

Standards for Public Health in Washington State

Skagit County Public Health

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 county's active engagement in community collaborations and relationships to address health issues
- Environmental health oversight
- Engaging in collaborative community partnerships to establish strategies to improve access to healthcare services
- Implementation of quality improvement efforts
- Monitoring and continuously improving performance measures for processes, programs and interventions
- Education about public health laws and regulations including written procedures and protocols for enforcement actions that meet frequency, follow-up mandates

Areas for Improvement

- Ensure that operational infrastructure is in place to assure data are maintained in a secure and confidential manner
- Strengthen documentation in reports across all programs by including trended data
- Ensure updated 24/7 protocols for urgent communication and for systematically providing health alerts and appropriate PH responses to healthcare providers, emergency responders and the community
- Complete Risk Communication Plan
- Develop an agency-wide Strategic Plan to include vision, mission, guiding principles/values, and measureable and time-framed targets
- Complete SCPHD ERP
- Document training activities of leaders of the health department focused on provision of staff leadership and management development

The Performance Review Approach

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

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

Results of the Site Review

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

Comparability to Previous Results

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

Scoring and Related Information in the Site Reports

For each measure scored by the reviewer:

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

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

Comments provide clarification regarding the intent of the measure or the score assigned.

Documents lists, in abbreviated form, the documents that were the basis for the score. When multiple documents were provided and some did not demonstrate the measure or there were many more examples than needed, they are not all listed.

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

Next Steps

First, celebrate what you have accomplished. In the period between the 2008 Performance Review and this performance cycle, it was clear to the site reviewers that improvements had been developed and implemented. Again, thank you for all of your hard work every day and especially for your work in preparing for the standards reviews.

Next, select the areas where you want to improve your performance. All of the information provided in this report is intended to support improvement of your organization's work on behalf of the citizens in your community and Washington State. After you have had a chance to digest this report and share it with staff and your Board of Health, you should review the data again to determine which areas of your work might benefit from a *focused improvement process*. Develop a brief, but specific and doable work plan—don't try to improve everything at once!

In selecting your areas of improvement you will be able to look at your overall strengths and opportunities for improvement (summarized above), or at the scores of specific Standards or measures. You will be assisted in this effort by several initiatives:

- **Exemplary practices:** The Exemplary Practices Compendium provides you with documentation from many of the LHJs in Washington State. Potential exemplary practice documents were gathered from each of the sites and the very best examples for each measure will be organized into an electronic tool kit. This material will be available at www.doh.wa.gov/hip/Standards/BestPractices/StandardsExemplaryPractices.htm.
- **Statewide initiatives** such as the Multistate Learning Collaborative and other efforts like the 5930 Initiative provide opportunities for formal efforts to improve performance. Based on the recommendations in the system wide report, the Public Health Improvement Partnership will adopt additional statewide initiatives related to the measures.

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

Strategies for building on your current performance:

- Save the documentation you have used in this cycle as a good starting point for continuing to identify documentation for demonstrating performance.
- Establish an electronic document library for collecting documentation and to facilitate the continued use of an electronic format for the next cycle.
- Adopt or adapt as many exemplary practices as possible to improve your performance against the measures. There is no reason to 're-invent the wheel,' when another LHJ may have an excellent process or documentation method that you can start using with less time and effort.

- Identify methods for getting technical assistance from state programs, or from other LHJs that may have targeted the same areas for improvement. Great gains can be made through sharing ideas and resources.

Again, we thank you for all your work in preparing for this performance review, and especially for the terrific work you do in protecting and promoting the health of the citizens of Washington State that we were privileged to review.

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

Skagit County Public Health 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	↑ 1	Partially 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	↑ 1	Partially Demonstrated
2.4.2 L	2	Demonstrated
2.4.4 L	↑ 1	Partially Demonstrated

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

Skagit County Public Health 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	0	NOT 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	1	Partially Demonstrated

Domain: 5 Develop public health policies and plans

Skagit County Public Health 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	0	NOT Demonstrated
5.2.3 L	NA	Not Applicable

Standard: 4 Maintain All Hazards/Emergency Response Plan

Measure	Score	Compliance Demonstration
5.4.2 L	0	NOT 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	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	1	Partially Demonstrated

Domain: 7 Promote strategies to improve access to healthcare services

Skagit County Public Health 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	0	NOT Demonstrated

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

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

Measure	Score	Compliance Demonstration
9.1.3 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	1	Partially Demonstrated

**Skagit County Public Health
Summary Site Report**

Score Key:

2 = Demonstrates



1 = Partially Demonstrates



0 = Does Not Demonstrate



NA = Not Applicable

Overall Score Totals

	Specific LHJ Totals
Demonstrated	56%
Partially Demonstrated	32%
NOT Demonstrated	12%

Note: Totals may not equal 100% due to rounding

Skagit County Public Health

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	Assurance of Confidentiality Agreement dated 6/7/02- beyond the accepted timeframe for this review. HIPAA%20PRIVACY%20NOTICE, Skagit County Security Policy - V6 and BBA are also beyond the 5 year required timeframe. 20110210091303- Your Health Information Privacy, Vendor Internal Access to County net , Using Local Partnerships to Prevent Disease and Notice of Privacy Practices-English are undated.	20110209162752, HIPAA%20PRIVACY%20NOTICE, nfp c20090396_00057ed1, IT Security Standards & Guidelines 2/19/08

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

Skagit County Public Health 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

2010 Adopted Non-General Fund Expenses, 2010 Adopted Non-General Fund Revenues, 10exp, Budget Monitoring, Skagit County Resolution #R20100427

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

Skagit County Public Health 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 how the agency assures data are maintained in a secure and confidential manner.	24-7 Response System Template_2009 (2), Communicable Disease Reponse Plan 2011, NotifiableCondnsltr_dr, Skagit County Website- CD and EH

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

Skagit County Public Health 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		5930 CDES Official Report July - Dec 2009, 20110215105438, On Site Sewage Map Comparisons, Copy of ANNUAL SCHOOL NURSE MEETING.agenda91708doc
1.2.2 L	1	Data presented in Learning Congress about PAN; unable to verify distribution of this information to intended community audiences.	Skagit Learning Congress 2010

Score Totals for Standard: 2 Analyze Public Health Data

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

Note: Totals may not equal 100% due to rounding

Skagit County Public Health 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 CD agenda (120809)
1.3.3 L	2		Environmental Public HealthNumber, BOH Agenda 032310, CD Report, SCBOC 032310 minutes

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

Skagit County Public Health 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	1	Unable to verify CD protocol that delineates information about the health problems and hazards/notifiable conditions that will be investigated with steps and timelines specified.	Foodborne Disease Outbreak Investigation Guidelines-02/09
2.1.5 L	2		Regional epi report

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

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

Note: Totals may not equal 100% due to rounding

Skagit County Public Health 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		Skagit County Public Health Department final 2, Burlington H1N1 Mass Clinic 12/12/09

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

Skagit County Public Health 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 phone call down lists are updated two times a year.	24 hour contacts, 24-7 Response System Template_2009 used fro 1/19/11 event reporting, Emergency Call Out List final (undated), H1N1, letterhead formatted May 5 2004 (2)(pertussis letter), private providers, SKAGIT COUNTY SCHOOL NURSE LIST, three phone lists (last one undated), Website example for contact info
2.4.2 L	2		3 facts by fax, 12(MIN-NS), Media fax 1/25/08 re: pertussis, 24-7 Response System Template_2009 (2) [taken from 1.1.1], SECURES, Secure Assess Washington, Communicable Disease Edi Flu Update, CDC Partners
2.4.4 L	1	Media List does not demonstrate semi-annual review/updates	YOU WILL ONLY NEED 1 FLU SHOT THIS YEAR 2010 2011, 4.28.09 swine flu web info

Score Totals for Standard: 4 Maintain Policies for Communication

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

Note: Totals may not equal 100% due to rounding

Skagit County Public Health 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		1/25/08 Pertussis FAX to media(20110210142152), League of Women Voters of Skagit County
3.1.2 L	2		Who needs a flu shot, video, committeeminutes 8/7/08

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

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

Note: Totals may not equal 100% due to rounding

Skagit County Public Health 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		No valid documentation provided
3.2.4 L	2		Skagit County Public Health website

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

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

Note: Totals may not equal 100% due to rounding

Skagit County Public Health 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		SCAHA_Assessment 6-21-2010 FINAL, Alliance for Healthcare Community Assesment Report

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

Skagit County Public Health Detailed Agency Report

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

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

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

	Score	Comments	Documents
4.2.1 L	1	Unable to verify how the SCAHA Assessment report was disseminated to the community.	SCAHA_Assessment 6-21-2010 FINAL, http://www.countyhealthrankings.org/washington/skagit/compare

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

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

Note: Totals may not equal 100% due to rounding

Skagit County Public Health 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	0	Unable to verify that an Agency-level Strategic Plan exists. The document titled New County Strategic Plan is undated and does not include mission, vision, guiding principles/values or goals and objectives with targets that are measurable and connected to a timeframe.	No valid documentation provided

5.2.3 L

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

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

Note: Totals may not equal 100% due to rounding

Skagit County Public Health 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	0	The document provided appears to be a work-in-progress (which is headed in the right direction). No evidence provided to indicate that it has been completed, reviewed or tested as required for this measure.	SCPHD ERP- Unfinished Document, Region 1 HC Coalition Steering Committee

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

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

Note: Totals may not equal 100% due to rounding

Skagit County Public Health 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		Food Safety News 2010, Real Estate Transfer Fact Sheet, What Type of Food Service Permit Do I Need
6.2.3 L	1	Two examples required for this program, one submitted.	Septics 101 class flyer for fall 2010, Septics Education Sign-in sheets, Food Safety News 2010, Real Estate Transfer Fact Sheet Food Safety News 2010, Education to Regulated Entities Explanation,

Score Totals for Standard: 2 Educate About Public Health Laws

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

Note: Totals may not equal 100% due to rounding

Skagit County Public Health 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		Procedures for Enforcement Explanation, Bare Hand Contact, OM pump service requirements, Reinspection Policy
6.3.2 L	2		Risk-based Inspections for TFE, Routine FSE Inspections
6.3.3 L	2		2010 Phone Log EH, Complaint database incident report, EH Enforcement Activities explanation, Reinspection Policy, Hlth Officer Findings Decision 2-7-11, Hlth Officer Findings Decision 5-3-10-Final
6.3.4 L	1	Evidence of case by case analysis, but unable to verify analysis of complaints, violation and enforcement activities to determine patterns, trends, compliance and effectiveness.	7-July Minutes, 8 - Sept. Minutes

Score Totals for Standard: 3 Conduct Enforcement Activities

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

Note: Totals may not equal 100% due to rounding

Skagit County Public Health 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	April notes are in draft form and not included in documents reviewed.	Why are we meeting- Notes Jan 28, Notes 2 23 09 REVISED with March additions, Notes May 27 09

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

Skagit County Public Health 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 Performance Policy undated; Employee Evaluation Form outside of five year date range (2003). Unable to verify the percentage of eligible employees with evaluations and updated objectives as compared to the total number of eligible employees. Employee Performance Policy undated; Employee Evaluation Form outside of five year date range (2003). Unable to verify the percentage of eligible employees with evaluations and updated objectives as compared to the total number of eligible employees.	SUPERVISOR EVALUATION FORM, Employee Performance Policy, Employee Evaluation Form EMPLOYEE EVALUATION FORM, Personnel Policy Section 11 Employee Performance PM11, SUPERVISOR EVALUATION FORM
8.2.3 L	0	This measure documents training activities of leaders of the health department focused on provision of staff leadership and management development within the past two years. Unable to verify that grants management certificate was directly related to leadership and management development. Unable to identify who attended the Performance Evaluation training.	No valid documentation provided

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

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

Note: Totals may not equal 100% due to rounding

Skagit County Public Health 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		3Q2008 Westra report, Skagit Learning Congress 2010 EH SHW goals explanation, Coordinated prevention Grant
9.1.4 L	2		Skagit Learning Congress 2010, 3Q2008 Westra report EH SHW goals explanation, 2010 Phone Log EH, Complaint database incident report, EH SHW goals explanation

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

Skagit County Public Health 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		3Q2008 Westra report, Skagit Learning Congress 2010
9.2.3 L	1	Unable to verify training materials and attendance rosters for the PAN project linked to the Learning Congress presentation.	Skagit Learning Congress 2010

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

Skagit County Public Health 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		Septics 101 class flyer for fall 2010, Septics Education Sign-in sheets, Food Safety News 2010, Real Estate Transfer Fact Sheet	
6.3.1 L	Maintain current written procedures and protocols for conducting enforcement actions	2		Procedures for Enforcement Explanation, Bare Hand Contact, OM pump service requirements, Reinspection Policy	
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		Risk-based Inspections for TFE, Routine FSE Inspections	
6.3.3 L	Conduct enforcement activities and follow up on complaints according to procedures and protocols for both routine and emergency situations	2		2010 Phone Log EH, Complaint database incident report, EH Enforcement Activities explanation, Reinspection Policy, Hlth Officer Findings Decision 2-7-11, Hlth Officer Findings Decision 5-3-10-Final	

**Skagit County Public Health
Program Report**

Program: Communicable Disease

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
6.3.4 L	Conduct analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness	1	Evidence of case by case analysis, but unable to verify analysis of complaints, violation and enforcement activities to determine patterns, trends, compliance and effectiveness.	7-July Minutes, 8 - Sept. Minutes	
8.2.1 L	Complete performance evaluations and improvement/training plans	1	Employee Performance Policy undated; Employee Evaluation Form outside of five year date range (2003). Unable to verify the percentage of eligible employees with evaluations and updated objectives as compared to the total number of eligible employees.	SUPERVISOR EVALUATION FORM, Employee Performance Policy, Employee Evaluation Form	
9.1.3 L	Establish goals, objectives and performance measures for processes, programs and interventions	2		3Q2008 Westra report, Skagit Learning Congress 2010	
9.1.4 L	Monitor performance measures for processes, programs and interventions	2		Skagit Learning Congress 2010, 3Q2008 Westra report	

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Program: Communicable Disease

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
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Score Total for: Communicable Disease

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

Note: Totals may not equal 100% due to rounding

Skagit County Public Health Program Report

Program: Food Safety

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	Two examples required for this program, one submitted.	Food Safety News 2010, Education to Regulated Entities Explanation,	
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	Employee Performance Policy undated; Employee Evaluation Form outside of five year date range (2003). Unable to verify the percentage of eligible employees with evaluations and updated objectives as compared to the total number of eligible employees.	EMPLOYEE EVALUATION FORM, Personnel Policy Section 11 Employee Performance PM11, SUPERVISOR EVALUATION FORM	

Skagit County Public Health Program Report

Program: Food Safety

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		EH SHW goals explanation, Coordinated prevention Grant	
9.1.4 L	Monitor performance measures for processes, programs and interventions	2		EH SHW goals explanation, 2010 Phone Log EH, Complaint database incident report, EH SHW goals explanation	

Score Total for: Food Safety

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

Note: Totals may not equal 100% due to rounding