

Standards for Public Health in Washington State

Skamania County Health 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

Your first independent review demonstrated much effort and attention to the standards and really highlights the challenges of working to fit what you do on a day to day basis into the framework of the performance review process.

- Demonstrated annual budget review and approval by governing body
- Participation in Region 4 AAR
- Systems in place that enable the County to communicate with the public in a timely manner with information regarding health risks, behaviors, needs/access to services and prevention and wellness including dissemination of STD information to the community
- Community collaborative partnerships
- Demonstrated efforts to maintain a competent public health work force

Areas for Improvement

- Demonstrate analysis and distribution of public health health data and trends over time regarding health problems, risks and environmental health hazards facing the community
- Increase the use of measurable and time-framed data and its analysis
- Complete written protocols for urgent 24/7 communication
- Complete development and implementation of strategic plan to include measures that are measurable and time-framed
- Complete process of enforcement of public health laws and regulations by integrating analysis of complaints, violations and enforcement activities to determine trends, patterns, compliance and effectiveness
- Further develop quality improvement efforts to demonstrate the "cascade" of identifying quantifiable measures, monitoring outcomes and completing analysis that leads to improvement

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.

Exemplary documents lists documents collected for review as potential examples in the Exemplary Practices Compendium.

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. The next cycle is planned for 2013-2014, with site visits probably occurring in the spring of 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

Skamania County Health 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	0	NOT 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	0	NOT Demonstrated
2.4.2 L	1	Partially Demonstrated
2.4.4 L	2	Demonstrated

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

Skamania County Health 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	1	Partially 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

Skamania County Health 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	0	NOT Demonstrated

Standard: 4 Maintain All Hazards/Emergency Response Plan

Measure	Score	Compliance Demonstration
5.4.2 L	¹ 1	Partially 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	¹ 1	Partially 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

Skamania County Health 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	2	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	↑ 1	Partially Demonstrated
9.1.4 L	↑ 1	Partially Demonstrated

Standard: 2 Implement Quality Improvement

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

**Skamania County Health 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	43%
Partially Demonstrated	37%
NOT Demonstrated	20%

Note: Totals may not equal 100% due to rounding

Skamania County Health 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
A.1.2 L	1	Content of training materials and an agenda were not provided.	confidentiality policy, confidential statement, HIPPA LM, HIPPA TG, HIPPA use and disclosure of PHI, safeguards to protect the privacy of PHI

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

Skamania County Health 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	Would like to see Public Health Reflected in Title of treasurer's	SKAMANIA COUNTY BUDGET 2010, expenditure report Nov, expenditure report treasurer, Skamania2010 audit

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

**Skamania County Health 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	2	Policy and procedure for afterhours emergency calls stated annual review; policy effective date 3/1/09 with one identified revision 12/1/10.	Policy and procedure for afterhours emergency calls, public health notification and disclosure, 24/7 Response System_ SK 090225_AH; 24/7 Response System_ SK 090225_BH; safeguards to protect the privacy of PHI, Nov/Dec 2010 Summary Report test of 24/7 after-hours

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

Skamania County Health 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	0	No documentation provided of reports containing analysis of data collected and conclusions from data review.	
1.2.2 L	1	A snapshot of Skamania County data compared to WA state was provided on the SC PH website. Though posted on the website, there is no analysis of the data provided or any information provided regarding distribution to specific audiences such as public health and health care providers, the governing entity, and key stakeholders.	Snapshot 2010: Skamania, WA on website

Score Totals for Standard: 2 Analyze Public Health Data

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

Note: Totals may not equal 100% due to rounding

Skamania County Health 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	0		No valid documentation provided
1.3.3 L	0	The Report to the BOH did not verify the review of the report by the BOH; the report did not contain trended data on a set of core indicators as referenced in the 1.3.3 requirements.	No documentation provided

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

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

Note: Totals may not equal 100% due to rounding

**Skamania County Health 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	1	1/25/11 date in footer, but not in Effective Date w/in body of policy. Policy did not include the Appendices referred to in the policy.	Communicable disease reporting
2.1.5 L	2		tracking log for water testing

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

**Skamania County Health 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		Fall AARP, Spring AARP

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

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

Note: Totals may not equal 100% due to rounding

**Skamania County Health 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	0		No documentation provided
2.4.2 L	1	The health advisory submitted was an undated template. The Notification and Disclosure Policy did not include the department's use of communication protocols or two examples, updated twice a year of weekday/weekend and after-hours phone numbers, a call down list, after hours phone answering messages, or 24/7 pager phone access.	Health Advisory, PH Notification and Disclosure policy
2.4.4 L	2		H1N1 information to public, H1N1 regional website, church bulletin, food recall info to retailers

Score Totals for Standard: 4 Maintain Policies for Communication

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

Note: Totals may not equal 100% due to rounding

Skamania County Health 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		church bulletin, Food safety
3.1.2 L	1	Two examples of social marketing were provided, each of which did not include documentation of the elements of community needs identified in the health assessment or the theory, evidence-based or promising practice upon which the oral health or public health services advertised at the fair were based..	oral health ad, health fair ad

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

Skamania County Health 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		R4 Public Health Emergency Response Plan
3.2.4 L	2		3.2.4 Read Me note re: website, Skamania County Public Health 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

**Skamania County Health 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	It would be helpful to include the agency affiliations along with the names of the members present to identify the partnering organizations participating in each effort.	early learning coalition, ESIP council

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

Skamania County Health 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		SKAMANIASTD09, family planning committee meeting

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

**Skamania County Health 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	The Strategic Plan looks good. The final piece that needs attention is building measureable targets that are connected to a timeframe.	SCCH Strategic Plann 2010 2014
5.2.3 L	0		No documentation provided

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

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

Note: Totals may not equal 100% due to rounding

**Skamania County Health 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
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5.4.2 L	1	Unable to verify that the ERP has been tested. At the time of review the plan had not been revised since it was written.	Skamania County ERP August 2010
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Score Totals for Standard: 4 Maintain All Hazards/Emergency Response Plan

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

Note: Totals may not equal 100% due to rounding

**Skamania County Health 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	Consultative Comment: There were no direct links for Food handler permits or OSS information. Links to DOH are in place, but one must know to know there to find this information.	Skamania County website
6.2.3 L	1	Unable to verify educational materials reviewed in the 6/16/10 meeting with the Rock Creek Clinic. The EH example was a notification rather than education focused.	meeting with MCFHC, food recall info to retailers

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

**Skamania County Health 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		isolation and quarantine policy
6.3.2 L	1	Unable to verify the mandated frequency of inspection for regulated entities in general or for inspections for those in which violations were noted.	food inspection
6.3.3 L	1	Documentation of complaints provided; unable to verify analysis of standards for follow-up at each level of the complaint process as the standards were not included with the log. Unable to verify documentation of hearings, meetings or compliance plans as the status of all complaints provided in log was pending.	health code enforcement
6.3.4 L	0		No documentation provided

Score Totals for Standard: 3 Conduct Enforcement Activities

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

Note: Totals may not equal 100% due to rounding

Skamania County Health 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		Smilemobile Poster English & Spanish, Smilemobile visit email

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

**Skamania County Health 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	2		self evaluation, annual performance evaluation, performance improvement plan, Skamania County performance evaluation procedures,
8.2.3 L	2		supervisory and management training, attendance record for training

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

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

Note: Totals may not equal 100% due to rounding

**Skamania County Health 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	1	Unable to verify two examples from two programs, as only one example was provided.	goals for fruit and vegetable nutrition education
9.1.4 L	1	Evidence of monitoring was provided for the one example supplied in 9.1.3	2010 annual nutrition plan WIC

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

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

Note: Totals may not equal 100% due to rounding

**Skamania County Health 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	1	One example of a quality improvement effort was presented.	SCCDD Performance Audit
9.2.3 L	0	Unable to demonstrate staff participation in quality improvement methods and tools training.	No documentation provided

Score Totals for Standard: 2 Implement Quality Improvement

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

Note: Totals may not equal 100% due to rounding

**Skamania County Health Department
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	Unable to verify educational materials reviewed in the 6/16/10 meeting with the Rock Creek Clinic. The EH example was a notification rather than education focused.	meeting with MCFHC, food recall info to retailers	
6.3.1 L	Maintain current written procedures and protocols for conducting enforcement actions	2		isolation and quarantine 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	1	Unable to verify the mandated frequency of inspection for regulated entities in general or for inspections for those in which violations were noted.	food inspection	
6.3.3 L	Conduct enforcement activities and follow up on complaints according to procedures and protocols for both routine and emergency situations	1	Documentation of complaints provided; unable to verify analysis of standards for follow-up at each level of the complaint process as the standards were not included with the log. Unable to verify documentation of hearings, meetings or compliance plans as the status of all complaints provided in log was pending.	health code enforcement	
6.3.4 L	Conduct analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness	0		No documentation provided	

**Skamania County Health Department
Program Report**

Program: Food Safety

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
8.2.1 L	Complete performance evaluations and improvement/training plans	2		self evaluation, annual performance evaluation, performance improvement plan, Skamania County performance evaluation procedures,	
9.1.3 L	Establish goals, objectives and performance measures for processes, programs and interventions	1	Unable to verify two examples from two programs, as only one example was provided.	goals for fruit and vegetable nutrition education	
9.1.4 L	Monitor performance measures for processes, programs and interventions	1	Evidence of monitoring was provided for the one example supplied in 9.1.3	2010 annual nutrition plan WIC	

Score Total for: Food Safety

	Specific LHM Totals
Demonstrated	25%
Partially Demonstrated	63%
NOT Demonstrated	13%

Note: Totals may not equal 100% due to rounding