

# Standards for Public Health in Washington State

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## *Walla Walla 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

- Analyzing and using public health data for public health action
- AARs and written protocols for urgent 24/7 communication- innovative use of Twitter
- Informing and educating about public health issues and functions
- Risk Communication Plan
- MAPP process
- Strategic Plan
- Implementation of quality improvement efforts including staff participation in QI training
- Numerous exemplary documents representing multiple strengths in your programs

## Areas for Improvement

- Strengthen Environmental Health protocols delineating investigation and timeliness responsibilities
- Alignment of program-based performance measurement between goals, objectives, performance measures, and documentation of monitoring ( 9.1.3 and 9.1.4)

## The Performance Review Approach

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

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

## Results of the Site Review

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

calculated score derived from the program scores and the documentation and comments for all programs. The third section of this report is the program detail with the list of documents and comments for each of the programs reviewed for the LHJ. The scores from each of the programs were aggregated to provide a single score for that measure at the agency level that is reported in section two.

## Comparability to Previous Results

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

## Scoring and Related Information in the Site Reports

For each measure scored by the reviewer:

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

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

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

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

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

## Next Steps

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

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

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

- **Exemplary practices:** The Exemplary Practices Compendium provides you with documentation from many of the LHJs in Washington State. Potential exemplary practice documents were gathered from each of the sites and the very best examples for each measure will be organized into an electronic tool kit. This material will be available at [www.doh.wa.gov/phip/Standards/BestPractices/StandardsExemplaryPractices.htm](http://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](mailto:wanda.williams@doh.wa.gov)



## Walla Walla 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	2	Demonstrated

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

Standard: 1 Investigate Health Problems and Environmental Public Health Hazards

Measure	Score	Compliance Demonstration
2.1.1 L	2	Demonstrated
2.1.5 L	2	Demonstrated

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

Measure	Score	Compliance Demonstration
2.2.3 L	2	Demonstrated

Standard: 4 Maintain Policies for Communication

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

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

## Walla Walla 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	2	Demonstrated

Standard: 2 Communicate Information on Public Health Issues and Functions

Measure	Score	Compliance Demonstration
3.2.3 L	2	Demonstrated
3.2.4 L	2	Demonstrated

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

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

Measure	Score	Compliance Demonstration
4.1.1 L	2	Demonstrated

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

Measure	Score	Compliance Demonstration
4.2.1 L	2	Demonstrated

Domain: 5 Develop public health policies and plans

## Walla Walla 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	2	Demonstrated
5.2.3 L	1	Partially Demonstrated

Standard: 4 Maintain All Hazards/Emergency Response Plan

Measure	Score	Compliance Demonstration
5.4.2 L	2	Demonstrated

Domain: 6 Enforce public health laws and regulations

Standard: 2 Educate About Public Health Laws

Measure	Score	Compliance Demonstration
6.2.2 L	2	Demonstrated
6.2.3 L	2	Demonstrated

Standard: 3 Conduct Enforcement Activities

Measure	Score	Compliance Demonstration
6.3.1 L	2	Demonstrated
6.3.2 L	2	Demonstrated
6.3.3 L	2	Demonstrated
6.3.4 L	2	Demonstrated

Domain: 7 Promote strategies to improve access to healthcare services

## Walla Walla 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	0	NOT Demonstrated

Standard: 2 Implement Quality Improvement

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

**Walla Walla County Health Department  
Summary Site Report**

**Score Key:**

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

**Overall Score Totals**

	<b>Specific LHJ Totals</b>
Demonstrated	91%
Partially Demonstrated	6%
NOT Demonstrated	3%

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

# Walla Walla 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	2		01.10 Confidentiality 110131, 101221 Confidentiality and Public Information, 110106 Confidentiality Training Forms, 110106 Confidentiality Training Roster

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

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

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

**Walla Walla 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
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A.2.3 L 2

2011 BUDGET, 2010 Spendline  
Graphic, Copy of 2010 Budget View  
(3), 2011 FINAL BUDGET Resolution

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**

## Walla Walla 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		03.1.0 CD _manual, Reporting and 24-7 contact hyprlink, RE Documentation of 24-7 Contact, November/December 2010 Summary Report Test of 24/7 Emergency After-Hours Telephone Respones System...

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**

## Walla Walla 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	2		C. Oral Health Coalition Smile Survey Report, D. OH-ABCD COALITIONagenda 1-21-11(and notes)
1.2.2 L	2		Community Health Report 2010, FW 2010 Community Health Report, 2010 Community Health Report, Community Health Report 2010 power point, Local Healthwork plan FINAL. Submitted (MAPP)

Score Totals for Standard: 2 Analyze Public Health Data

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

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

## Walla Walla 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	2		Teenpreg.GFPres, RCI.AIM.statement.submitted, DataDescriptionTemplate2-07.submitted.do, Grant App re Butterfly, Local Healthwork plan FINAL. Submitted
1.3.3 L	2		100317 2009 annual report, 100510 Agenda, 100211 CHR, 2010 Community Health Report.msg, 2010 Community Health Report, Commissioner's Chambers 5-10-2010.mp3

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**

## Walla Walla 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	2		CD Manual Policy and Table of Contents, HANDLING REPORTS, Colored Key Sheet for EH (undated), EH Protocols
2.1.5 L	2		5930 CDES Official Report July - Dec 2009, Redacted Tracking Log

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**

**Walla Walla 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		After Action Report-Hospital Staff Viral Outbreak-Final, After Action Report-Green Tank-Final(2)

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**

## Walla Walla 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	2	Please review lists to ensure that 2 are updated at least twice a year.	Dept Phone Listing_110110, Copy of Media Update September 10, WWCHD Contact Cards - Admin Team Plus_110106, 10.6.1 24 7 Response Plan 060701 100729, Screen print of Web Page with Contact Info(2), 1.3.4 Risk Communication 110101
2.4.2 L	2		Twitter demonstrating public notification re GTWD, 110126 SECURES Screen Shot, Telephone turnover, Messages
2.4.4 L	2		Twitter Demonstrating Public Notification, 100728 SKR Pertussis Alert Posted on Webpage, After Action Report-Green Tank-Final (use of MapStorm)

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**

## Walla Walla 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		flip chart 6Eng, flipchartbackpageEng, flipchartfrontsideEng, October 2010 Parent Seminar at YMCA, The Moms Network Talk
3.1.2 L	2		Butterfly.PPContractFacepage, Butterfly.PPContractScopeofWork., Butterfly Project Posters. Cards, FEEDING TEAM SURVEY (includes results), FEEDING TEAM SURVEY, DOH-UW training (Feeding Team minutes)

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

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

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

## Walla Walla 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		1.3.4 Risk Communication 110101
3.2.4 L	2		<a href="http://www.co.walla-walla.wa.us/departments/phd/Links.shtml">http://www.co.walla-walla.wa.us/departments/phd/Links.shtml</a> 1

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**

## Walla Walla 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		Work Plan 09- 2010 Pg 1, Walla Walla Visit Schedule October 7-8, 2010, October 7-8, 2010 Presentations Sign in Sheets, MAPP Data Pak, 1.01.28AgendaMAPP, MAPP CHIPI Participants-Invitees

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

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

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

**Walla Walla 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		MAPP Data Pak, 1.01.28AgendaMAPP, 1-28-11 Sign in Sheet, 09.11.06 Sign In Sheet Phase 4, Distribution E-mails for MAPP session and news paper articles about reports, MAPP Agenda and Materials

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**

## Walla Walla 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	2	Please add dates to the 101220 Mission vision values goals, 101216 SWOT & Strategies documents.	101220 Mission vision values goals, 101216 SWOT & Strategies, 101217 2011 Objectives Review, 101217 WWCHD 5-year Plan, Strategic Planning Meeting Minutes for 2011, App Strat Plan, Screenshot of Posting of Strateigc Plan
5.2.3 L	1	The report of progress toward goals and objectives must include how the targets are monitored, rather than progress made and any revisions or conclusions reached based on the monitoring.	101217 2011 Objectives Review, 100503 2010 Objectives Review, 101217 WWCHD 5-year Plan

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

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

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

**Walla Walla 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
5.4.2 L	2		100930 WWCHD PHEPR Plan, 100419 Pandemic Influenza After Action Report hrc, 110110 ICS and Job Action sheets, ESF08HEALTHANDMEDICALSERVICES, 100930 WWCHD PHEPR Plan wo draft, JIM MULLEN LETTER, Agency Response Note re: 4 year cycle

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

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

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

**Walla Walla 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		5-21-09_Ehmainpage, Food Newsletter Distribution List (undated), Forms&Pubs_EH, Letter to WWGH on Notifiable Condition Reporting hrc
6.2.3 L	2	To strengthen your response to this measure, please include the attachments referenced in the "110204 Notifiable Condition Letter & attachments" document.	110204 Notifiable Condition Letter & attachments, Letter to WWGH on Notifiable Condition Reporting hrc, Annual Vaccine CDC Web Cast Info-8-5-2010 FoodTalksummer10pdf, Food Newsletter Distribution List, FoodEstAdvisoryCommMinutes101025,  <a href="http://www.doh.wa.gov/ehp/food/rulerevision.htm">http://www.doh.wa.gov/ehp/food/rulerevision.htm</a> , Forms&Pubs_EH

Score Totals for Standard: 2 Educate About Public Health Laws

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

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

**Walla Walla 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		Enforcement Policy & Procedure for Food Establishment, Enforcement Policy & Procedure for Temp Food Estab, Clean Indoor Air Act 051208-2, FoodEnforcementFlowChart09, Authority to enforce I 901 RCW with date of approval, Clean Indoor Air Enforcement protocol
6.3.2 L	2		Enforcement Policy & Procedure for Food Establishment, Enforcement Policy & Procedure for Temp Food Estab, Clean Indoor Air Enforcement protocol, FoodEnforcementFlowChart09, Food-Inspection Frequency 8-401.10, Inspection Breakdown Report-Dec. 2010
6.3.3 L	2		EH TRAINING MANUAL-COMPLAINT PROCEDURE, Complaint Log-Food 2010, Food-Office Conference 100209, Food-Office Conference 100209, Enforcement Policy & Proced for Food Establish 11026,
6.3.4 L	2		Annual Report 2009- Food complaints, Violations, Enforcement, Food Complaints

Score Totals for Standard: 3 Conduct Enforcement Activities

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

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

## Walla Walla 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		OH-ABCD COALITION minutes 9-29-08, Oral Health Coalition Members-Directory- 9-10 (undated), Workgroup committees 2008-2010

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**

**Walla Walla 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		Walla Walla County Personnel Evaluation Policy, Employee Performance Evaluation Master, 110105 Evaluation Lisitng, 11.3.1 360-Degree Evaluations, 101011, 110105 Evaluation Lisitng, Attach 1 - 360 Evaluation Form_090401 Walla Walla County Personnel Evaluation Policy, Employee Performance Evaluation Master, 110105 Evaluation Lisitng, 11.3.1 360-Degree Evaluations, 101011, 110105 Evaluation Lisitng, Attach 1 - 360 Evaluation Form_090401
8.2.3 L	2		Leadship Training Certificates, Davis Leadership Training Documents, Jenkins Mgt Training, Rinehart Leadership Training Documents

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

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

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

## Walla Walla 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	Quality improvement targets were not specified regarding time framed and measureable performance outcomes.	101217 2011 Objectives Review, 100104 Annual Objectives
9.1.4 L	0	Evidence of monitoring activities; however the documentation of monitoring performance provided was not aligned with the examples of goals provided in 9.1.3	No valid documentation provided

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

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

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

## Walla Walla 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	2		10.5.21 swbImprovingdataquality.Charter, 100610 SKR Step I.1Improving Data Quality FLOWCHART-IZ, PM2 MeasureCTable5.Comparison08with10, 080716 CQI Charter Notifiable Condition Reporting, CQICDFishbone
9.2.3 L	2		Student_Training_Manual, Student_Training_Manual, February 26- 09 Retreat Minutes, MemoryJogger.flowchart, Nov 1, 2010, Dec 2, 2010, Jan 14, 2011, Jan 20, 2011, May 13, 2010

Score Totals for Standard: 2 Implement Quality Improvement

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

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

**Walla Walla County Health Department  
Program Report**

Program: Communicable Disease

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
6.2.3 L	Provide education to regulated entities regarding their responsibilities and methods to achieve full compliance with applicable laws	2	To strengthen your response to this measure, please include the attachments referenced in the "110204 Notifiable Condition Letter & attachments" document.	110204 Notifiable Condition Letter & attachments, Letter to WWGH on Notifiable Condition Reporting hrc, Annual Vaccine CDC Web Cast Info-8-5-2010	
6.3.1 L	Maintain current written procedures and protocols for conducting enforcement actions	2		Enforcement Policy & Procedure for Food Establishment, Enforcement Policy & Procedure for Temp Food Estab, Clean Indoor Air Act 051208-2, FoodEnforcementFlow Chart09, Authority to enforce I 901 RCW with date of approval, Clean Indoor Air Enforcement protocol	

**Walla Walla County Health Department  
Program Report**

Program: Communicable Disease

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	2		Enforcement Policy & Procedure for Food Establishment, Enforcement Policy & Procedure for Temp Food Estab, Clean Indoor Air Enforcement protocol, FoodEnforcementFlow Chart09, Food-Inspection Frequency 8-401.10, Inspection Breakdown Report-Dec. 2010	
6.3.3 L	Conduct enforcement activities and follow up on complaints according to procedures and protocols for both routine and emergency situations	2		EH TRAINING MANUAL-COMPLAINT PROCEDURE, Complaint Log-Food 2010, Food-Office Conference 100209, Food-Office Conference 100209, Enforcement Policy & Proced for Food Establish 11026,	
6.3.4 L	Conduct analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness	2		Annual Report 2009-Food complaints, Violations, Enforcement, Food Complaints	

**Walla Walla County Health Department  
Program Report**

Program: Communicable Disease

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
8.2.1 L	Complete performance evaluations and improvement/training plans	2		Walla Walla County Personnel Evaluation Policy, Employee Performance Evaluation Master, 110105 Evaluation Lisitng, 11.3.1 360-Degree Evaluations, 101011, 110105 Evaluation Lisitng, Attach 1 - 360 Evaluation Form_090401	
9.1.3 L	Establish goals, objectives and performance measures for processes, programs and interventions	1	Quality improvement targets were not specified regarding time framed and measureable performance outcomes.	101217 2011 Objectives Review, 100104 Annual Objectives	
9.1.4 L	Monitor performance measures for processes, programs and interventions	0	Evidence of monitoring activities; however the documentation of monitoring performance provided was not aligned with the examples of goals provided in 9.1.3	No valid documentation provided	

**Walla Walla County Health Department  
Program Report**

Program: Communicable Disease

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

	Specific LHJ Totals
Demonstrated	75%
Partially Demonstrated	13%
NOT Demonstrated	13%

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

**Walla Walla 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	2		FoodTalksummer10pdf, Food Newsletter Distribution List, FoodEstAdvisoryComm Minutes101025, <a href="http://www.doh.wa.gov/ehp/food/rulerevision.htm">http://www.doh.wa.gov/ehp/food/rulerevision.htm</a> , Forms&Pubs_EH	
6.3.1 L	Maintain current written procedures and protocols for conducting enforcement actions				
6.3.2 L	Conduct inspection activities of regulated entities according to mandated frequency and/or a risk analysis method that guides the frequency and scheduling of inspections of regulated entities				
6.3.3 L	Conduct enforcement activities and follow up on complaints according to procedures and protocols for both routine and emergency situations				
6.3.4 L	Conduct analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness				

**Walla Walla 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		Walla Walla County Personnel Evaluation Policy, Employee Performance Evaluation Master, 110105 Evaluation Lisitng, 11.3.1 360-Degree Evaluations, 101011, 110105 Evaluation Lisitng, Attach 1 - 360 Evaluation Form_090401	
9.1.3 L	Establish goals, objectives and performance measures for processes, programs and interventions				
9.1.4 L	Monitor performance measures for processes, programs and interventions				

Score Total for: Food Safety

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

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