

PERFORMANCE MANAGEMENT

Showcase #4

September 2007

Start preparing for the 2008 Assessment Site visits with streamlined, clearer Standards for Public Health in Washington State!

The standards are the same for state and local agencies. Under each of these, there are measures that are specific either to local health jurisdictions (LHJs) or to the Department of Health and/or the State Board of Health.

Standards for Public Health: Purpose and Goal

The purpose for the Public Health Standards is to continue to build a strong public health system for the citizens of Washington State.

The goal is to define, measure, and facilitate the improvement of predictable level of public health protection throughout the state.

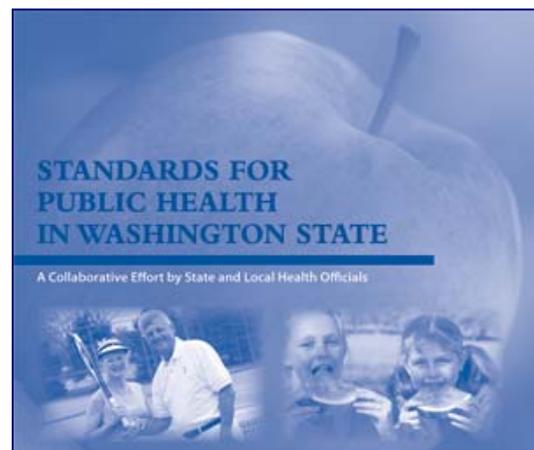
WHAT EVERY PERSON HAS A RIGHT TO EXPECT

The Standards for Public Health have been revised, streamlined and clarified resulting in about 40% fewer measures than in the 2005 standards. This was achieved by eliminating redundant measures and by reducing the issues a single measure addressed. A crosswalk between the former [2005] standards and the current standards is available at www.doh.wa.gov/phip/PerfMgmt/07stds/08assess-tools.htm

In addition, the applicability of the measures has been clarified, leading to more than half of the measures applicable at the agency level, and less than half applicable to programs. This should make preparing for the 2008 site visits easier than former assessment cycles. Please see the State and the Local Applicability Matrices at the same web page as above.

A new Orientation to the Standards course is available through the SmartPH Learning Management System. To learn about the new standards, go to

www.doh.wa.gov/phip/documents/PerfMgmt/material/StdOrientSmartPH.pdf



Please see the new standards on the following page.

Getting Results in Public Health

Standards for Public Health in Washington State

The Standards cover key aspects of public health, selected because they represent protection that should be in place everywhere:

- **Understanding health issues**
- **Protecting people from disease**
- **Assuring a safe, healthy environment for people**
- **Promoting healthy living**
- **Helping people get the healthcare services they need**

The Standards are the same for state and local agencies. Under each of these Standards, there are measures that are specific either to local health jurisdictions (LHJs) or to the State Board of Health and Department of Health.

Standard 1: Community Health Assessment - Data about community health, environmental health risks, health disparities and access to critical health services are collected, tracked, analyzed and utilized along with review of evidence-based practices to support health policy and program decisions.

Standard 2: Communication to the Public and Key Stakeholders - Public information is a planned component of all public health programs and activities. Urgent public health messages are communicated quickly and clearly.

Standard 3: Community Involvement - Active involvement of community members and development of collaborative partnerships address community health risks and issues, prevention priorities, health disparities and gaps in healthcare resources/critical health services.

Standard 4: Monitoring and Reporting Threats to the Public's Health - A monitoring and reporting process is maintained to identify emerging threats to the public's health. Investigation and control procedures are in place and actions documented. Compliance with regulations is sought through education, information, investigation, permit/license conditions and appropriate enforcement actions.

Standard 5: Planning For and Responding to Public Health Emergencies - Emergency preparedness and response plans and efforts delineate roles and responsibilities in regard to preparation, response, and restoration activities as well as services available in the event of communicable disease outbreaks, environmental health risks, natural disasters and other events that threaten the health of people.

Standard 6: Prevention and Education - Prevention and education is a planned component of all public health programs and activities. Examples include wellness/healthy behaviors promotion, healthy child and family development, as well as primary, secondary and tertiary prevention of chronic disease/disability, communicable disease (food/water/air/waste/vector borne) and injuries. Prevention, health promotion, health education, early intervention and outreach services are provided.

Standard 7: Helping Communities Address Gaps in Critical Health Services - Public health organizations convene, facilitate and provide support for state and local partnerships intended to reduce health disparities and specific gaps in access to critical health services. Analysis of state and local health data is a central role for public health in this partnership process.

Standard 8: Program Planning and Evaluation - Public health programs and activities identify specific goals, objectives and performance measures and establish mechanisms for regular tracking, reporting, and use of results.

Standard 9: Financial and Management Systems - Effective financial and management systems are in place in all public health organizations.

Standard 10: Human Resource Systems - Human resource systems and services support the public health workforce.

Standard 11: Information Systems - Information systems support the public health mission and staff by providing infrastructure for data collection, analysis, and rapid communication.

Standard 12: Leadership and Governance - Leadership and governance bodies set organizational policies and direction and assure accountability.

Preparing for 2008 Assessment - Tools

The Standards cover key aspects of public health, selected because they represent protection. There are many excellent tools to assist you in understanding and interpreting the Standards. Please take advantage of these tools that are available online by going to the following webpage: www.doh.wa.gov/hip/PerfMgmt/07stds/08assess-tools.htm

2008 Standards Assessment Preparation Materials

- [Letter from Torney Smith and Harvey Crowder, Co-Chairs of Performance Management Committee](#)
- [Assessment Q&A](#)
- [Timeline](#)
- [2007 Standards for Public Health in Washington State](#)
This is the printed booklet containing all the Standards and measures for local and state agencies and programs.
- [Standards Applicability Matrices](#)
The Standards apply to all public health programs/activities conducted at the state or local level, however not all measures under a Standard apply to all programs/activities. These two matrices, one for local and one for state, identify whether the measures identify which measures apply to which programs/activities within the agency. There are three ways a measure can apply:
 - **Agency:** The measure applies to the agency level. However, meeting the measure may require the participation of many or all programs/activities within the organization. The measure is demonstrated only once at a central point in the agency (an example is human resources).
 - **All:** These measures apply to every program/activity, whether or not listed in the matrix. Each program/activity must show individual demonstration of the measure.
 - **X:** These measures apply to specific programs/activities.
- [Reverse Lookup](#)
This tool identifies the 2005 Standards and measures that are related to the revised 2007 Standards.
- [Performance Management Glossary](#)
This is a sourced glossary with more than 100 terms frequently used in the Standards and in performance management activities.
- [List of Critical Health Services](#)
Performance Management Showcases
- [Showcase Letter from Torney Smith and Harvey Crowder, Co-Chairs of Performance Management Committee](#)

Preparing for 2008 Assessment - Tools

- [Showcase Overview - Performance Management Maps](#)
- [Showcase #1 - Program Performance Measures](#)
- [Showcase #2 - Client Satisfaction Surveys and Internal Audit](#)
- [Showcase #3 - Using SmartPH for Education and Training](#)

- [Local Health Guidelines for Assessment](#)

This is an expanded guideline to the interpretation and application of the Standards. Information is provided for every measure on the type of documentation that can be used, the requirements contained in the measure and the Exemplary Practices from 2005 that relate to each specific measure.

- [State Level Guidelines for Assessment](#)

This is an expanded guideline to the interpretation and application of the Standards. Information is provided for every measure on the type of documentation that can be used, the requirements contained in the measure and the Exemplary Practices from 2005 that relate to each specific measure

Other Materials

- [Cross Walk of Core Functions, Ten Essential Services and NACCHO Definitions to Washington State's Standards for Public Health](#)

This shows how the Standards and measures relate to the Core Functions for Public Health, the 10 Essential Services, and the NACCHO Operational Definition.

- [2005 Exemplary Practices Compendium for Public Health in Washington State](#)

This is a collection of more than 350 documents from local and state agencies in Washington that meet one or more of the requirements in the Standards and measures.

- [LHJ Standards Assessment Contacts](#)

Each local jurisdiction has a contact who will receive information and materials to assist in the preparation for the 2008 assessment cycle for the Standards. Please refer to this list to identify the contact for your jurisdiction.

- [State Level Standards Assessment Contacts](#)

Many state divisions and programs have a contact who will receive information and materials to assist in the preparation for the 2008 assessment cycle for the Standards. Please refer to this list to identify the contact for your program or division.

Local Public Health Indicator Results

The Local Public Health Indicators Report is also now available at www.doh.wa.gov/phip/khi/lphi/overview.htm. These indicators will be reported again in the summer/fall of 2008 and will be used with the 2008 Standards performance results to help identify opportunities for improvement. All these activities work together to get better results in public health!