

# Standards for Public Health in Washington State

---

## *Clallam County*

## *Department of Health and Human Services*

## *2011 Performance Review Report (Basic 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

- Conduct and disseminate assessments focused on populations health status and issues facing the community
- Inform , educate and make information about health risks, health behaviors needs , prevention and wellness available in a variety of ways
- Engage with the community to identify and address health problems
- Enforce public health laws and regulations including making requirements available to the public
- Educate regulated entities and maintaining written policies and procedures for conducting enforcement actions

## Areas for Improvement

- Improve process and protocols to maintain collect data from multiple sources for comprehensive review and analysis of surveillance data
- Demonstrate collaborative engagement with community partners on long-term strategies and goals for community issues identified in the county's health assessment
- Complete components of Strategic Plan: vision, guiding principles/values, or targets (expected products or results) that are measureable and are connected to a time frame
- EH documentation of data via logs or data base with analysis and standards for follow-up at each level of the complaint process
- Analysis of patterns, trends and effectiveness
- Increase quality improvement processes, programs staff training and interventions to include completion of QI Plan including analysis and display of data including targets (expected products or results) that are measureable and connected to a time frame

## 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)

# Clallam County Department of Health and Human Services

## 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	1	Partially Demonstrated

Standard: 2 Provide Financial Management Systems

Measure	Score	Compliance Demonstration
A.2.3 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	1	Partially 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

**Clallam County Department of Health and Human Services  
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
1.3.3 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
2.1.5 L	2	Demonstrated

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

Measure	Score	Compliance Demonstration
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	1	Partially Demonstrated
2.4.4 L	2	Demonstrated

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

## Clallam County Department of Health and Human Services 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
3.1.1 L	2	Demonstrated
3.1.2 L	0	NOT Demonstrated

Standard: 2 Communicate Information on Public Health Issues and Functions

Measure	Score	Compliance Demonstration
3.2.3 L	2	Demonstrated
3.2.4 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	2	Demonstrated

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

Measure	Score	Compliance Demonstration
4.2.1 L	2	Demonstrated

Domain: 5 Develop public health policies and plans

**Clallam County Department of Health and Human Services  
Summary Site Report**

**Score Key:**

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

Standard: 2 Develop and Implement a Strategic Plan

Measure	Score	Compliance Demonstration
5.2.2 L	<sup>1</sup> 1	Partially Demonstrated
5.2.3 L	0	NOT Demonstrated

Standard: 4 Maintain All Hazards/Emergency Response Plan

Measure	Score	Compliance Demonstration
5.4.2 L	2	Demonstrated

Domain: 6 Enforce public health laws and regulations

Standard: 2 Educate About Public Health Laws

Measure	Score	Compliance Demonstration
6.2.2 L	2	Demonstrated
6.2.3 L	<sup>1</sup> 1	Partially 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
6.3.4 L	<sup>1</sup> 1	Partially Demonstrated

Domain: 7 Promote strategies to improve access to healthcare services

**Clallam County Department of Health and Human Services  
Summary Site Report**

**Score Key:**

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

Standard: 2 Implement Strategies to Improve Access to Healthcare Services

Measure	Score	Compliance Demonstration
7.2.1 L	↑ <b>1</b>	Partially Demonstrated

Domain: 8 Maintain a competent public health workforce

Standard: 2 Maintain a Competent Public Health Workforce

Measure	Score	Compliance Demonstration
8.2.1 L	↑ <b>1</b>	Partially Demonstrated
8.2.3 L	<b>0</b>	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
9.1.3 L	↑ <b>1</b>	Partially Demonstrated
9.1.4 L	↑ <b>1</b>	Partially Demonstrated

Standard: 2 Implement Quality Improvement

Measure	Score	Compliance Demonstration
9.2.2 L	<b>0</b>	NOT Demonstrated
9.2.3 L	<b>0</b>	NOT Demonstrated

**Clallam County Department of Health and Human Services  
Summary Site Report**

**Score Key:**

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

**Overall Score Totals**

	<b>Specific LHJ Totals</b>
Demonstrated	54%
Partially Demonstrated	31%
NOT Demonstrated	14%

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

# Clallam County Department of Health and Human Services

## 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	1	Unable to verify documentation of confidentiality training session content and participants.	Protected_Health_Information_Access_04-15-2008, Notice of Privacy Practice
---------	---	--	--

---

Score Totals for Standard: 1 Provide Infrastructure for Public Health Services

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

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

**Clallam County Department of Health and Human Services  
Detailed Agency Report**

Domain:                   A Administrative Capacity and Governance

Standard:                2 Provide Financial Management Systems

Establish effective financial management systems.

	Score	Comments	Documents
--	-------	----------	-----------

A.2.3 L                2

BARS report March 2010, Expenditure Report, PM\_Health\_and\_Human\_Services, Resolution Adopting the 2011 Clallam County 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**

**Clallam County Department of Health and Human Services  
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	1	Unable to verify the process and protocols to maintain comprehensive collection , review and analysis of data from multiple sources for collection of surveillance.	PHEPR 24-7 AAR during hours, Region 2 Community Liaison Summary, Region 2 Contact numbers, Protected_Health_Information_Access_04-15-2008

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

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

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

# Clallam County Department of Health and Human Services

## 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		BOH minutes November 2009, Region 2 Viral Disease Surveillance Report - 7 13 10 (2)
1.2.2 L	2		1st Edition - Rural Health Plan - WA, Clallum County Assessment 2005-2008, BOH minutes 11/13/09

Score Totals for Standard: 2 Analyze Public Health Data

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

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

**Clallam County Department of Health and Human Services  
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	This measure states that the data used to inform the policy, process, program or intervention should also be included (Sexually Transmitted Disease rates, Adult smoking rates and medical marijuana Rule development) to meet this measure.	BOH minutes August 21, 2007
1.3.3 L	2		BOH minutes jan 2010, 1st Edition - Rural Health Plan - WA

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

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

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

**Clallam County Department of Health and Human Services  
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		Policy CD 100, <a href="http://www.doh.wa.gov/notify/forms/">http://www.doh.wa.gov/notify/forms/</a>
2.1.5 L	2		2009ComplaintLog (2), Performance Measure 2 Notifiable Conditions LHJ (5930)

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**

**Clallam County Department of Health and Human Services  
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
2.2.3 L	2		H1N1 AAR SPRING 2009, H1NA AAR 2010, Tribal Canoe Journey July 2010

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**

**Clallam County Department of Health and Human Services  
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		CCHHS ERP App 1 Tab B (08Feb10) notifications, RDO Letter 11-29-10, R2 ERP Risk Communication
2.4.2 L	1	This measure could be strengthened by including documentation of the protocol used for communicating with community partners, providers and the media.	Clallam SECURES User Nov2010, SECURES Screenshot with hyperlink docx
2.4.4 L	2		H1N1 Press Releases, PH H1N1 Web page

Score Totals for Standard: 4 Maintain Policies for Communication

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

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

## Clallam County Department of Health and Human Services 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		PA influenza presentation by Karen Tyler, LPN, Safety fair brings 30 agencies to Sequim, provider bulletin-pertussis
3.1.2 L	0	The intention of this measure is to demonstrate collaborative engagement with community partners on long-term strategies and goals for community issues identified in the county's health assessment.	No valid documentation provided

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

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

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

**Clallam County Department of Health and Human Services  
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
3.2.3 L	2		R2 ERP App 5 (20Oct10) Risk Communications
3.2.4 L	2		Hyperlink #1 HHS Contact, Hyperlink #3 for 3.2.4 Environ health Services docx

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

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

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

**Clallam County Department of Health and Human Services  
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		Region 2 Healthcare Coalition meeting February 2009, United Way Access to Health Care Oct 2010

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

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

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

**Clallam County Department of Health and Human Services  
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	2		Peninsula Daily News Feb 19, 2010, <a href="http://m.countyhealthrankings.org/node/3093">http://m.countyhealthrankings.org/node/3093</a>
---------	---	--	---

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

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

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

**Clallam County Department of Health and Human Services  
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
5.2.2 L	1	PM_Health_and_Human_Services document does not include all of the information outlined in this measure: vision, guiding principles/values, or targets (expected products or results) that are measureable and are connected to a time frame.	PM_Health_and_Human_Services
5.2.3 L	0	This measure requires showing progress toward the goals and objectives identified in the Strategic Plan. The priority table did not provide this information.	Priority Table

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

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

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

**Clallam County Department of Health and Human Services  
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
5.4.2 L	2		R2 ERP Chapter I - Introduction (5Dec10), R2 ERP Chapter III (20Oct10) COOP, AAR 2/11 Wasabe Tree Frog

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**

**Clallam County Department of Health and Human Services  
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
6.2.2 L	2		Hyperlink #1 county code Environ Health
6.2.3 L	1		EPT Provider Letter 2-25-10, provider bulletin-pertussis No documentation provided

Score Totals for Standard: 2 Educate About Public Health Laws

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

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

**Clallam County Department of Health and Human Services  
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		Hyperlink #1 for 6.3.1 Environmental Health
6.3.2 L	2	CPROTOC, dated 7/22/99 is still in use. Recommend that this protocol be reviewed with review date then documented.	CPROTOC
6.3.3 L	2	No hearings held with regulated entities regarding a complaint and any resulting compliance plans within the past 5 years.	2009 Complaint Log, CPROTOC
6.3.4 L	1	Analysis of patterns, trends and effectiveness not provided.	2010 CD Case Reports, 5930 CDES Interim Report July-September 2010

Score Totals for Standard: 3 Conduct Enforcement Activities

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

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

**Clallam County Department of Health and Human Services  
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	1	Unable to verify the focus of the coalition was to improve access to healthcare services.	AA AHCC, Peninsula Daily News Rural Health Care RX

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

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

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

**Clallam County Department of Health and Human Services  
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	Employee data for EH not provided.	Clallam Co Admin Policy 210, Public Health Section Staff Evaluation Dates, CC Performance Eval Form (undated County generated form) Clallam Co Admin Policy 210, Public Health Section Staff Evaluation Dates, CC Performance Eval Form (undated County generated form)
8.2.3 L	0		No valid documentation provided

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

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

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

**Clallam County Department of Health and Human Services  
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
9.1.3 L	1	Workplan goals provided for 2009 and 2010, which did not include objectives or quantifiable performance measures with time framed targets.	2010 SEP Intervention Plan, 2010ClallamCTR Accomplish09 goals2010 03 19 10 final, FinalAccomplish08.goals09 .03.19.09
9.1.4 L	1	Performance goals were monitored as demonstrated in a narrative table that did not include any statistical summaries, graphs or any documentation of discussion of these results.	Q4 2010 Accomplish09 goals2010 03 19 10 final

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

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

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

**Clallam County Department of Health and Human Services  
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
9.2.2 L	0	The 2008 Standards Review Clallam Report states "Develop a Strategic Plan with Quality Improvement Plan for the agency." No documentation of quality improvement efforts since that review were provided for this measure.	No valid documentation provided
9.2.3 L	0	Unable to verify staff participation in quality improvement methods and tools training.	No valid documentation provided

Score Totals for Standard: 2 Implement Quality Improvement

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

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

**Clallam County Department of Health and Human Services  
Program Report**

Program: Communicable Disease

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
6.2.3 L	Provide education to regulated entities regarding their responsibilities and methods to achieve full compliance with applicable laws	2		EPT Provider Letter 2-25-10, provider bulletin-pertussis	
6.3.1 L	Maintain current written procedures and protocols for conducting enforcement actions				
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				
6.3.3 L	Conduct enforcement activities and follow up on complaints according to procedures and protocols for both routine and emergency situations				
6.3.4 L	Conduct analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness	1	Analysis of patterns, trends and effectiveness not provided.	2010 CD Case Reports, 5930 CDES Interim Report July-September 2010	
8.2.1 L	Complete performance evaluations and improvement/training plans	2		Clallam Co Admin Policy 210, Public Health Section Staff Evaluation Dates, CC Performance Eval Form (undated County generated form)	
9.1.3 L	Establish goals, objectives and performance measures for processes, programs and interventions	2		2010 SEP Intervention Plan, 2010ClallamCTR	
9.1.4 L	Monitor performance measures for processes, programs and interventions	2		Q4 2010	

**Clallam County Department of Health and Human Services  
Program Report**

Program: Communicable Disease

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
-------------------------	---------	-------	----------	-----------	---------------------

Score Total for: Communicable Disease

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

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

**Clallam County Department of Health and Human Services  
Program Report**

Program: OSS-Waste Water

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
6.2.3 L	Provide education to regulated entities regarding their responsibilities and methods to achieve full compliance with applicable laws	0		No documentation provided	
6.3.1 L	Maintain current written procedures and protocols for conducting enforcement actions	2		Hyperlink #1 for 6.3.1 Environmental Health	
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	CPROTOC, dated 7/22/99 is still in use. Recommend that this protocol be reviewed with review date then documented.	CPROTOC	
6.3.3 L	Conduct enforcement activities and follow up on complaints according to procedures and protocols for both routine and emergency situations	2	No hearings held with regulated entities regarding a complaint and any resulting compliance plans within the past 5 years.	2009 Complaint Log, CPROTOC	
6.3.4 L	Conduct analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness				
8.2.1 L	Complete performance evaluations and improvement/training plans	1	Employee data for EH not provided.	Clallam Co Admin Policy 210, Public Health Section Staff Evaluation Dates, CC Performance Eval Form (undated County generated form)	

**Clallam County Department of Health and Human Services  
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	1	Workplan goals provided for 2009 and 2010, which did not include objectives or quantifiable performance measures with time framed targets.	Accomplish09 goals2010 03 19 10 final, FinalAccomplish08.goals09 .03.19.09	
9.1.4 L	Monitor performance measures for processes, programs and interventions	1	Performance goals were monitored as demonstrated in a narrative table that did not include any statistical summaries, graphs or any documentation of discussion of these results.	Accomplish09 goals2010 03 19 10 final	

Score Total for: OSS-Waste Water

	Specific LHJ Totals
Demonstrated	43%
Partially Demonstrated	43%
NOT Demonstrated	14%

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