

# Standards for Public Health in Washington State

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## *Whitman County Public Health*

### *2011 Performance Review Report (Basic Set)*

#### **The Standards and the 2011 Performance Review**

Thank you for participating in the performance review of the Standards for Public Health in Washington State. The intent of the standards is to provide an overarching measurement framework for the many services, programs, legislation, and state and local administrative codes that affect public health.

With permission from Public Health Accreditation Board (PHAB), the 2010-2011 Standards for Public Health in Washington are based on the PHAB Standards (Beta Test version) as well as recommendations from the 2008 Washington State site reviews. In late 2010 the Public Health Standards Workgroup, with approval from the Public Health Improvement Partnership (PHIP), developed a Basic Set of public health performance standards for the 2010-2011 Standards Review cycle. This set of standards contains approximately 40% of the measures found in the Washington 'required' set of standards. The intent was to reduce the burden on smaller local health agencies and to encourage statewide participation in the standards review.

Agencies had a choice about the scope of the 2010-2011 review. Those who wanted to prepare for accreditation in the future could use this cycle to prepare by agreeing to be reviewed on all standards and measures. Local health agencies had three options for their type of review:

1. The full set of PHAB/National Standards as well as several Washington only measures
2. The Washington set of standards and measures (80% overlap with the PHAB Beta set)
3. The Basic set (reduced set by 60% fewer measures than the WA set)

#### **This Report**

The site reviews again demonstrated the incredible commitment, creativity and hard work of the people in the public health system. This report is specific to your local health jurisdiction and is intended to give you feedback about the documentation you provided as a demonstration of how you met each measure. However, before describing the details that are in the report, we want to summarize overall observations regarding your organization's strengths and opportunities for improvement as observed during the standards review.

## Strengths

The Whitman County Public Health staff obviously works hard to balance their resources with the needs they work to address in their community.

- The county's ability to conduct timely investigations of health problems and environmental public health hazards to protect the community
- Analysis of public health data as demonstrated through the Whitman County 10 Year Review
- The Risk Communication Plan
- The WC Public Health Emergency Response Plan in as evidenced by the H1N1-Flu After Action Report, the HHS Table Top HSEEP After Action Report and the Whitman County Table Top HSEEP After Action Report

## Areas for Improvement

- Provide and use the results of health data analysis to develop recommendations regarding public health policy, processes, programs or interventions
- Ensure 24/7 protocols for systematically providing health alerts and appropriate PH responses to healthcare providers, emergency responders and the community
- Provide information on public health issues and functions through multiple methods to a variety of audiences specifically related to health education and promotion
- Revise the Strategic Plan to include measures that are time-framed and identify who is accountable for monitoring each measure
- Establish and monitor goals, objectives and performance measures for processes, programs and interventions
- Establish an active surveillance system

## 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/hip/Standards/BestPractices/StandardsExemplaryPractices.htm](http://www.doh.wa.gov/hip/Standards/BestPractices/StandardsExemplaryPractices.htm).
- **Statewide initiatives** such as the Multistate Learning Collaborative and other efforts like the 5930 Initiative provide opportunities for formal efforts to improve performance. Based on the recommendations in the systemwide 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 future 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)



## Whitman County Public Health Summary Site Report

**Score Key:**

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

Standard: 3 Use Data for Public Health Action

Measure	Score	Compliance Demonstration
1.3.3 L	0	NOT Demonstrated

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

Standard: 1 Investigate Health Problems and Environmental Public Health Hazards

Measure	Score	Compliance Demonstration
2.1.1 L	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	0	NOT Demonstrated
2.4.4 L	2	Demonstrated

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

## Whitman County Public Health Summary Site Report

**Score Key:**

**2 = Demonstrates**



**1 = Partially Demonstrates**



**0 = Does Not Demonstrate**



**NA = Not Applicable**

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

Measure	Score	Compliance Demonstration
3.1.1 L	0	NOT Demonstrated
3.1.2 L	0	NOT 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	1	Partially 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

## Whitman County Public Health Summary Site Report

**Score Key:**

**2 = Demonstrates**



**1 = Partially Demonstrates**



**0 = Does Not Demonstrate**



**NA = Not Applicable**

Standard: 2 Develop and Implement a Strategic Plan

Measure	Score	Compliance Demonstration
5.2.2 L	<sup>1</sup> <b>1</b>	Partially Demonstrated
5.2.3 L	<b>NA</b>	Not Applicable

Standard: 4 Maintain All Hazards/Emergency Response Plan

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

Domain: 6 Enforce public health laws and regulations

Standard: 2 Educate About Public Health Laws

Measure	Score	Compliance Demonstration
6.2.2 L	<b>2</b>	Demonstrated
6.2.3 L	<b>0</b>	NOT Demonstrated

Standard: 3 Conduct Enforcement Activities

Measure	Score	Compliance Demonstration
6.3.1 L	<sup>1</sup> <b>1</b>	Partially Demonstrated
6.3.2 L	<b>2</b>	Demonstrated
6.3.3 L	<b>2</b>	Demonstrated
6.3.4 L	<b>0</b>	NOT Demonstrated

Domain: 7 Promote strategies to improve access to healthcare services

## Whitman County Public Health Summary Site Report

**Score Key:**

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

Standard: 2 Implement Strategies to Improve Access to Healthcare Services

Measure	Score	Compliance Demonstration
7.2.1 L	1	Partially Demonstrated

Domain: 8 Maintain a competent public health workforce

Standard: 2 Maintain a Competent Public Health Workforce

Measure	Score	Compliance Demonstration
8.2.1 L	1	Partially Demonstrated
8.2.3 L	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	0	NOT Demonstrated
9.1.4 L	NA	Not Applicable

Standard: 2 Implement Quality Improvement

Measure	Score	Compliance Demonstration
9.2.2 L	2	Demonstrated
9.2.3 L	1	Partially Demonstrated

**Whitman County Public Health  
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	52%
Partially Demonstrated	21%
NOT Demonstrated	27%

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

# Whitman County Public Health

## Detailed Agency Report

Domain: A Administrative Capacity and Governance

Standard: 1 Provide Infrastructure for Public Health Services

Develop and maintain an operational infrastructure to support the performance of public health functions.

	Score	Comments	Documents
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A.1.2 L 2

WCHD Confidentiality and Information Security, WCHD Accountability For Medical Records and Protected Health Information (PHI), REQUESTING ALTERNATE METHODS OF DISCLOSING PHI Procedure 1/2010, Procedure for Maintaining Client Confidentiality When Hosting Visitors to the Health Department, Privacy Complaint Form, PROTECTING CONFIDENTIALITY OF PROTECTED HEALTH INFORMATION Policy, Notice of Privacy Practices, POL – 01600 – HR PROTECTING PRIVATE INFORMATION 1/2010

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

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

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

## Whitman County Public Health Detailed Agency Report

Domain: A Administrative Capacity and Governance

Standard: 2 Provide Financial Management Systems

Establish effective financial management systems.

	Score	Comments	Documents
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A.2.3 L 2

BOCC Minutes 12/28/09, balanced account analysis, Balanced Account Analysis 9/10, Balanced Revenue Analysis, B.xlsx

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**

## Whitman County Public Health Detailed Agency Report

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

Standard: 1 Collect and Maintain Population Health Data

Collect and maintain reliable, comparable, and valid data that provide information on conditions of public health importance and on the health status of the population.

	Score	Comments	Documents
1.1.1 L	1	Not able to verify that the agency has processes and protocols in place to maintain the comprehensive collection, review and analysis of data from multiple sources; nor was evidence presented of active contacts by the agency to collect information.	Response test, Protecting Private Information, Emergency contacts, 24/7 Fianl Report Dec 2010 (24/7 testing)

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

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

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

## Whitman County Public Health Detailed Agency Report

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

Standard: 2 Analyze Public Health Data

Analyze public health data to identify health problems, environmental public health hazards, and social and economic risks that affect the public's health.

	Score	Comments	Documents
1.2.1 L	2		Whitman County Ten Year Review, annual health meeting minutes
1.2.2 L	0		No documentation provided

Score Totals for Standard: 2 Analyze Public Health Data

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

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

## Whitman County Public Health Detailed Agency Report

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

Standard: 3 Use Data for Public Health Action

Provide and use the results of health data analysis to develop recommendations regarding public health policy, processes, programs or interventions.

	Score	Comments	Documents
1.3.1 L	0		No valid documentation provided
1.3.3 L	0		No documentation provided

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

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

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

## Whitman County Public Health Detailed Agency Report

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

Standard: 1 Investigate Health Problems and Environmental Public Health Hazards

Conduct timely investigations of health problems and environmental public health hazards in coordination with other governmental agencies and key stakeholders.

	Score	Comments	Documents
2.1.1 L	2	The existing protocol does not contain information about the specific investigation steps by health problems or hazards.	Communicable Disease Staff Memo, Health Advisory, Monitoring public health concerns, Notes on certain conditions 3/09, Guiding Principles 3/09.
2.1.5 L	2		Communicable Measures

Score Totals for Standard: 1 Investigate 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**

## Whitman County Public Health Detailed Agency Report

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

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

Contain/mitigate health problems and environmental public health hazards in coordination with other governmental agencies and key stakeholders

	Score	Comments	Documents
2.2.3 L	2		2009 H1N1 Flu AAR Whitman County, HCC Tabletop HSEEP, Whitman County HSEEP AAR-IP June 2010

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**

## Whitman County Public Health Detailed Agency Report

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

Standard: 4 Maintain Policies for Communication

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

	Score	Comments	Documents
2.4.1 L	2		2011 WCHD 24-7 Contact List, Phone Script, Public Health Alert Notification Form
2.4.2 L	0		No documentation provided
2.4.4 L	2		Webpage-Notifiable Conditions Screen Shots, Webpage-The Flu Screen Shots

Score Totals for Standard: 4 Maintain Policies for Communication

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

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

## Whitman County Public Health Detailed Agency Report

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

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

Provide health education and health promotion policies, programs, processes, and interventions to support prevention and wellness.

	Score	Comments	Documents
3.1.1 L	0		No documentation provided
3.1.2 L	0		No documentation provided

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

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

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

## Whitman County Public Health Detailed Agency Report

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

Standard: 2 Communicate Information on Public Health Issues and Functions

Provide information on public health issues and functions through multiple methods to a variety of audiences.

	Score	Comments	Documents
3.2.3 L	2		WCPH Risk CommPublic Health Training, WC ERP 121710
3.2.4 L	2	These 2 documents are undated: Flu Phone Script 1018, H1N1 Ad 93-97	Community Assessment Handout, Flu Clinic Locations, Internal Memo RE Health Alert, Outdoor Billboard, WCPH Website- Notifiable Conditions and the Health Care Provider, Website-PHCommunity Health Report, Website-PH Home

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**

## Whitman County Public Health Detailed Agency Report

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

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

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

	Score	Comments	Documents
4.1.1 L	1	Documentation was provided for one collaborative effort in oral health.	Example of assessment reports, Advisory Oral Health Coalition & Steering Committee Meeting minutes 100510, 2009 Health Assessment report

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

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

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

## Whitman County Public Health Detailed Agency Report

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

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

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

	Score	Comments	Documents
4.2.1 L	2		2009 Health Assessment Report, BOH mtg minutes 11/15/10

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

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

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

## Whitman County Public Health Detailed Agency Report

Domain: 5 Develop public health policies and plans

Standard: 2 Develop and Implement a Strategic Plan

Develop and implement a health department organizational strategic plan.

	Score	Comments	Documents
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5.2.2 L	1	2009/2010 Strategic Plan content looks good, though needs consistent timeline/identified time frame.	2009/2010 Strategic Plan, BOH minutes 11/29/10
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5.2.3 L

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

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

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

## Whitman County Public Health Detailed Agency Report

Domain: 5 Develop public health policies and plans

Standard: 4 Maintain All Hazards/Emergency Response Plan

Maintain All Hazards/Emergency Response Plan (ERP).

	Score	Comments	Documents
5.4.2 L	2		Draft CEMP Meeting 082410, ConCon Deliverables, WCPH ERP Notification Policy, 2009 H1N1 Flu AAR Whitman County, HCC Tabletop HSEEP, Whitman County HSEEP AAR-IP June 2010, WCPH Emergency Response Plan 121510, WCPH Communications Procedure

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**

## Whitman County Public Health Detailed Agency Report

Domain: 6 Enforce public health laws and regulations

Standard: 2 Educate About Public Health Laws

Educate individuals and organizations on the meaning, purpose, and benefit of public health laws and how to comply.

	Score	Comments	Documents
6.2.2 L	2		Online Complaint Form, New FSEs and Temp Events, FSAC Letter and data base, itm County Website
6.2.3 L	0	The standards review required Communicable Disease Program review for this measure. Documentation provided was specific to OSS rather than Food Safety	No documentation provided for CD program

Score Totals for Standard: 2 Educate About Public Health Laws

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

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

## Whitman County Public Health Detailed Agency Report

Domain: 6 Enforce public health laws and regulations

Standard: 3 Conduct Enforcement Activities

Conduct and monitor enforcement activities for which the agency has the authority and coordinate notification of violations among appropriate agencies.

	Score	Comments	Documents
6.3.1 L	1	Enforcement Decision Tree needs a date	No documentation provided Food Safety Enforcement Decision Tree, Enforcement Policy, FSE Database, 2011 Food Protection
6.3.2 L	2	Not Applicable for CD.	FSE Database, Enforcement Policy, 2011 Food Protection Policies
6.3.3 L	2	Not Applicable for CD.	Compliance Plans Sample, Compliance Schedule, FSE Database, HO Order Closure, HO Order Suspension, HO Order, Interm HO Order, Notice of Hearing Sample, Office Conference Summary, Reinspection Form
6.3.4 L	0	Not Applicable for CD. Unable to verify analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness.	Standardization Documents

Score Totals for Standard: 3 Conduct Enforcement Activities

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

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

## Whitman County Public Health Detailed Agency Report

Domain: 7 Promote strategies to improve access to healthcare services

Standard: 2 Implement Strategies to Improve Access to Healthcare Services

Identify and implement strategies to improve access to healthcare services.

	Score	Comments	Documents
7.2.1 L	1	The 012711 HCC Quarterly Agenda did not identify strategies to be used by the Region 9 Care Coalition to reduce barriers to access.	The 012711 HCC Quarterly Agenda, Region 9 HCC Strategic Plan 7/1/08-3/2011

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

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

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

## Whitman County Public Health Detailed Agency Report

Domain: 8 Maintain a competent public health workforce

Standard: 2 Maintain a Competent Public Health Workforce

Assess staff competencies and address gaps by enabling organizational and individual training and development opportunities.

	Score	Comments	Documents
8.2.1 L	1	Not able to verify analysis of percentage of eligible CD employees with evaluations and updated objectives as compared to the total number of eligible CD employees. Not able to verify analysis of percentage of eligible employees with evaluations and updated objectives as compared to the total number of eligible employees.	Whitman County Performance Review, Employee performance evaluation Whitman County Performance Review, Employee performance evaluation
8.2.3 L	2		Baker NW CPH Leadership Institute

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

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

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

## Whitman County Public Health Detailed Agency Report

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

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

Evaluate public health processes, programs, and interventions provided by the agency and its contractors.

	Score	Comments	Documents
9.1.3 L	0	The Food Program FDA Standardization Assessment indicated on page 7 goals, objectives and related quantifiable performance measure to be added regarding Food Safety. Unable to verify existing examples of goals, objectives and related quantifiable performance measures with timeframed targets.	No documentation provided Food Protection Policies, Food Database, Food Program FDA Standardization

9.1.4 L

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

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

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

## Whitman County Public Health Detailed Agency Report

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

Standard: 2 Implement Quality Improvement

Implement quality improvement of public health processes, programs, and interventions.

	Score	Comments	Documents
9.2.2 L	2		WIC, Food Class Evaluation
9.2.3 L	1	Provided documentation of participation in QI training, but did not include presentation or training materials.	Baker SmartPH QI Training

Score Totals for Standard: 2 Implement Quality Improvement

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

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

## Whitman County Public Health Program Report

Program: Communicable Disease

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
6.2.3 L	Provide education to regulated entities regarding their responsibilities and methods to achieve full compliance with applicable laws	0	The standards review required Communicable Disease Program review for this measure.	No documentation provided for CD program	
6.3.1 L	Maintain current written procedures and protocols for conducting enforcement actions	0		No documentation provided	
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		Not Applicable for CD.		
6.3.3 L	Conduct enforcement activities and follow up on complaints according to procedures and protocols for both routine and emergency situations		Not Applicable for CD.		
6.3.4 L	Conduct analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness		Not Applicable for CD.		
8.2.1 L	Complete performance evaluations and improvement/training plans	1	Not able to verify analysis of percentage of eligible CD employees with evaluations and updated objectives as compared to the total number of eligible CD employees.	Whitman County Performance Review, Employee performance evaluation	
9.1.3 L	Establish goals, objectives and performance measures for processes, programs and interventions	0		No documentation provided	
9.1.4 L	Monitor performance measures for processes, programs and interventions		NA because 9.1.3 not demonstrated.		

## Whitman County Public Health Program Report

Program: Communicable Disease

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

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

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

## Whitman County Public Health Program Report

Program: Food Safety

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
6.2.3 L	Provide education to regulated entities regarding their responsibilities and methods to achieve full compliance with applicable laws	0	Documentation provided was specific to OSS rather than Food Safety		
6.3.1 L	Maintain current written procedures and protocols for conducting enforcement actions	2	Enforcement Decision Tree needs a date	Food Safety Enforcement Decision Tree, Enforcement Policy, FSE Database, 2011 Food Protection Policies	
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		FSE Database, Enforcement Policy, 2011 Food Protection Policies	
6.3.3 L	Conduct enforcement activities and follow up on complaints according to procedures and protocols for both routine and emergency situations	2		Compliance Plans Sample, Compliance Schedule, FSE Database, HO Order Closure, HO Order Suspension, HO Order, Interm HO Order, Notice of Hearing Sample, Office ConferenceSummary, Reinspection Form	
6.3.4 L	Conduct analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness	0	Unable to verify analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness.	Standardization Documents	

## Whitman County Public Health 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	Not able to verify analysis of percentage of eligible employees with evaluations and updated objectives as compared to the total number of eligible employees.	Whitman County Performance Review, Employee performance evaluation	
9.1.3 L	Establish goals, objectives and performance measures for processes, programs and interventions	0	The Food Program FDA Standardization Assessment indicated on page 7 goals, objectives and related quantifiable performance measure to be added regarding Food Safety. Unable to verify existing examples of goals, objectives and related quantifiable performance measures with timeframed targets.	Food Protection Policies, Food Database, Food Program FDA Standardization	
9.1.4 L	Monitor performance measures for processes, programs and interventions		NA because 9.1.3 not demonstrated.		

## Whitman County Public Health Program Report

Program: Food Safety

Domain Standard Measure	Measure	Score	Comments	Documents	Exemplary Documents
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Score Total for: Food Safety

	Specific LHI Totals
Demonstrated	43%
Partially Demonstrated	14%
NOT Demonstrated	43%

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