

# Standards for Public Health in Washington State

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## *San Juan County*

## *Department of Health and Community Svcs*

## *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

- AARs and systematic method for receiving and providing health alerts, appropriate public health response and timely communication
- Dissemination of community health assessment results to the community
- Comprehensive Emergency Management Plan
- Educating the public about public health laws
- Participating in a collaborative process to establish strategies to improve access to healthcare services
- Alignment of program-based performance measurement between goals, objectives, performance measures, and documentation of monitoring
- Numerous exemplary practice documents noted across programs

## Areas for Improvement

- Schedule for at least annual dissemination of public health data to the community
- Written Risk Communication Plan
- Strategic Plan
- Planning for critical positions such as succession planning
- Documentation of staff training in the area of quality improvement including the content of activities such as agenda and training materials

## 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/phil/Standards/BestPractices/StandardsExemplaryPractices.htm](http://www.doh.wa.gov/phil/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)





**San Juan County Department of Health and Community Svcs  
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	<b>2</b>	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	<b>2</b>	Demonstrated
2.1.5 L	<b>2</b>	Demonstrated

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

Measure	Score	Compliance Demonstration
2.2.3 L	<b>2</b>	Demonstrated

Standard: 4 Maintain Policies for Communication

Measure	Score	Compliance Demonstration
2.4.1 L	<sup>1</sup> <b>1</b>	Partially Demonstrated
2.4.2 L	<b>2</b>	Demonstrated
2.4.4 L	<b>2</b>	Demonstrated

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

**San Juan County Department of Health and Community Svcs  
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	<b>2</b>	Demonstrated
3.1.2 L	<b>1</b>	Partially Demonstrated

Standard: 2 Communicate Information on Public Health Issues and Functions

Measure	Score	Compliance Demonstration
3.2.3 L	<b>0</b>	NOT Demonstrated
3.2.4 L	<b>1</b>	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	<b>1</b>	Partially Demonstrated

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

Measure	Score	Compliance Demonstration
4.2.1 L	<b>2</b>	Demonstrated

Domain: 5 Develop public health policies and plans

**San Juan County Department of Health and Community Svcs**  
**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	<b>0</b>	NOT Demonstrated
5.2.3 L	<b>NA</b>	Not Applicable

Standard: 4 Maintain All Hazards/Emergency Response Plan

Measure	Score	Compliance Demonstration
5.4.2 L	<b>2</b>	Demonstrated

Domain: 6 Enforce public health laws and regulations

Standard: 2 Educate About Public Health Laws

Measure	Score	Compliance Demonstration
6.2.2 L	<b>2</b>	Demonstrated
6.2.3 L	<b>2</b>	Demonstrated

Standard: 3 Conduct Enforcement Activities

Measure	Score	Compliance Demonstration
6.3.1 L	<b>2</b>	Demonstrated
6.3.2 L	<b>2</b>	Demonstrated
6.3.3 L	<b>2</b>	Demonstrated
6.3.4 L	<b>2</b>	Demonstrated

Domain: 7 Promote strategies to improve access to healthcare services

**San Juan County Department of Health and Community Svcs  
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>2</b>	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>1</b>	Partially 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>2</b>	Demonstrated
9.1.4 L	<b>2</b>	Demonstrated

Standard: 2 Implement Quality Improvement

Measure	Score	Compliance Demonstration
9.2.2 L	<b>2</b>	Demonstrated
9.2.3 L	↑ <b>1</b>	Partially Demonstrated

**San Juan County Department of Health and Community Svcs**  
**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	74%
Partially Demonstrated	21%
NOT Demonstrated	6%

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

**San Juan County Department of Health and Community Svcs  
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 2

2008 HIPPA pres to HCS mtg, ALL STAFF Agenda 2010, HIPPA Notice of Privacy Practices 2010 - San Juan County, Statement of Confidentiality, CovingtonFlanagan1, CovingtonFlanagan2, All Staff Meeting 12-170, HIPPA

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

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

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

**San Juan County Department of Health and Community Svcs  
Detailed Agency Report**

Domain: A Administrative Capacity and Governance

Standard: 2 Provide Financial Management Systems

Establish effective financial management systems.

	Score	Comments	Documents
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A.2.3 L 2

Ordinance 39-2009.pdf;  
 expendituresnovember 2010grant.xls;  
 expendituresnovember2010ce.xls;  
 revenue november 2010.xls; revenue  
 november grant 2010.xls

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**

**San Juan County Department of Health and Community Svcs  
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		EPI RESPONSE PLAN CHECKLIST, CD Nurse Evaluation, CD Manual Intro 0408, CD ManualIntro 04-2010, 24-7 Response System AH Report 2009, 24-7 Response System BH_2009, Nov/Dec 2010 Summary Report: Test of the 24/7 Emergency After-Hours Telephone Response System Operated by LHJs in WA State

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

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

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

**San Juan County Department of Health and Community Svcs  
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		Board of Health 11-18-09 minutes., fluappendices
1.2.2 L	2		Pertussis Outbreak Presentation, (2008) BOH Minutes Oct 2010

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**

**San Juan County Department of Health and Community Svcs  
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		BOH 2009 Communicable Disease Summary, San Juan County H1N1 Swine Flu Situation Report 12-07-09
1.3.3 L	2		2009 PHS Annual Report 021510, BOH 2009 Communicable Disease Summary, HO 2009 report, Resolution 35-2009, BOH Minutes_01_21_2009, BOH Minutes_02_10_2009, BOH Minutes_02_18_2009, BOH Minutes_03_18_2009, BOH Minutes_07_15_2009, BOH Minutes_10_15_2008, Minutes 01-19-2011, Minuites 07-210-2010

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

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

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

## San Juan County Department of Health and Community Svcs 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		<a href="http://www.doh.wa.gov/notify/forms/sjFoodprogplan2010update">http://www.doh.wa.gov/notify/forms/sjFoodprogplan2010update</a> , CD Manual Intro 04-2010, Rabiescombinedprotocol
2.1.5 L	2		5930 Performance Measure 2 Final report Jan - June 09, JeanVaccine-Preventable and All Other Communicable Diseases 2000-2009

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**

**San Juan County Department of Health and Community Svcs**  
**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		2009 H1N1 After Action Review, FluShot Clinic 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**

**San Juan County Department of Health and Community Svcs  
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	1	Unable to verify that 2 of the 24/7 contact lists provided are updated or reviewed at least twice a year.	090505 Email Distro Lists, EPI RESPONSE PLAN CHECKLIST, Public Health Emergency Response System, Telephone number listed in county website, VFC Provider SJ County Info
2.4.2 L	2		FW CDC HAN Info Service CDC Guidance on the Use of Influenza Antiviral Agents and Rapid Influenza Diagnostic Tests During...,09-037 Whooping cough (pertussis) at state wrestling tourney, Pertussis, Flu and Pneumococcal vaccine decrease death rates in elders with chronic disease, Fwd Public Health Update Pertussis expands, Influenza Vaccine availability and use for 2010-2011, PHRED RESULTS NOTIFICATION 09-14-2010, PHRED RESULTS NOTIFICATION 10-7-2010, PHRED RESULTS NOTIFICATION 11-3-2010, WA Salmonella cases part of national outbreak
2.4.4 L	2		09-037 Whooping cough (pertussis) at state wrestling tourney, Pertussis, Varicella Outbreak LISD 11-09 WAC

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**

**San Juan County Department of Health and Community Svcs  
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		Back to School Press 08-131 immunizations, Smile Survey 2010 report
3.1.2 L	1	Please add dates to the documents noted above. Unable to verify implementation of immunization strategy and community partners involved with the LHJ.	Dear Parents Letter (undated), Hep PP News Release, HepC outreach letter, Hep C HIV at SJC (undated), 2008 Outreach Activities, Clinic Hep Pilot Project PROCEDURES, Hepatitis Referral List, ABCD new enroll handout, Healthy Snacks for Healthy Teeth, NIIW Iz love, protect, immunize children Anne Schuchat

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**

**San Juan County Department of Health and Community Svcs  
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	0	The documents provided included examples of content that would be included in a Risk Communication Plan. The 2005 ERP was in draft form.	No valid documentation provided
3.2.4 L	1	Unable to verify hyperlinks to SHA, CDC and other agencies as appropriate.	public health brochure.pub Personal Health.pub final draft, STD%20Awareness%20Month%20Radio%20Script (undated), Newspaper Article for all three newspapers (4/15/09), Flu press releases for all three newspapers, Pertussis press release 4-15-09

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

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

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

## San Juan County Department of Health and Community Svcs Detailed Agency Report

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

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

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

	Score	Comments	Documents
4.1.1 L	1	Unable to verify that still functioning or the affiliations of the meeting attendees from the 2009 meetings.	Oral Health Coalition Distribution list, 2007 MCH OH Progress Report, Food Workgroup Note Mar-Aprl 09

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

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

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

**San Juan County Department of Health and Community Svcs  
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
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4.2.1 L	2		<a href="http://www.sanjuanco.com/health/docs/Indicator_Report.pdf">http://www.sanjuanco.com/health/docs/Indicator_Report.pdf</a> , Smile Survey 2010 report
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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**

**San Juan County Department of Health and Community Svcs  
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
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5.2.2 L	0		No valid documentation provided
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5.2.3 L

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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**

**San Juan County Department of Health and Community Svcs  
Detailed Agency Report**

Domain: 5 Develop public health policies and plans

Standard: 4 Maintain All Hazards/Emergency Response Plan

Maintain All Hazards/Emergency Response Plan (ERP).

	Score	Comments	Documents
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5.4.2 L	2		CEMP, Windrope-flureport (from 9.2.2)
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Score Totals for Standard: 4 Maintain All Hazards/Emergency Response Plan

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

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

**San Juan County Department of Health and Community Svcs  
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		county website, Communicable Disease Programs Goals (undated), San Juan County Health Department has been conducting Immunization program VFC site visits yearly since 2000
6.2.3 L	2		New provisional ACIP recommendations on rabies PEP, Use every patient visit to offer Tdap to unimmunized adults Attendancelists Contractor Workshops2010, Contractor Workshop AGENDA 2010, SWSnewsletter_1, WASTEWATER INSPECTOR MEETING agendas, Attendance Lists Wastewater Meetings 2010

Score Totals for Standard: 2 Educate About Public Health Laws

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

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

**San Juan County Department of Health and Community Svcs  
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		SJCC806 2-partyamendments, EHENFORCEMENT POLICY, BOHmemo_9-16-09
6.3.2 L	2		Year End Report2009
6.3.3 L	2		Corrective Action Plan, foodcoopplanreview, Sewage Complaint Database Print-out
6.3.4 L	2		Year End Report2009, Pertussis in San Juan County for Epi Road Show

Score Totals for Standard: 3 Conduct Enforcement Activities

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

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

**San Juan County Department of Health and Community Svcs  
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		0522110 Fish For Teeth Board Meeting Minutes, FFT application for assistance final, Fish for Teeth meeting minutes and new funding pitch 052108, Fish For Teeth Meeting, Fish for Teeth Processor Solicitation 2008,

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**

**San Juan County Department of Health and Community Svcs  
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 updated objectives as part of employee evaluations. (annually or on the timeline specified by the employee evaluation policy) Unable to verify updated objectives as part of employee evaluations. (annually or on a specific timeline specified by the employee evaluation policy)	Eval Form, Evaluation Form, Ordinance 33-2010 Personnel Rules Amend-Vacation & Emerg Closures, Performance Evaluation Form 2010 Eval Form, Favluatiuon Form, Ordinance 33-2010 Personnel Rules Amendment, Performance Evaluation Form 2010,
8.2.3 L	1	No evidence of planning for critical positions such as succession planning provided.	2009 Continuing Ed Log, 2010 Continuing Ed. Log, Traininglog, Training Examples, 2010 SJC supervisory trng agenda, Attendees for the April 2010 Supervisor Training

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

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

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

**San Juan County Department of Health and Community Svcs  
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		2009 PHS Annual Report 021510, SewageProgramObjectives2010
9.1.4 L	2		2009 PHS Annual Report 021510, SewageProgramObjectives2010Status Report

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

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

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

**San Juan County Department of Health and Community Svcs  
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		Windrope-flureport, QI Report
9.2.3 L	1	Unable to verify content of activities such as agenda, training materials and attendance rosters of those participating in training.	2009 Continuing Ed Log, 2010 Continuing Ed Log, Traininglog

Score Totals for Standard: 2 Implement Quality Improvement

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

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

**San Juan County Department of Health and Community Svcs  
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		New provisional ACIP recommendations on rabies PEP, Use every patient visit to offer Tdap to unimmunized adults	
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				
8.2.1 L	Complete performance evaluations and improvement/training plans	1	Unable to verify updated objectives as part of employee evaluations. (annually or on the timeline specified by the employee evaluation policy)	Eval Form, Evaluation Form, Ordinance 33-2010 Personnel Rules Amend-Vacation & Emerg Closures, Performance Evaluation Form 2010	

**San Juan County Department of Health and Community Svcs  
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		2009 PHS Annual Report 021510, SewageProgramObjectives2010	
9.1.4 L	Monitor performance measures for processes, programs and interventions	2		2009 PHS Annual Report 021510, SewageProgramObjectives2010Status Report	

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**

**San Juan County Department of Health and Community Svcs  
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	2		Attendancelists Contractor Workshops2010, Contractor Workshop AGENDA 2010, SWSnewsletter_1, WASTEWATER INSPECTOR MEETING agendas, Attendance Lists Wastewater Meetings 2010	
6.3.1 L	Maintain current written procedures and protocols for conducting enforcement actions	2		SJCC806 2- partyamendments, EHENFORCEMENT POLICY, BOHmemo_9-16-09	
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		Year End Report2009	
6.3.3 L	Conduct enforcement activities and follow up on complaints according to procedures and protocols for both routine and emergency situations	2		Corrective Action Plan, foodcoopplanreview, Sewage Complaint Database Print-out	
6.3.4 L	Conduct analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness	2		Year End Report2009, Pertussis in San Juan County for Epi Road Show	Pertussis in San Juan County for Epi Road Show

**San Juan County Department of Health and Community Svcs  
Program Report**

Program: OSS-Waste Water

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
8.2.1 L	Complete performance evaluations and improvement/training plans	1	Unable to verify updated objectives as part of employee evaluations. (annually or on a specific timeline specified by the employee evaluation policy)	Eval Form, Favluatiuon Form, Ordinance 33-2010 Personnel Rules Amendment, Performance Evaluation Form 2010,	
9.1.3 L	Establish goals, objectives and performance measures for processes, programs and interventions				
9.1.4 L	Monitor performance measures for processes, programs and interventions				

Score Total for: OSS-Waste Water

	Specific LHJ Totals
Demonstrated	83%
Partially Demonstrated	17%
NOT Demonstrated	0%

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