

Standards for Public Health in Washington State

Pacific County

Public Health and Human Services Department

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

- The Board of Health report on health data
- The communicable disease timeliness report and regular review with staff to identify performance and opportunities for improvement
- The Pacific County Chronic Disease Profile-2010
- The work and results of the Immunizations quality improvement team
- Extent of community involvement on advisory councils and other community groups, especially the Healthy Communities, Healthy Communities Action Plan Pacific County- July 2010 to June 2011 Healthy Strides and SNAP-Ed groups
- The activities and documentation for emergency preparedness, including the H1N1 AAR and the 24-7 Emergency Communication Plan 1.4 -June 2010
- The program performance measures with regular monitoring of performance

Areas for Improvement

- Conduct regular employee performance evaluations
- Conduct regular analysis of complaints, violations and enforcement activities to identify patterns and trends for improvement
- Implementation of Strategic Plan and of health promotion strategies
- Regular review and revision of agency policies and procedures

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/phip/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

**Pacific County Public Health and Human Services Department
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	2	Demonstrated
2.4.4 L	2	Demonstrated

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

**Pacific County Public Health and Human Services Department
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	2	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

**Pacific County Public Health and Human Services Department
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	¹ 1	Partially Demonstrated
5.2.3 L	¹ 1	Partially 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	¹ 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	¹ 1	Partially Demonstrated
6.3.4 L	0	NOT Demonstrated

Domain: 7 Promote strategies to improve access to healthcare services

**Pacific County Public Health and Human Services Department
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	2	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	1	Partially Demonstrated
8.2.3 L	2	Demonstrated

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

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

Measure	Score	Compliance Demonstration
9.1.3 L	2	Demonstrated
9.1.4 L	2	Demonstrated

Standard: 2 Implement Quality Improvement

Measure	Score	Compliance Demonstration
9.2.2 L	2	Demonstrated
9.2.3 L	2	Demonstrated

**Pacific County Public Health and Human Services Department
Summary Site Report**

Score Key:

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

Overall Score Totals

	Specific LHJ Totals
Demonstrated	77%
Partially Demonstrated	20%
NOT Demonstrated	3%

Note: Totals may not equal 100% due to rounding

Pacific County Public Health and Human Services Department
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.1.2 L	1	Unable to verify the review of the HIPAA policy and/or the confidentiality policy within the last 5 years. The staff meeting minutes state that the existing policy was reviewed with the staff, and not that the policy itself was reviewed. Policy states it is only in effect for 6 years (until 2009). Unable to verify confidentiality policy that includes all required elements.	DOH CHAT Confidentiality Agreement, Employee Signed Confidentiality Form, Staff Meeting Agenda 6-2010
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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

**Pacific County Public Health and Human Services Department
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		2011 County Adopted Budget, BOCC (minutes) Budget Adoption of 2011 Budget, June and October 2010 County Monthly Expenditure Report, 2010 AIDS 3rd Quarter Billing

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

Pacific County Public Health and Human Services Department
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 that contact list is updated every 6 months.	Policy for Response to Notifiable Jan 2009 revision, 24-7 Response System After Business Hours Report-Jan & Feb 2009, Local Emergency Contact- June 2010, CD Fax and internet report examples

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

Pacific County Public Health and Human Services Department

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		Report to the Board of Health aug 2010, 8-24-2010 BOH minutes
1.2.2 L	2		Pacific County Chronic Disease Profile-2010, Healthy Communities Agenda-Jan 2010, Healthy Communities Partners and Key Stakeholders List, Healthy Communities Meeting Sign In Sheet

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

Pacific County Public Health and Human Services Department
Detailed Agency Report

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

Standard: 3 Use Data for Public Health Action

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

	Score	Comments	Documents
1.3.1 L	2		Healthy Communities Action Plan Pacific County- July 2010 to June 2011, HC Mtg Minutes06-28-10 (3)
1.3.3 L	2		3-23-2010 BOH minutes, Pacific County Health2010 Board March report

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

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

Note: Totals may not equal 100% due to rounding

Pacific County Public Health and Human Services Department
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		Response to Notifiable Jan 2009 revision, PHSD TUBERCULOSIS MANAGEMENT AND CONTROL PROTOCOLS, POLICY AND PROCEDURE FOR QUARANTINE FOLLOWING HUMAN EXPOSURE TO BITE OF PET OR STRAY DOGS, CATS, or FERRETS
2.1.5 L	2		Timliness audit reveiw-CD Minutes 2010, 2008 and 2009 Timeliness Audit

Score Totals for Standard: 1 Investigate 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

Pacific County Public Health and Human Services Department

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		Nov_9_H1N1_AAR, After Action Report 2009h1n1 3.1, 2008 Table Top Exercise AAR

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

Pacific County Public Health and Human Services Department
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		24-7 Emergency Communication Plan 1.4 -June 2010, Pac county PH emergency Comm Plan 2.0 July 2010, eMailing list 8-10, Media List, County and Dept Websites, Dr Edstam E-Mails to Provider List
2.4.2 L	2		Pacific SECURES Alerting Instructions 2010, SECURES Response Manager home Page, Response to Notifiable Jan 2009 revision
2.4.4 L	2		Press_Release_FLU_061209, emai 4-27-10 haiti dengue

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

**Pacific County Public Health and Human Services Department
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	HC newsletter does not contain any data, so unable to use as evidence for this measure.	Healthy Communities Newspaper Article with summary data-2-3-2010, Pacific County Chronic Disease Profile-2010, Healthy Communities Meeting Sign In Sheet-Jan 2010, Healthy Communities Agenda-January 2010
3.1.2 L	2		DFC Grant_Entire Document, DFC Grant Application Logic Models, DFC-Wellspring MOU, FY2011 Healthy Strides Application, FY2011 SB Partnership Agreement, WCN PC Fiscal Agent MOU

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

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

Note: Totals may not equal 100% due to rounding

Pacific County Public Health and Human Services Department
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		Pac county PH emergency Comm Plan 2.0 July 2010
3.2.4 L	2		County and Dept Websites, Copy of Healthy Communities Page from Department Website

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

Pacific County Public Health and Human Services Department
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	The PA team meeting minutes did not identify the community partner members, so the SB partnership agreement was applied to this measure.	Health Care Coalition Newsletter, FY2011 SB Partnership Agreement

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

Pacific County Public Health and Human Services Department
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		Pacific County Chronic Disease Profile-2010, January 2010 Healthy Communities Meeting Agenda and Sign In Sheet

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

**Pacific County Public Health and Human Services Department
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	Unable to verify a PCHHSD strategic plan with Mission, vision and guiding principles.	Human Services Program Strategic Plan 2007-13, 2008, 2009 and 2010 Pacific County Public Health Work Plans
5.2.3 L	1	Unable to verify annual report of progress toward strategic plan goals that includes how the targets are monitored or revisions or conclusions reached based on the monitoring.	2009 MCH Progress report, tobacco program plan and evaluation,

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

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

Note: Totals may not equal 100% due to rounding

**Pacific County Public Health and Human Services Department
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		PacificCoPHEmergPlan 8.1 2010, PH Emergency Communication Plan-July 2010, After Action Report 2009h1n1 3.1, April-June 2009 SOI AAR, Reduced Staffing plan- 2008

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

Pacific County Public Health and Human Services Department
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		Pacific County Website- Septic Webpage
6.2.3 L	1	Unable to verify 2nd example of education to OSS regulated entities.	Vaccine Update for providers, agenda for health officer meeting with south county providers OSS-compilation of materials from a class DCD presented

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

**Pacific County Public Health and Human Services Department
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	This measure is an agency measure for Basic set and therefore is NA for CD.	O&M Failures and Reparis Flow Chart, BOH Ordinance No. 3E-Violations
6.3.2 L	2	This measure is NA for CD program.	Screen from database from tracking program for septic violations, activities log- code cases,
6.3.3 L	1	This measure is NA for CD program. Unable to verify analysis of enforcement actions in response to complaints or standards for follow-up	Screen from database from tracking program for septic violations, examples of notices
6.3.4 L	0	This measure is NA for CD program.	No valid documentation provided for this measure.

Score Totals for Standard: 3 Conduct Enforcement Activities

	Specific LHJ Totals
Demonstrated	50%
Partially Demonstrated	25%
NOT Demonstrated	25%

Note: Totals may not equal 100% due to rounding

Pacific County Public Health and Human Services Department
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	Unable to verify the strategies that will be used by the collaboration to work on improving access.	Health Care Coalition 2009-10-7Newsletter, health care coalition newsletters, results of survey, strategies of how to increase access to nutritious food by classes and community gardens, and announcements about workshop and comm gardens.

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

Pacific County Public Health and Human Services Department
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 overall agency policy regarding employee evaluations or of current completed evaluations. Unable to verify overall agency policy regarding employee evaluations or of current completed evaluations.	Employee Evaluation form, Employee Evaluation Schedule Employee Evaluation form, Employee Evaluation Schedule
8.2.3 L	2		Training spreadsheet, Conducting Successful Excel Performance Evaluations flyer and attendance sheet

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

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

Note: Totals may not equal 100% due to rounding

Pacific County Public Health and Human Services Department

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	2		pacific-5930 status update 2009, Family Planning Quality Assurance Plan 2010, PCHHSD Family Planning Quality Assurance Report for 2009
9.1.4 L	2		Timeliness audit review-CD Minutes 2010, PCHHSD Family Planning Quality Assurance Report for First Half 2010, PCHHSD Family Planning Quality Assurance Report for 2009

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

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

Note: Totals may not equal 100% due to rounding

Pacific County Public Health and Human Services Department
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	2		Kailey_Nelson Practicum_Final_Report_April_13, QUALITY IMPROVEMENT PROJECT 2009
9.2.3 L	2		QI Memo and training Roster, attach #3 SimpleQI

Score Totals for Standard: 2 Implement Quality Improvement

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

Note: Totals may not equal 100% due to rounding

Pacific County Public Health and Human Services Department

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		Vaccine Update for providers, agenda for health officer meeting with south county providers	
6.3.1 L	Maintain current written procedures and protocols for conducting enforcement actions		This measure is an agency measure for Basic set and therefore is NA for CD.		
6.3.2 L	Conduct inspection activities of regulated entities according to mandated frequency and/or a risk analysis method that guides the frequency and scheduling of inspections of regulated entities		This measure is NA for CD program.		
6.3.3 L	Conduct enforcement activities and follow up on complaints according to procedures and protocols for both routine and emergency situations		This measure is NA for CD program.		
6.3.4 L	Conduct analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness		This measure is NA for CD program.		
8.2.1 L	Complete performance evaluations and improvement/training plans	1	Unable to verify overall agency policy regarding employee evaluations or of current completed evaluations.	Employee Evaluation form, Employee Evaluation Schedule	

**Pacific County Public Health and Human Services Department
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		pacific-5930 status update 2009, Family Planning Quality Assurance Plan 2010, PCHHSD Family Planning Quality Assurance Report for 2009	
9.1.4 L	Monitor performance measures for processes, programs and interventions	2		Timeliness audit review- CD Minutes 2010, PCHHSD Family Planning Quality Assurance Report for First Half 2010, PCHHSD Family Planning Quality Assurance Report for 2009	

Score Total for: Communicable Disease

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

Note: Totals may not equal 100% due to rounding

Pacific County Public Health and Human Services Department

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	1	Unable to verify 2nd example of education to OSS regulated entities.	OSS-compilation of materials from a class DCD presented	
6.3.1 L	Maintain current written procedures and protocols for conducting enforcement actions	2		O&M Failures and Reparis Flow Chart, BOH Ordinance No. 3E-Violations	
6.3.2 L	Conduct inspection activities of regulated entities according to mandated frequency and/or a risk analysis method that guides the frequency and scheduling of inspections of regulated entities	2		Screen from database from tracking program for septic violations, activities log- code cases,	
6.3.3 L	Conduct enforcement activities and follow up on complaints according to procedures and protocols for both routine and emergency situations	1	Unable to verify analysis of enforcement actions in response to complaints or standards for follow-up	Screen from database from tracking program for septic violations, examples of notices	
6.3.4 L	Conduct analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness	0		No valid documentation provided for this measure.	
8.2.1 L	Complete performance evaluations and improvement/training plans	1	Unable to verify overall agency policy regarding employee evaluations or of current completed evaluations.	Employee Evaluation form, Employee Evaluation Schedule	
9.1.3 L	Establish goals, objectives and performance measures for processes, programs and interventions				

**Pacific County Public Health and Human Services Department
Program Report**

Program: OSS-Waste Water

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
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9.1.4 L Monitor performance measures for processes, programs and interventions

Score Total for: OSS-Waste Water

	Specific LHJ Totals
Demonstrated	33%
Partially Demonstrated	50%
NOT Demonstrated	17%

Note: Totals may not equal 100% due to rounding