reviews, Notice of Hearing- 2-2009, Compliance Actions with Deadlines table	
6.3.3 L	Conduct enforcement activities and follow up on complaints according to procedures and protocols for both routine and emergency situations	2		Inspection Flow chart, Operating Procedures for Implementing Food Rule, Screenshot from Food database showing mandatory reinspection dates, screen shot of current facilities on enforcement,	
6.3.4 L	Conduct analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness	1	This measure also requires reports of analysis of complaints and the documentation did not address this requirement.	2009 Annual CDHD Report, screen shot of current facilities on enforcement,	
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		Inspection Flow Chart, China Express News Release,	
8.1.2 L	Make job standards and position descriptions available to staff	2		Reviewer verified that job descriptions available onsite. No new employees in last two years.	

**Chelan-Douglas Health District  
Program Report**

Program: Food Safety

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	No new staff in last two years, so 2nd requirement is NA.	Food program Training manual- 2009, License Expiration log-2008	
8.2.1 L	Complete performance evaluations and improvement/training plans	1	Unable to verify the policy or protocol for conducting employee evaluations.	Employee Evaluation Form- Template, Employee log of performance evaluations, two completed Food safety staff evaluations for 2011	
9.1.3 L	Establish goals, objectives and performance measures for processes, programs and interventions	2		2009 Annual Report	2009 Annual Report
9.1.4 L	Monitor performance measures for processes, programs and interventions	2		2009 Annual Report	
9.1.5 L	Evaluate the effectiveness of processes, programs, and interventions and identify needs for improvement	2		2009 Annual Report, 2009 Food Program Report	

**Chelan-Douglas Health District  
Program Report**

Program: Food Safety

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
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Score Total for: Food Safety

	Specific LHJ Totals
Demonstrated	79%
Partially Demonstrated	21%
NOT Demonstrated	0%

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

**Chelan-Douglas 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	2		Example page of educational materials review- 2009, educational materials document, CD Educational materials database with numerous revision entries, Immunization News - March 2009	
8.1.2 L	Make job standards and position descriptions available to staff	2		Reviewer verified that job descriptions available onsite. No new employees in last two years.	
8.1.3 L	Confirm that staff meet qualifications for their positions, job classifications and licensure	2	No new staff in last two years, so 2nd requirement is NA.	License Verification Log,	
8.2.1 L	Complete performance evaluations and improvement/training plans	1	Unable to verify the policy or protocol for conducting employee evaluations.	Employee Evaluation Form- Template, Employee log of performance evaluations, Immu nurse evaluation for 2011	
9.1.3 L	Establish goals, objectives and performance measures for processes, programs and interventions	2		5930 Work Plan Template- Measure 1A and 1 B,	

## Chelan-Douglas Health District Program Report

Program: Immunizations

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
9.1.4 L	Monitor performance measures for processes, programs and interventions	0	This measure requires monitoring of the two measures presented in 9.1.3.	No valid documentation provided for this measure.	
9.1.5 L	Evaluate the effectiveness of processes, programs, and interventions and identify needs for improvement	1	Unable to verify the analysis of the 2 measures presented in 9.1.3, but the AFIX review letter shows use of the information for	AFIX review letter	

Score Total for: Immunizations

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

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