

Standards for Public Health in Washington State

Snohomish Health District

2011 Performance Review Report (WA 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

- Examples of culturally linguistic materials created for distribution to the public are impressive
- The communicable disease report scope and depth, including EpiNews for distribution of information to the public on current public health issues
- STD voucher program created in response to budget reductions shows creativity and great leveraging of partners to continue needed services for the community.
- Program discussions with the BOH on activities and current issues show deliberate involvement with the BOH.
- Public health protocols on disease and environmental outbreaks/issues are comprehensive and informative for the user
- The communication processes for sharing the SHD mission, vision, and values, including the SHD website and the Risk Communication Plan
- The Human Resources processes for recruitment , ensuring a diverse workforce and succession planning are comprehensive and well described in policies, including the career planning and leadership training efforts
- The strategic planning process and the PowerPoint presentation describing the progress on the strategic plan, Excellent documentation showing involvement of stakeholders in strategic planning process

Areas for Improvement

- Develop systematic methods for the review of educational materials in all programs,
- Ensure all employees have performance evaluations as scheduled
- Develop and implement systematic customer satisfaction surveys and improvement processes that are agency wide
- Establish and monitor of quantifiable, time-framed program performance measures and outcomes in all program areas and activities
- Implement a Quality Improvement Plan and establish and implement quantifiable and time-framed measures and outcomes in all program areas and activities

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. 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

Snohomish Health District Summary Site Report

Score Key:

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

Domain: A Administrative Capacity and Governance

Standard: 1 Provide Infrastructure for Public Health Services

Measure	Score	Compliance Demonstration
A.1.2 L	2	Demonstrated
A.1.3 L	1	Partially Demonstrated
A.1.4 L	2	Demonstrated
A.1.5 L	2	Demonstrated
A.1.6 L	1	Partially Demonstrated
A.1.7 L	2	Demonstrated
A.1.8 L	2	Demonstrated

Standard: 2 Provide Financial Management Systems

Measure	Score	Compliance Demonstration
A.2.2 L	2	Demonstrated
A.2.3 L	2	Demonstrated

Standard: 4 Provide Orientation / Information for the Governing Entity

Measure	Score	Compliance Demonstration
A.4.1 L	2	Demonstrated
A.4.2 L	2	Demonstrated

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

Snohomish Health District Summary Site Report

Score Key:

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

Standard: 1 Collect and Maintain Population Health Data

Measure	Score	Compliance Demonstration
1.1.1 L	2	Demonstrated
1.1.2 L	2	Demonstrated
1.1.3 L	2	Demonstrated
1.1.4 L	2	Demonstrated
1.1.5 L	2	Demonstrated

Standard: 2 Analyze Public Health Data

Measure	Score	Compliance Demonstration
1.2.1 L	2	Demonstrated
1.2.2 L	2	Demonstrated

Standard: 3 Use Data for Public Health Action

Measure	Score	Compliance Demonstration
1.3.1 L	2	Demonstrated
1.3.2 L	2	Demonstrated
1.3.3 L	2	Demonstrated

Domain: 2 Investigate health problems and environmental public health hazards to protect the community

Standard: 1 Investigate Health Problems and Environmental Public Health Hazards

Measure	Score	Compliance Demonstration
2.1.1 L	2	Demonstrated

Snohomish Health District Summary Site Report

Score Key:

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

Standard: 1 Investigate Health Problems and Environmental Public Health Hazards

Measure	Score	Compliance Demonstration
2.1.5 L	2	Demonstrated

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

Measure	Score	Compliance Demonstration
2.2.1 L	2	Demonstrated
2.2.2 L	2	Demonstrated
2.2.3 L	2	Demonstrated

Standard: 4 Maintain Policies for Communication

Measure	Score	Compliance Demonstration
2.4.1 L	2	Demonstrated
2.4.2 L	2	Demonstrated
2.4.3 L	2	Demonstrated
2.4.4 L	2	Demonstrated

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

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

Snohomish Health District 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
3.1.3 L	2	Demonstrated
3.1.4 L	1	Partially Demonstrated

Standard: 2 Communicate Information on Public Health Issues and Functions

Measure	Score	Compliance Demonstration
3.2.1 L	2	Demonstrated
3.2.2 L	2	Demonstrated
3.2.3 L	2	Demonstrated
3.2.4 L	2	Demonstrated
3.2.5 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
4.2.2 L	2	Demonstrated

Snohomish Health District Summary Site Report

Score Key:

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

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

Measure	Score	Compliance Demonstration
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Domain: 5 Develop public health policies and plans

Standard: 2 Develop and Implement a Strategic Plan

Measure	Score	Compliance Demonstration
5.2.1 L	2	Demonstrated
5.2.2 L	2	Demonstrated
5.2.3 L	2	Demonstrated

Standard: 4 Maintain All Hazards/Emergency Response Plan

Measure	Score	Compliance Demonstration
5.4.1 L	2	Demonstrated
5.4.2 L	2	Demonstrated
5.4.3 L	2	Demonstrated

Domain: 6 Enforce public health laws and regulations

Standard: 2 Educate About Public Health Laws

Measure	Score	Compliance Demonstration
6.2.1 L	1	Partially Demonstrated
6.2.2 L	2	Demonstrated
6.2.3 L	2	Demonstrated

Snohomish Health District Summary Site Report

Score Key:

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

Standard: 3 Conduct Enforcement Activities

Measure	Score	Compliance Demonstration
6.3.1 L	2	Demonstrated
6.3.2 L	1	Partially Demonstrated
6.3.3 L	2	Demonstrated
6.3.4 L	1	Partially Demonstrated
6.3.5 L	2	Demonstrated

Domain: 7 Promote strategies to improve access to healthcare services

Standard: 1 Assess Healthcare Capacity and Access to Healthcare Services

Measure	Score	Compliance Demonstration
7.1.1 L	2	Demonstrated
7.1.2 L	2	Demonstrated
7.1.3 L	2	Demonstrated

Standard: 2 Implement Strategies to Improve Access to Healthcare Services

Measure	Score	Compliance Demonstration
7.2.1 L	2	Demonstrated
7.2.2 L	2	Demonstrated

Domain: 8 Maintain a competent public health workforce

Snohomish Health District Summary Site Report

Score Key:

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

Standard: 1 Maintain a Qualified Public Health Workforce

Measure	Score	Compliance Demonstration
8.1.1 L	↑ 1	Partially Demonstrated
8.1.2 L	2	Demonstrated
8.1.3 L	2	Demonstrated

Standard: 2 Maintain a Competent Public Health Workforce

Measure	Score	Compliance Demonstration
8.2.1 L	↑ 1	Partially Demonstrated
8.2.2 L	↑ 1	Partially Demonstrated
8.2.3 L	2	Demonstrated

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

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

Measure	Score	Compliance Demonstration
9.1.2 L	↑ 1	Partially Demonstrated
9.1.3 L	↑ 1	Partially Demonstrated
9.1.4 L	2	Demonstrated
9.1.5 L	↑ 1	Partially Demonstrated
9.1.6 L	↑ 1	Partially Demonstrated
9.1.7 L	2	Demonstrated
9.1.8 L	2	Demonstrated

Snohomish Health District Summary Site Report

Score Key:

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

Standard: 2 Implement Quality Improvement

Measure	Score	Compliance Demonstration
9.2.1 L	0	NOT Demonstrated
9.2.2 L	1	Partially Demonstrated
9.2.3 L	0	NOT Demonstrated
9.2.4 L	NA	Not Applicable

Domain: 10 Contribute to and apply the evidence base of public health

Standard: 1 Identify and Use Evidence-Based and Promising Practices

Measure	Score	Compliance Demonstration
10.1.1 L	2	Demonstrated

Overall Score Totals

	Specific LHJ Totals
Demonstrated	79%
Partially Demonstrated	18%
NOT Demonstrated	3%

Note: Totals may not equal 100% due to rounding

Snohomish Health District

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	2		Maintenance, Protection and Storage of Client Health Information 11/10 Use and Disclosure of Client Health Information 11/10 Verification Training List of Employees 2010
A.1.3 L	1	No documentation provided for "Policy or procedure for development of culturally and linguistically appropriate interventions and materials"	Family Health Hotline program fliers in multiple languages; Dental referral information brochure in English, Russian, and Spanish Informational flier to advertise the time and place for Food Worker classes, A-1-3_curriculum.pdf; A-1-3_FW Cultural awareness classes.mht; A-1-3_Hands on Diversity.pdf
A.1.4 L	2		A-1-4_AFSCME_Contract_2011.pdf, Document meets requirements for the following items: Recruitment, Personnel selection and appointment Salary structure Benefit package Overtime Hours of work Problem solving and complaint handling EEO
A.1.5 L	2	OSSOM_Project.pdf - No date on document, unable to use.	OSS_BusinessProcess.pdf; OSSOM_Project.pdf; OSS_Design.pdf; OSSOM_Operations_Support_Guide.pdf; Entering Prescriptions.pdf Entering Prescriptions.pdf Signing Off on Medication Prescriptions.pdf Hardware_Inventory.pdf Workstation_Software_Licensing.pdf
A.1.6 L	1	Unable to verify evidence that demonstrates the agency has a variety of approaches to meet its capacity to maintain the facilities. Accessibility Checklist.pdf – No date on document, unable to verify timeframe of use	Accessibility Checklist.pdf, A-1-6_Work Logs.pdf, Work Order Log.pdf

Snohomish Health District 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.1.7 L	2		Backup change log.pdf, Acknowledgement of Policies.pdf, Backup procedure.pdf, Password Policy.pdf, Restore log.pdf, A-1- 7_ReadMeNote.docx Tape Rotation Log.pdf
A.1.8 L	2		SHDStrategicPlanFINALPLAN_7-10- 09.pdf

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

	Specific LHJ Totals
Demonstrated	71%
Partially Demonstrated	29%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Snohomish Health District Detailed Agency Report

Domain: A Administrative Capacity and Governance

Standard: 2 Provide Financial Management Systems

Establish effective financial management systems.

	Score	Comments	Documents
A.2.2 L	2		Agreement with Providence Medical Center for STD client care services.pdf Region 3 AIDS Service Network Agreement with Evergreen AIDS Foundation
A.2.3 L	2		SHD2010BudgetApproval.pdf, SHDAugust2010Financial Statement.pdf, A-2-3_SHD_2011Budget.pdf SHDSeptember 2010Financial Statement.pdf Accountability Audit Report.pdf Financial Statements and Federal Single Audit Report.pdf

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

Snohomish Health District Detailed Agency Report

Domain: A Administrative Capacity and Governance

Standard: 4 Provide Orientation / Information for the Governing Entity

Provide orientation and regular information to members of the governing entity regarding their responsibilities and those of the public health agency.

	Score	Comments	Documents
A.4.1 L	2		Garbage and vector control minutes.pdf Garbage and Vectors presentation.pptx Tuberculosis meeting minutes.pdf Tuberculosis Presentation.ppt
A.4.2 L	2	The evidence for this measure could be strengthened by providing items identified in cover letter for new BOH member with documentation.	New BOH member-Packet-LTR2010

Score Totals for Standard: 4 Provide Orientation / Information for the Governing Entity

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

Note: Totals may not equal 100% due to rounding

Snohomish Health District 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		Data_EmergencyResponsePlan.doc, Maintenance Protection Storage.pdf, 24-7 Final Report_NovDec 2010 (rev2).docx Use and Disclosure of Client Info.pdf CallDown_World Class Com24_7 Contact.pdf DOHTest.doc
1.1.2 L	2		EpiNewsJuly08.pdf, 1-1-2_3rdQtr_Fall_NY2011.pdf, Snohomish.xls, Aug_SeptDocs.xls 1_10_Snohomish_Reporter_Surveillanc e_Jan-June.2010.xls CDAnnualReport2008_FINAL.pdf
1.1.3 L	2		CDAnnualReport2008_FINAL.pdf SupIndicators.pdf WABRFSS2009.pdf
1.1.4 L	2	Documentation could be strengthened by showing proof of submittal to the state Department of Health.	Ixtapa_EcoliOutbreak_FinalRpt.doc RedLobsterOutbreakRptFinal.doc Snohomish Nov Monthly Accountability Form.xlsx Snohomish_PHIMS_Jan-June_2010.xlsx
1.1.5 L	2		Card_Distribution_Plan.doc CD_CMS_Additions_11_2010_PAC.xls s CD_PRELIMINARY_REPORT_ADDI NG_NEW_PROVIDERS_07_2010_PA C.XLS

Snohomish Health District 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
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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

Snohomish Health District 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		FinalSignals2_April09.pdf ChronicDiseaseReport5_09.pdf 2009_01_13_BOHMinutesFeatCDreport.pdf 2009_03_03_BOHMinFeatSignals2.pdf
1.2.2 L	2		FullPoisoningRept.pdf AccessReport_3_08.pdf HeraldNet_Poisonings_8_09.pdf AccessMediaRelease.pdf

Score Totals for Standard: 2 Analyze Public Health Data

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

Note: Totals may not equal 100% due to rounding

Snohomish Health District 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		Kickoff_presentations032709.ppt SHDStrategicPlanFINALPLAN_7-10-09rev061010 Childhood Obesity Prevention.doc Comprehensive Workplace Wellness.doc Injury Prevention.doc Memo SHD Lynnwood Swedish Edmonds Proposal.docx
1.3.2 L	2		FinalSignals2_Apri09.pdf 2009_03_03_BOHMinFeatSignals2.pdf MiscAgendaswCD&Signals.pdf SupIndicators.pdf IndicatorHighlights.pdf
1.3.3 L	2		2009_03_03_BOHMinutes.pdf, Res11_04NoSmokingMultiHousingPolicy doc.pdf 2011_1_21_PPC.pdf 2011_02_08_BOH.pdf BOH_indicators_2009-rv2.ppt Signals2_031009.pdf 2007_05_15BOHMinutes.pdf Obesity Rpt_final3-handout.ppt

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

Snohomish Health District 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		Mening_Protocol2008.doc OutbreakControlMeasures.doc Pertussis_ProtocolO2008.doc RabiesPEP_Protocol2008.doc Region1_Outbreak_Investigation_Protocol.doc
2.1.5 L	2		Snohomish_Timeliness_Report_Jan-June2010.xlsx Chapter 246-101 WAC

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

Snohomish Health District 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
2.2.1 L	2		Pertussis_Protocol2008.doc RabiesPEP_Protocol2008.doc SHD TB Incremental Efforts 2010Nov29.pdf Region1_Outbreak_Investigation_Protocol.docx
2.2.2 L	2		2010_SHD_EmergencyResponsePlan.doc Region1_Outbreak_Investigation_Protocol.docx
2.2.3 L	2		Region1_Outbreak_Investigation_Protocol.docx OutbreakList Snohomish.xlsx 2009 H1N1 AAR.doc Day care 1_HepA_Debriefing.docx Restaurant 1.docx

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

Snohomish Health District Detailed Agency Report

Domain: 2 Investigate health problems and environmental public health hazards to protect the community

Standard: 4 Maintain Policies for Communication

Maintain a plan with policies and procedures required for urgent and non-urgent communications.

	Score	Comments	Documents
2.4.1 L	2	It appears there are several afterhours contact numbers to notify the department in an emergency. Currently on the Website, the public is referred to 9-1-1. Is there a different number available to the public?	SHD Contact Us.mht 2010 Risk Comm plan.doc 2.4.1 Bullet 3.doc 2.4.1B_Bullet4.docx
2.4.2 L	2		Testing 24_7 after hours contact bullet 2.doc HAN_SECURES.docx HAN to Providers.docx
2.4.3 L	2		A raft of information Flood recovery health & safety tips.pdf, Media list.doc, 2-4-3_Media, Release_aHantivirus08_04_10.pdf
2.4.4 L	2		Media release "H1N1 vaccine arrives in Snohomish Co.doc Web site posting.jpg

Score Totals for Standard: 4 Maintain Policies for Communication

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

Note: Totals may not equal 100% due to rounding

Snohomish Health District 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		Creating a Healthy Mealtime, Dental Resources flyer
3.1.2 L	2		Ring Map of K- 12 Exemptions, School Focus Newsletter, Immunizations- Considering Exemptions brochure
3.1.3 L	2		Chronic Disease, Final Signals, Strategic Plan 2009 Priorities
3.1.4 L	1	Unable to verify biennial review of all educational materials for Food safety. Blue Book Index is an excellent tracking system, however it indicates that some materials have not been reviewed since 2006 or 2007 and therefore do not meet the requirement of review every other year.	SOP-Development of CD Protocols and Factsheets, CD Goal Planning -2010, Lice factsheet, Spanish Pertussis Fact sheet, Salmonella fact Sheet, Disease_List_ Revised, goal_ planning_2009, Factsheet_Salmonellosis_12_2010 Flood sanitation screen shot, Food Safety PDF and complaint documents, Master File Info Sheet- Correct Glove Usage VFC-Blue Book and Index, Immunization request and consent form, Vaccine ordering protocol and Raise Your Rates article

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

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

Note: Totals may not equal 100% due to rounding

Snohomish Health District 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
3.2.1 L	2		SHD About Us web page, Fax cover sheet, Keeping Track of your Child's Immunizations, Flood Safe--Emergency flood sanitation, Travelers Health Services brochure, SHD 2011 Budget Report, Heat Beat- media release, Recess is over- media release
3.2.2 L	2		SHD Risk Communication Plan
3.2.3 L	2		SHD Risk Communication Plan
3.2.4 L	2		Website- www.snohd.org , Winter Newsletter 2010, Poster Hard Times H1N1
3.2.5 L	2		SHD Languages at Home, Who Are We PPT slide, SHD staff language capacity 10/10, Elevator contract & letterhead template with TTY number, CD- E Coli Fact Sheet in Spanish and Russian Immunizations Exemption brochure

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

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

Note: Totals may not equal 100% due to rounding

Snohomish Health District 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		2010_OralHealthSummitAgenda.pdf, SummitEvaluationForm2010.doc, 2010_Complete_Oral_Health_Summit_Evaluation.pdf MCHCC_022310_Minutes.pdf PreventionPartnersMeetingNotes2010.doc PreventionPartnersMemberList.doc MCHCC_MemberList.docx

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

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

Note: Totals may not equal 100% due to rounding

Snohomish Health District 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		ObesityinCommunity.pdf, 4.2.1LMarysvilleCEP_ResultsForMHC-Leaders_09162009.pdf 4.2.1LEpiBrownBag_Feb2011.pdf 4.2.1LWalkingInventoryResults_10_09.pdf 4.2.1LEverett-LeadersCorrespondence-10-7-09 - walk safety.pdf 1-1-2_Aug_SeptDocs.xls 4.2.1LReadMeNote.doc EpiNewsFeatObesityinCommunity.pdf MediaContactReport-MarysvilleGlobe.pdf
4.2.2 L	2		Snohomish County Access Forum_Invite.pdf Access Forum summary_DS.doc Memo SHD Lynnwood Swedish Edmonds Proposal.docx Childhood Obesity Prevention.doc Comprehensive Workplace Wellness.doc Injury Prevention.doc

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

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

Note: Totals may not equal 100% due to rounding

Snohomish Health District 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
5.2.1 L	2		Strategic Planning Workshop Rpt 1/09, SP PPT w/ planning progress,potential SP planning priorities, Advisory Mtg Summary- 5/09, Communications Mtg Summary- 7/09
5.2.2 L	2		SHD Strategic Plan Final- 7/09, SHD Goals and Objectives
5.2.3 L	2		Feb 2011 BOH agenda, State of District Report 2011, SHD Objectives 2011, August 2009 BOH minutes, SnoLink Portal link to Strategic Plan, 10/2009 All Staff mtg Health Officer presentation

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

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

Note: Totals may not equal 100% due to rounding

Snohomish Health District 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
5.4.1 L	2		Homeland Security Reg 1 Council 4/2010, 2010 SHD PH ERP email distribution, Shake, Rattle and Blow 2010 Exercise and ARR, 8/10 Plan Review
5.4.2 L	2		2010 SHD PH ERP, SHD Risk Communication Plan, Shake, Rattle and Blow 2010 ARR, 8/10 Plan Review
5.4.3 L	2		SHD ERP page 21, Flood Safe flyer, Flood sanitation article for media release, H1N1 Clinic Location flyer

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

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

Note: Totals may not equal 100% due to rounding

Snohomish Health District 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
6.2.1 L	1	No documentation of training or of consistent application of laws was provided.	Health Officer and Deputy Health Officer job descriptions, Blood Borne Pathogen training and HIPAA PPTs, PHIMS audit- 2009-2010, Training List, Bloodborne pathogen tracking Food Safety portion of EH org chart, Health ED Specialist job description,
6.2.2 L	2		EH Sanitary Codes on Website, Wastewater and Food safety permits, Sanitary Code Procedures OA-2009
6.2.3 L	2		Health Alert: Notifiable Conditions and Healthcare Providers and Healthcare Facilities, Confinement letter, GDC order- Nov. 2010, Managing Illness course for child care facilities staff Manager Certification course for food managers, Food worker class, SHD Food safety website

Score Totals for Standard: 2 Educate About Public Health Laws

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

Note: Totals may not equal 100% due to rounding

Snohomish Health District 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		TB Incremental efforts- Nov 2010, WAC 246-100 and 101, TB control program protocol, GDC order 11/2010 SNOHOMISH HEALTH DISTRICT SANITARY CODE Effective 8/12/08; Revised 8/12/08 CHAPTER 10 FOOD SANITATION Chapter 10.1 Food Service Regulation, Chapter 246-215 WAC, FOOD SERVICE Chapter 10.2 Enforcement Procedures of the Food Program
6.3.2 L	1	This measure is NA for CD program. Unable to verify that inspections are conducted according to mandated frequency.	SHD Risk Categorization of Food Establishments,
6.3.3 L	2	This measure is NA for CD program.	Paragon database for food establishment complaints, Vatika inspection report,
6.3.4 L	1	This measure is NA for CD program. Unable to verify the analysis of complaints and of enforcement actions for patterns, trends, compliance and effectiveness.	Top ten documented violations in 2008, 2009 and 2010 at SHD, 2009 and 2010 analysis of food violations
6.3.5 L	2	This measure is NA for CD program.	Email regarding Snohomish Cheese problem, Online Inspections reports

Score Totals for Standard: 3 Conduct Enforcement Activities

	Specific LHJ Totals
Demonstrated	60%
Partially Demonstrated	40%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Snohomish Health District Detailed Agency Report

Domain: 7 Promote strategies to improve access to healthcare services

Standard: 1 Assess Healthcare Capacity and Access to Healthcare Services

Assess healthcare capacity and access to healthcare services.

	Score	Comments	Documents
7.1.1 L	2		SHDStrategicPlanFINALPLAN_7-10-09 CommunityMeetingSummaryNotes_5.14.09
7.1.2 L	2		AccessReport_03_08.pdf
7.1.3 L	2		AccessReport_Pgs64-68 AccessReport_03_08.pdf Accessforumsummary.pdf

Score Totals for Standard: 1 Assess Healthcare Capacity and Access to Healthcare Services

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

Note: Totals may not equal 100% due to rounding

Snohomish Health District 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		Snohomish County Access Forum_Invite.pdf Access Forum summary_DS.doc Snohomish County Health Care Access Forum Commitment.xls Sno Co Access to Care Steering Mtg Notes 3 26 09.doc Access to Care Steering Committee roster041009.xls SCPAWorkplan.pdf
7.2.2 L	2		CHC STD Services 20110001.pdf Prov STD Service 20110001.pdf Provider agreement 2010 spreadsheet.xls Provideragreement2011.pdf SOW – STD Clinic Svcs (2).doc STD Client Care Services STD Voucher Clinics STD Voucher Procedures_UPDATED.docx STD Voucher Report – 2010 year end.doc Example for Standards 2011.xls School-focus_8_2010.pdf RingMap_K12_Exempt_17x22.jpg

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

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

Note: Totals may not equal 100% due to rounding

Snohomish Health District Detailed Agency Report

Domain: 8 Maintain a competent public health workforce

Standard: 1 Maintain a Qualified Public Health Workforce

Recruit, hire and retain a qualified and diverse public health workforce.

	Score	Comments	Documents
8.1.1 L	1	Unable to verify retention activities, as spirit award is template and does not show that the Spirit Award has been given, non-discrimination policy is draft and not approved.	Job postings online, Employee Handbook, Spirit award-2009 template
8.1.2 L	2	No new staff in last two years. No new staff in last two years.	SnoLink Portal website for HR- job position descriptions, New staff orientation brochure, SnoLink Portal website for HR- job position descriptions. No new Food safety staff in last 2 years SnoLink Portal website for HR- job position descriptions, New staff Orientation brochure
8.1.3 L	2	No new staff in last two years. No new staff in last two years.	Best Hiring Practices, HSQA Provider Credential Search website Best Hiring Practices, IFTPE agreement with SHD section 7.6.4. No new Food Safety staff in last 2 years. Best Hiring Practices, HSQA Provider Credential Search website, Skills Checklist for Immunizations- blank template

Score Totals for Standard: 1 Maintain a Qualified Public Health Workforce

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

Note: Totals may not equal 100% due to rounding

Snohomish Health District 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 percent of employees with current performance evaluations to meet 3rd requirement of measure. Unable to verify percent of employees with current performance evaluations to meet 3rd requirement of measure. Unable to verify percent of employees with current performance evaluations to meet 3rd requirement of measure.	Performance Tool Manual- Final 1-2011, Nurse, Epi EHS and OA2 performance Evaluation templates, Performance Evaluation Checklist- 2009 Performance Tool Manual- Final 1-2011, Nurse, Epi EHS and OA2 performance Evaluation templates, Performance Evaluation Checklist- 2009 Performance Tool Manual- Final 1-2011, Nurse, Epi EHS and OA2 performance Evaluation templates, Performance Evaluation Checklist- 2009
8.2.2 L	1	The intent of this measure is that the agency will assess and address staff training needs across divisions or the entire agency in the form of a workforce development plan or overall training plan. These four performance appraisals are excellent documentation for measure 8.2.1.	Four staff performance evaluations submitted showing assessment of individuals' training needs
8.2.3 L	2		Summit training PPT (not dated), Supervisor training on Sexual Harassment course materials and sign-in sheet

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

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

Note: Totals may not equal 100% due to rounding

Snohomish Health District 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
9.1.2 L	1	Unable to verify that an agency policy for program and division performance management has been established, although some capacity building is demonstrated.	SMART goal training, SHD Objectives 2011
9.1.3 L	1	The SHD 2011 Objectives does not contain quantifiable timeframed measures, such as rate of vaccine administered or percent of planned vaccine actually administered, so unable to verify 2 quantifiable timeframed measures for SHD Immunization program to monitor and report on ongoing basis.	SHD Objectives 2011, PHG July- Dec 2010, Communicable Disease Epidemiology Procedure, Percent of notifiable condition cases reported to the LHJ, 5930 CDES Interim Report, within the required time frame and Percent of notifiable condition cases reported to the LHJ, where investigation was initiated within the time frame specified in the Communicable Disease Epidemiology Procedure SHD Objectives 2011- Food safety section SHD Objectives 2011-- vaccine section, LHJ VFC Site Visit
9.1.4 L	2	This measure is not applicable as measure 9.1.3 was not demonstrated. This measure is NA as measure 9.1.3 was not demonstrated.	5930 CDES Interim Report, SHD Objectives 2011, PHG July- Dec 2010
9.1.5 L	1	Unable to verify the analysis of the 5930 data for Snohomish or how these reports have been used by SHD to identify and address opportunities for improvement. This measure is not applicable as measure 9.1.3 was not demonstrated. This measure is NA as measure 9.1.3 was not demonstrated.	Unable to find reports with data analysis or identification of opportunities for improvement for performance measures presented in 9.1.3.
9.1.6 L	1	Unable to verify that SHD has a systematic process for assessing and improving customer satisfaction with agency services.	H1N1 focus groups on effectiveness of response, ClientComplaint_2009_04_15,
9.1.7 L	2		Senior Management Meeting_Agenda_01122011, SHD Objectives 2011, SMART goal training

Snohomish Health District 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
9.1.8 L	2		State of the District Report and Goals and Objectives-2011; State of the District Report- 2010, 5/09 and 9/09 BOH minutes and H1N1 ARR

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

	Specific LHJ Totals
Demonstrated	43%
Partially Demonstrated	57%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Snohomish Health District 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
9.2.1 L	0		No documentation provided
9.2.2 L	1	This measure requires evidence of conducting more formal QI efforts, such as QI teams using rapid Cycle Improvement and QI tools, in order to fully demonstrate the measure.	Immunization Checklist and request form, H1N1 ARR, Suggestion Box
9.2.3 L	0		No documentation provided
9.2.4 L			

Score Totals for Standard: 2 Implement Quality Improvement

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

Note: Totals may not equal 100% due to rounding

Snohomish Health District Detailed Agency Report

Domain: 10 Contribute to and apply the evidence base of public health

Standard: 1 Identify and Use Evidence-Based and Promising Practices

Identify and use evidence-based and promising practices.

	Score	Comments	Documents
10.1.1 L	2	Health_Relationships.pdf – document could be strengthened by adding date to it. HIV_CTR_Procedural_Guide_8-09.sflb.pdf – document count be strengthened by adding date to it.	SHD 2010 Healthy_Relationships_Plan REVISED.doc Health_Relationships.pdf Welcome to Effective Interventions Webpage DEBI Webpage SHD 2010 Mandates.doc HIV_CTR_Procedural_Guide_8-09.sflb.pdf http://www.cdc.gov/mmwr/preview/mmwrhtml/rr5019a1.htm

Score Totals for Standard: 1 Identify and Use Evidence-Based and Promising Practices

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

Note: Totals may not equal 100% due to rounding

**Snohomish Health District
Program Report**

Program: Communicable Disease

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
3.1.4 L	Review prevention and education information of all types (including technical assistance) at least every other year and update, expand or contract as needed based on revised regulations, changes in community needs, evidence-based practices and public health data. There is a process to evaluate the content and use of and to update materials	2		SOP-Development of CD Protocols and Factsheets, CD Goal Planning -2010, Lice factsheet, Spanish Pertussis Fact sheet, Salmonella fact Sheet, Disease_List_Revised, goal_planning_2009, Factsheet_Salmonellosis_12_2010	
6.2.1 L	Maintain agency knowledge and consistent application of public health laws	2		Health Officer and Deputy Health Officer job descriptions, Blood Borne Pathogen training and HIPAA PPTs, PHIMS audit-2009-2010, Training List, Bloodborne pathogen tracking	
6.2.3 L	Provide education to regulated entities regarding their responsibilities and methods to achieve full compliance with applicable laws	2		Health Alert: Notifiable Conditions and Healthcare Providers and Healthcare Facilities, Confinement letter, GDC order- Nov. 2010, Managing Illness course for child care facilities staff	

**Snohomish Health District
Program Report**

Program: Communicable Disease

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
6.3.1 L	Maintain current written procedures and protocols for conducting enforcement actions	2		TB Incremental efforts- Nov 2010, WAC 246-100 and 101, TB control program protocol, GDC order 11/2010	
6.3.2 L	Conduct inspection activities of regulated entities according to mandated frequency and/or a risk analysis method that guides the frequency and scheduling of inspections of regulated entities		This measure is NA for CD program.		
6.3.3 L	Conduct enforcement activities and follow up on complaints according to procedures and protocols for both routine and emergency situations		This measure is NA for CD program.		
6.3.4 L	Conduct analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness		This measure is NA for CD program.		
6.3.5 L	Coordinate notification of violations to the public, when required, and coordinate the sharing of information about enforcement activities, analysis, results and follow-up activities among appropriate agencies		This measure is NA for CD program.		
8.1.2 L	Make job standards and position descriptions available to staff	2	No new staff in last two years.	SnoLink Portal website for HR- job position descriptions, New staff orientation brochure,	New staff orientation brochure

**Snohomish Health District
Program Report**

Program: Communicable Disease

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
8.1.3 L	Confirm that staff meet qualifications for their positions, job classifications and licensure	2	No new staff in last two years.	Best Hiring Practices, HSQA Provider Credential Search website	
8.2.1 L	Complete performance evaluations and improvement/training plans	1	Unable to verify percent of employees with current performance evaluations to meet 3rd requirement of measure.	Performance Tool Manual- Final 1-2011, Nurse, Epi EHS and OA2 performance Evaluation templates, Performance Evaluation Checklist-2009	
9.1.3 L	Establish goals, objectives and performance measures for processes, programs and interventions	2		SHD Objectives 2011, PHG July- Dec 2010, Communicable Disease Epidemiology Procedure, Percent of notifiable condition cases reported to the LHJ, 5930 CDES Interim Report, within the required time frame and Percent of notifiable condition cases reported to the LHJ, where investigation was initiated within the time frame specified in the Communicable Disease Epidemiology Procedure	

Snohomish Health District Program Report

Program: Communicable Disease

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
9.1.4 L	Monitor performance measures for processes, programs and interventions	2		5930 CDES Interim Report, SHD Objectives 2011, PHG July- Dec 2010	
9.1.5 L	Evaluate the effectiveness of processes, programs, and interventions and identify needs for improvement	1	Unable to verify the analysis of the 5930 data for Snohomish or how these reports have been used by SHD to identify and address opportunities for improvement.	Unable to find reports with data analysis or identification of opportunities for improvement for performance measures presented in 9.1.3.	

Score Total for: Communicable Disease

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

Note: Totals may not equal 100% due to rounding

**Snohomish Health District
Program Report**

Program: Food Safety

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
3.1.4 L	Review prevention and education information of all types (including technical assistance) at least every other year and update, expand or contract as needed based on revised regulations, changes in community needs, evidence-based practices and public health data. There is a process to evaluate the content and use of and to update materials	1	Unable to verify biennial review of all educational materials for Food safety.	Flood sanitation screen shot, Food Safety PDF and complaint documents, Master File Info Sheet- Correct Glove Usage	
6.2.1 L	Maintain agency knowledge and consistent application of public health laws	1	No documentation of training or of consistent application of laws was provided.	Food Safety portion of EH org chart, Health ED Specialist job description,	
6.2.3 L	Provide education to regulated entities regarding their responsibilities and methods to achieve full compliance with applicable laws	2		Manager Certification course for food managers, Food worker class, SHD Food safety website	
6.3.1 L	Maintain current written procedures and protocols for conducting enforcement actions	2		SNOHOMISH HEALTH DISTRICT SANITARY CODE Effective 8/12/08; Revised 8/12/08 CHAPTER 10 FOOD SANITATION Chapter 10.1 Food Service Regulation, Chapter 246-215 WAC, FOOD SERVICE Chapter 10.2 Enforcement Procedures of the Food Program	

**Snohomish Health District
Program Report**

Program: Food Safety

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
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 that inspections are conducted according to mandated frequency.	SHD Risk Categorization of Food Establishments,	
6.3.3 L	Conduct enforcement activities and follow up on complaints according to procedures and protocols for both routine and emergency situations	2		Paragon database for food establishment complaints, Vatika inspection report,	
6.3.4 L	Conduct analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness	1	Unable to verify the analysis of complaints and of enforcement actions for patterns, trends, compliance and effectiveness.	Top ten documented violations in 2008, 2009 and 2010 at SHD, 2009 and 2010 analysis of food violations	
6.3.5 L	Coordinate notification of violations to the public, when required, and coordinate the sharing of information about enforcement activities, analysis, results and follow-up activities among appropriate agencies	2		Email regarding Snohomish Cheese problem, Online Inspections reports	
8.1.2 L	Make job standards and position descriptions available to staff	2		SnoLink Portal website for HR- job position descriptions. No new Food safety staff in last 2 years	
8.1.3 L	Confirm that staff meet qualifications for their positions, job classifications and licensure	2		Best Hiring Practices, IFTPE agreement with SHD section 7.6.4. No new Food Safety staff in last 2 years.	

**Snohomish Health District
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	1	Unable to verify percent of employees with current performance evaluations to meet 3rd requirement of measure.	Performance Tool Manual- Final 1-2011, Nurse, Epi EHS and OA2 performance Evaluation templates, Performance Evaluation Checklist-2009	
9.1.3 L	Establish goals, objectives and performance measures for processes, programs and interventions	2		SHD Objectives 2011- Food safety section	
9.1.4 L	Monitor performance measures for processes, programs and interventions		This measure is not applicable as measure 9.1.3 was not demonstrated.		
9.1.5 L	Evaluate the effectiveness of processes, programs, and interventions and identify needs for improvement		This measure is not applicable as measure 9.1.3 was not demonstrated.		

Score Total for: Food Safety

	Specific LHJ Totals
Demonstrated	58%
Partially Demonstrated	42%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding

Snohomish Health District

Program Report

Program: Immunizations

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
3.1.4 L	Review prevention and education information of all types (including technical assistance) at least every other year and update, expand or contract as needed based on revised regulations, changes in community needs, evidence-based practices and public health data. There is a process to evaluate the content and use of and to update materials	1	Blue Book Index is an excellent tracking system, however it indicates that some materials have not been reviewed since 2006 or 2007 and therefore do not meet the requirement of review every other year.	VFC-Blue Book and Index, Immunization request and consent form, Vaccine ordering protocol and Raise Your Rates article	
8.1.2 L	Make job standards and position descriptions available to staff	2	No new staff in last two years.	SnoLink Portal website for HR- job position descriptions, New staff Orientation brochure	
8.1.3 L	Confirm that staff meet qualifications for their positions, job classifications and licensure	2	No new staff in last two years.	Best Hiring Practices, HSQA Provider Credential Search website, Skills Checklist for Immunizations- blank template	
8.2.1 L	Complete performance evaluations and improvement/training plans	1	Unable to verify percent of employees with current performance evaluations to meet 3rd requirement of measure.	Performance Tool Manual- Final 1-2011, Nurse, Epi EHS and OA2 performance Evaluation templates, Performance Evaluation Checklist- 2009	

Snohomish Health District Program Report

Program: Immunizations

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
9.1.3 L	Establish goals, objectives and performance measures for processes, programs and interventions	1	The SHD 2011 Objectives does not contain quantifiable timeframed measures, such as rate of vaccine administered or percent of planned vaccine actually administered, so unable to verify 2 quantifiable timeframed measures for SHD Immunization program to monitor and report on ongoing basis.	SHD Objectives 2011--vaccine section, LHJ VFC Site Visit presentation	
9.1.4 L	Monitor performance measures for processes, programs and interventions		This measure is NA as measure 9.1.3 was not demonstrated.		
9.1.5 L	Evaluate the effectiveness of processes, programs, and interventions and identify needs for improvement		This measure is NA as measure 9.1.3 was not demonstrated.		

Score Total for: Immunizations

	Specific LHJ Totals
Demonstrated	40%
Partially Demonstrated	60%
NOT Demonstrated	0%

Note: Totals may not equal 100% due to rounding