

12012010-2011 Standards Review
Agency Quality Improvement Plan
DRAFT

LHI name: Whitman County Public Health

Title of project: Food Protection Program Standardization

Lead staff: Michael K. Baker, Philip Hagihara, Killian Condon

Start date: January 2, 2011

Complete date: ongoing

Overall goal for project: Meet requirements outlined in the Food and Drug Administrations' Standardization Program

1. a. What is the identified issue that you would like to work on?
Develop Food Advisory Committee that meets Standard 7-Industry and Community Relations of the Food and Drug Administration's (FDA's) Voluntary National Retail Food Regulatory Program Standards.
- b. How did you determine that this was an issue (background)?
During enrollment with the FDA Standards, the review identified the need for Whitman County Public Health to develop the program. Enrollment in the Standards allowed the public health department to utilize FDA resources and staffing to assist with the development and improvement of the Food Protection Program.
- c. What quality improvement tools did you use to identify the problem? (See reference)
Program evaluation

2. What is your specific objective and timeframe for improving the identified area? This should be your one overall objective for the project and should be SMART: Specific, Measurable, Achievable, Realistic, and Time bound. (See example and referenceⁱⁱ)

<u>Specific</u>	<u>Measurable</u>	<u>Deliverable</u>	<u>Realistic</u>	<u>Time-bound</u>
<i>(verb, e.g. increase)</i>	<i>(what you are improving)</i>	<i>(by how much, e.g. by 10%)</i>	<i>(by when, e.g. by Nov. 30th)</i>	<i>(to do what- health outcome, e.g. decrease preventable disease)</i>

Type yours here:

Specific: Develop food Advisory Committee with charter members and bylaws

Measurable: Membership confirmed and bylaws accepted by committee

Deliverable: Bylaws will go into effect immediately on passing the committee. Committee Chairs will assume responsibilities following committee vote.

Realistic: Food Advisory Committee will be discussing and addressing local concerns by October 2011.

Time-bound: Discussions will help identify potential areas for foodborne illnesses and ways local food service establishments can limit their risks in their operations.

3. a. What activities are you considering for improvement?
Development of Food Advisory Committee, train and update staff on food safety regulations, development of a uniform inspection protocol, and update to current Food Protection Policy to reflect upcoming changes in the Washington State Food Code.
- b. What QI tools will you use to work on project? (See referenceⁱⁱⁱ)
Food and Drug Administration's Standards with a review audit by similarly sized and structured Washington State county.

See Attached Food Program Information

ⁱ QI tools or methods for identifying a problem could include logic models, work plans, data analysis, or from resources listed:

The Public Health Memory Jogger™ II

ⁱⁱ QI tools or methods for improving a problem could include conducting a Plan, Do, Check/Study, Act (PDCA/PDSA) cycle or Rapid Cycle Improvement (RCI) project, Business Process Analysis (BPA), pre/post evaluation, or from resources listed in i

ⁱⁱⁱ 2009 WA State Public Health Standards, 9.1.38

2010-2011 Standards Review
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DRAFT

LHI name: Whitman County Public Health

Title of project: Annual Public Health Statements

Lead staff: Michael K. Baker, Melissa Elkins

Start date: November 1, 2011

Complete date: March 31, 2012

Overall goal for project: Complete Annual Summary of Public Health Activities and Services

1. a. What is the identified issue that you would like to work on?
Whitman County Public Health has a need to report and summarize their work to both their partners as well as their stakeholders.
- b. How did you determine that this was an issue (background)?
Program reviews and evaluations did not contain the details that were necessary to make program and/or staffing changes.
- c. What quality improvement tools did you use to identify the problem? (See reference⁽ⁱⁱⁱ⁾)
Washington State Department of Public Health's 2010-2011 Public Health Standards Review.

2. What is your specific objective and timeframe for improving the identified area? This should be your one overall objective for the project and should be SMART: Specific, Measurable, Achievable, Realistic, and Time bound. (See example and reference⁽ⁱⁱⁱ⁾)

<u>Specific</u> <i>(verb, e.g. increase)</i>	<u>Measurable</u> <i>(what you are improving)</i>	<u>Deliverable</u> <i>(by how much, e.g. by 10%)</i>	<u>Realistic</u> <i>(by when, e.g. by Nov. 30th)</i>	<u>Time-bound</u> <i>(to do what- health outcome, e.g. decrease preventable disease)</i>
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Type yours here:

Specific: Complete a summary of public health services as offered by Whitman County Public Health

Measurable: The written report should summarize the total hours worked by staff and identify the services offered to the public

Deliverable: A completed draft summary will be available for review by January 31, 2012

Realistic: The final summary will be completed by January 31, 2012.

Time-bound: Information will allow public health staff to identify programs that no longer meet needs of community

3. a. What activities are you considering for improvement?
Information will be available both online and in paper form in both public health offices.
- b. What QI tools will you use to work on project? (See reference⁽ⁱⁱⁱ⁾)
Washington State Department of Public Health's 2010-2011 Public Health Standards Review

2010-2011 Standards Review
Agency Quality Improvement Plan
DRAFT

LHI name: Whitman County Public Health

Title of project: Annual Board of Health Report and Public Health Summary

Lead staff: Michael K. Baker, Melissa Elkins

Start date: January 1, 2012 Complete date: March 31, 2012

Overall goal for project: Publish and Present Annual Board of Health Report and Public Health Summary

1. a. What is the identified issue that you would like to work on?
Communication with the Whitman County Board of Health on the role that public health plays in healthcare and the overall health of the community.
- b. How did you determine that this was an issue (background)?
The ability to communicate the role of public health in Whitman County was originally identified during health alerts and emergencies (i.e. H1N1 outbreaks, pertussis alerts, flu season). Additionally, Board of Health (BOH) meetings indicated that the Whitman County Board of County Commissioners (BOCC) could benefit from an annual review and allow them to make decisions based on the potential impacts and health risks.
- c. What quality improvement tools did you use to identify the problem? (See referenceⁱⁱⁱ)
Washington State Department of Public Health's 2010-2011 Public Health Standards Review

2. What is your specific objective and timeframe for improving the identified area? This should be your one overall objective for the project and should be SMART: Specific, Measurable, Achievable, Realistic, and Time bound. (See example and referenceⁱⁱⁱ)

Specific _____	Measurable _____	Deliverable _____	Realistic _____	Time-bound _____
(verb, e.g. increase)	(what you are improving)	(by how much, e.g. by 10%)	(by when, e.g. by Nov. 30 th)	(to do what- health outcome, e.g. decrease preventable disease)

Type yours here:
Specific: Complete annual review of public health services and summarize in form to present to county commissioners.
Measurable: An annual review is currently not available.
Deliverable: A draft version will be printed by March 1, 2012.
Realistic: A final version will be printed and presented to the BOH at the next BOH meeting. A Board of Health section will be added to the Public Health website
Time-bound: The summary will increase BOH awareness on health impacts that can, or can potentially, impact the community.

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3. a. What activities are you considering for improvement?
Communication and accountability. All public health programs and services will be summarized in the annual report, including those that do not require or involve direct client service. Each staff member will be able to contribute to the summary, providing valuable input from support staff.
- b. What QI tools will you use to work on project? (See reference⁽ⁱⁱⁱ⁾)
Washington State Department of Public Health's 2010-2011 Public Health Standards Review

2010-2011 Standards Review
Agency Quality Improvement Plan

DRAFT

LHI name: Whitman County Public Health

Title of project: Healthcare Community Partnership

Lead staff: Michael K. Baker, Melissa Elkins, Philip Hagiwara

Start date: January 2, 2012

Complete date: ongoing

Overall goal for project: Form Whitman County Health Emergency and Alert Team (WHEAT)

1. a. What is the identified issue that you would like to work on?
Communication among healthcare providers, facilities, and partners in Whitman County.
- b. How did you determine that this was an issue (background)?
Originally identified in the 2010 H1N1 After Action Report, the need to communicate non-patient specific healthcare information to regional partners to assist in identifying emerging trends and community health has become essential. Subsequent notifiable conditions reporting and interviewing with patients also demonstrated the need to share information among healthcare partners in the community.
- c. What quality improvement tools did you use to identify the problem? (See reference⁽ⁱⁱⁱ⁾)
Program Review and After Action Reporting

2. What is your specific objective and timeframe for improving the identified area? This should be your one overall objective for the project and should be SMART: Specific, Measurable, Achievable, Realistic, and Time bound. (See example and reference⁽ⁱⁱⁱ⁾)

<u>Specific</u> <i>(verb, e.g. increase)</i>	<u>Measurable</u> <i>(what you are improving)</i>	<u>Deliverable</u> <i>(by how much, e.g. by 10%)</i>	<u>Realistic</u> <i>(by when, e.g. by Nov. 30th)</i>	<u>Time-bound</u> <i>(to do what- health outcome, e.g. decrease preventable disease)</i>
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Type yours here:

Specific: Form community healthcare partnership with area healthcare providers

Measurable: Develop and review bylaws and responsibilities for WHEAT by March 31, 2011

Deliverable: Obtain commitments from 5 local healthcare providers or facilities

Realistic: Hold first meeting of WHEAT by April 31, 2012

Time-bound: Identifying time savings in responding to notifiable conditions reporting or identifying community health risks prior to outbreaks

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3. a. What activities are you considering for improvement?
The development of the WHEAT will allow Whitman County healthcare providers and Whitman County Public Health to work together to prevent, prepare, respond, and recover from health related events in the community.
 - b. What QI tools will you use to work on project? (See referenceⁱⁱⁱ)
Washington State Department of Public Health's 2010-2011 Public Health Standards Review

See Attached Healthcare Community Partnership Information

2010-2011 Standards Review
Agency Quality Improvement Plan
DRAFT

LHI name: Whitman County Public Health

Title of project: Schools and Community Health Education Outreach

Lead staff: Michael K. Baker, Debbie Wolfe, Public Health Nurses

Start date: January 1, 2012 Complete date: March 1, 2012

Overall goal for project: Develop Educational Materials That Combine School Health and Community Health

1. a. What is the identified issue that you would like to work on?
The ability to identify and disseminate health issues that are first identified in the school or could potentially impact school children.
- b. How did you determine that this was an issue (background)?
In Whitman County, the majority of school nurses are Public Health Nurses that serve the schools on a part-time basis. This allows the schools to have a healthcare professional on staff, as well as allowing the public health department to have a healthcare professional in almost every community. The ability to share information to the community has remained difficult.
- c. What quality improvement tools did you use to identify the problem? (See reference⁽ⁱⁱ⁾)
Washington State Department of Public Health's 2010-2011 Public Health Standards Review

2. What is your specific objective and timeframe for improving the identified area? This should be your one overall objective for the project and should be SMART: Specific, Measurable, Achievable, Realistic, and Time bound. (See example and reference⁽ⁱⁱⁱ⁾)

Specific _____	Measurable _____	Deliverable _____	Realistic _____	Time-bound _____
(verb, e.g. increase)	(what you are improving)	(by how much, e.g. by 10%)	(by when, e.g. by Nov. 30 th)	(to do what- health outcome, e.g. decrease preventable disease)

Type yours here:

Specific: Develop community-based newsletter addressing health information with a local component

Measurable: Provide both a printed and web-based version for additional resources

Deliverable: Develop a single newsletter for a single community initially

Realistic: Provide draft copy of community health newsletter by March 31, 2012

Time-bound: Newsletters will provide information that can reduce negative health behaviors and increase overall understanding of local health issues

-
3. a. What activities are you considering for improvement?
A printed newsletter and internet document will provide each community with a community-specific newsletter with a focus on health and health-related topics.
- b. What QI tools will you use to work on project? (See reference ⁱⁱⁱ)
A committee based focus group will review the materials to ensure they meet their needs locally. Each school and community will have a slightly different version of the school/community health information.



Whitman County
Health
Emergency &
Alerts
Team

Healthcare Community Partnership

- Vision:** Cooperation of Healthcare Providers to Ensure Healthy People in Whitman County
- Mission:** The mission of the Whitman County Health Emergency and Alerts Team (WHEAT) is to ensure the coordination of all Whitman County healthcare providers and Whitman County Public Health (WCPH) for the purpose of preventing, preparing, responding, and recovering from health related events that may impact the overall health of our community.
- Responsibilities:** The Healthcare Community Partnership has an obligation to:
- Share information regarding the health of the community
 - Discuss emerging and arising health related issues
 - Identify healthcare priorities for Whitman County
 - Promote and encourage healthy behaviors and mental health
 - Respond to disasters and assist communities in recovery. When possible, Whitman County Emergency Preparedness and Response (PHEPR) will coordinate with the Whitman County Department of Emergency Management to represent the WHEAT in the Whitman County Emergency Operations Center
 - Protect against environmental hazards
 - Prevent injuries
 - Assure appropriate accessibility in the allocation of health services
- Strategies:** The responsibilities of the Healthcare Community Partnership include, but are not limited to, the following strategies:
- Preventing the incidence, decreasing the prevalence, and mitigating the health effects of health threats where possible
 - Preparing the community for events that may impact health
 - Writing, reviewing and updating the public health components of disaster preparedness plans
 - Responding to disease outbreaks in a coordinated manner
 - Developing unified messages for conveying health-related information to the healthcare community and the community at large
 - Coordinating mass treatment or mass dispensing clinics during emergencies
 - Developing coordinated outreach efforts including disease prevention and other campaigns
 - Leading health related recovery efforts after an emergency

Membership:

Whitman County Public Health
ADD CONTRIBUTING ORGANIZATIONS HERE
 (Pullman Regional, Whitman Hospital, WSU, Health Clinics (i.e. Tekoa/Garfield, etc), Gritman?, EMS/Fire/Police? Other organizations and individuals within the public health or healthcare systems are encouraged to participate as their resources allow.

Leadership:

Leadership responsibilities for the Whitman County Health Emergency and Alerts Team will be vested with the Health Officer of Whitman County or her/his designee. These leadership responsibilities include:

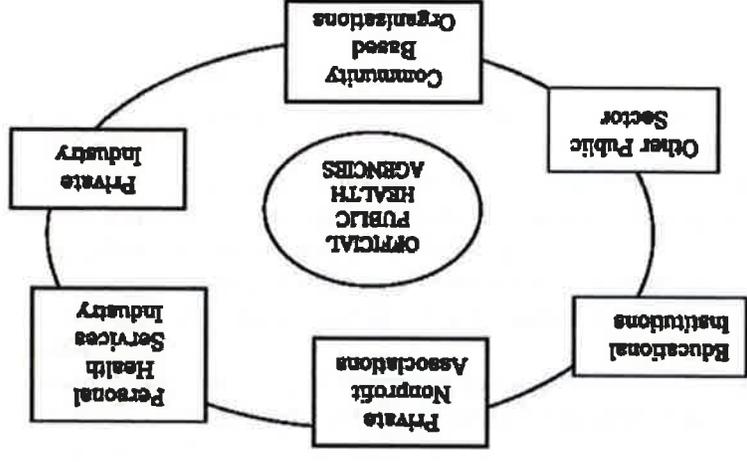
- Convening and moderating WHEAT meetings,
- Reporting WHEAT activities to the Whitman County Board of Health
- Serving in the role of WHEAT spokesperson (as appropriate).

Coordination:

Staffing of WHEAT efforts is primarily the responsibility of Whitman County Public Health. As the legally empowered organization designated to manage community health events, WCPH will remain the functional body of the WHEAT.

Public Health System Defined:

Turnock (2010) describes the public health system as a social enterprise that seeks to "extend the benefits of current knowledge in ways that will have the maximum impact on the health status of a population". While many public health services and programs are typically associated with governmental agencies, additional organizations, such as the nongovernmental health sector, academia, health-focused nonprofit organizations, faith-based organizations, and non-profit/volunteer associations.



Source: Journal of Public Health Management and Practice

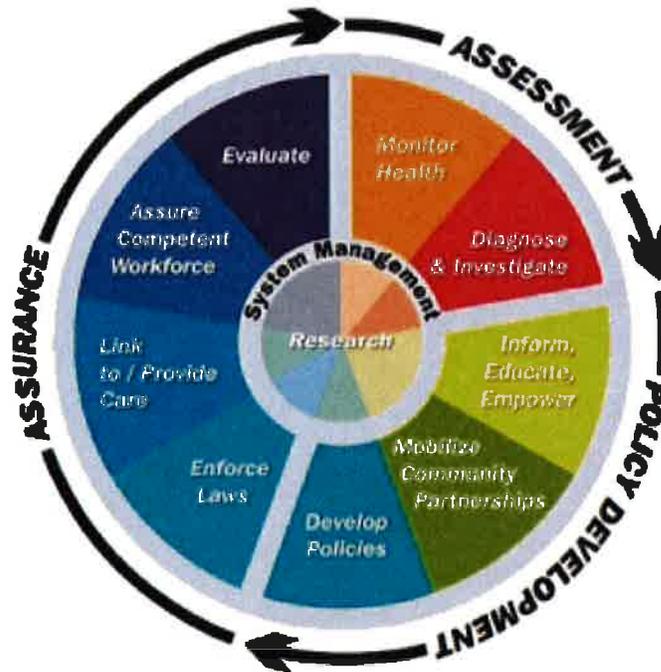
Public Health Stakeholders



Source: IMA, 2002

Public Health Services:

Public health serves communities and the people within them by providing an array of essential services. The practice of public health is within the framework of the “essential services.”



The Essential Public Health Services:

1. Monitor health status to identify community health problems.
2. Diagnose and investigate health problems and health hazards in the community.
3. Inform, educate, and empower people about health issues.
4. Mobilize community partnerships to identify and solve health problems.
5. Develop policies and plans that support individual and community health efforts.
6. Enforce laws and regulations that protect health and ensure safety.
7. Link people to needed personal health services and assure the provision of health care when otherwise unavailable.
8. Assure a competent public health and personal health care workforce.
9. Evaluate effectiveness, accessibility, and quality of personal and population-based health services.
10. Research for new insights and innovative solutions to health problems.

Food Advisory Committee Minutes from 7/27/2011

Meeting was called to order at 2 p.m. by Philip Hagihara

Introduction of Whitman County Health Department Representatives.

Philip Hagihara - Food Protection Program Coordinator
Killian Condon – Environmental Health Specialist II
Dr. Michael Baker – Director of Whitman County Environmental Health

Introduction of Food Establishment Representatives and other agencies present.

Sharon Ferguson – Food and Drug Administration
Elaine Bartlett – Alpha Omicron Pi Sorority
Nick Larsen – The Bookie
Joan Swensen- Swilly's
Mike Hayton – Paradise Creek Brewery
Justin Stewart – Domino's Pizza
Marilyn Harvey – Denny's
Lorraine Salzman – Endicott School
Felipe Guitron – Sol Vallarta
Roger Johnson – Rico's

Presented contact information for Whitman County Health Department Officials.

(Included in 7/27/11 agenda)

Presented bylaws for discussion.

(Included in 7/27/11 agenda)

Mission Statement

- Accepted.

Structure of Food Advisory Committee

- Amended to reflect Whitman County's Food Establishments.
- Whitman County Public Health will make adjustments and resubmitting structure for next meetings approval.

Committee member elections and terms

- Amended terms from three (3) years to a Two (2) year term for committee members.
- Added that elections should be held every year and at most half of the board may be elected.

Chair of the Committee

- Accepted.

Candidates and Elections

- Rejected
- Being rewritten for approval at next meeting.

Committee membership vacancy

- Accepted.

Voting procedures

- Amended binding number of votes from seven (7) to half of the committee.

Meeting schedule

- Regular meetings will be held on the last Wednesday of every third month at 2:30 p.m. at the Cougar Depot's Conference room.

Absences

- Amended three (3) regular meeting absences to two (2) regular meeting absences.
- Amended three (3) year term to two (2) year term.

Substitutes

- Rejected.
- Rewrite for appointment of an alternate by the elected Committee Member, waiting for approval at the next meeting.

Requirements for changing bylaws

- Accepted.

Committee membership entitlements

- Added to bylaws presented.
- Elected Committee Members are entitled to one (1) scheduled inspection with a member of Whitman County Environmental Health.

Health concerns cited during first inspections.

(Graph included in 7/27/11 agenda)

- Time and temperature abuse of food was the most common concern during inspections.
- Preventing Contamination by Hands was the second most cited health concern.

Education practices discussed.

- State test may not be tough enough to make these practices sink in.
 - o Possibly having the Food Advisory Committee writing questions they would like to see added to the food permit test or a supplemental non state test.
 - o FDA Oral Culture project and the need for continuous training on the job will reinforce safe food handling principles.
 - o Link to FDA online Oral Culture Educational Materials:
<http://www.fda.gov/Food/FoodSafety/RetailFoodProtection/IndustryandRegulatoryAssistanceandTrainingResources/ucm212661.htm>

Inspection policies discussed.

- A question about failed inspections and restaurant closures.
 - o A failed inspection is an inspection when more than 25 high risk points are accumulated.
 - o If an inspector determines that a Food Service Establishment poses a threat to public health the establishment will be asked to voluntarily close or will be shut down by the Health Department immediately.

Posting of inspection scores discussed.

- Posting inspection grades on establishments after inspections.
 - o Inspections only give a snapshot of what happened on a certain day so using a letter grade system may not reflect accurately upon an establishment.
 - o Posting scores, cited health concerns, inspector and date of last inspection as an alternate possibility.

Setting next meeting date.

- Next meeting date is set for August, 17th 2011 at 2 p.m.
- Agenda for next meeting will be sent out via email before next meeting.

Adjourn.

Adjourned at 3 p.m. by Philip Hagihara

**Whitman County Health
Department
FOOD ADVISORY
COMMITTEE**

Mission Statement

The Food Advisory Committee is a cooperative effort between the Whitman County Health Department and the food related industry to assist in the development of the Health Department's educational materials/ food worker class instruction programs, and advise the Department on policies, procedures, regulations, and fees.

1. The structure of the **Food Advisory Committee** shall be as follows:
 - a. Up to Four Restaurant Representatives.
 - b. Up to Three Non Traditional Food Service Permits Representatives.
 - c. One Tavern or Bar Representative.
 - d. One Food Service Supplier Representative.
 - e. One Consumer Representative.
 - f. One Whitman County Environmental Health Representative.
2. Each committee member shall have a two-year term and elections will be annually to replace at most half of the Food Advisory Committee during one election.
3. Co-chairs of the board shall be nominated and elected annually from the board membership, to lead the Food Advisory Committee meetings.
4. At the end of a full term, any vacant committee position shall be filled by a candidate from a permitted Food Establishment in Whitman County or respective non Food Establishment group.
5. A committee position vacated in the middle of a term shall be replaced by a vote of Food Advisory Committee members only if a period of six months or more is remaining in the term of the vacated position.
6. Voting procedures:
 - a. Each member including the co-chairs has one equal vote.
 - b. Votes shall be taken by hand counts.
 - c. Votes shall be considered binding if at least half of the committee members are present.
7. Meetings shall be held on the last Wednesday of every third month at 2:30 p.m. in the meeting room of the Cougar Depot.
8. If any industry member misses more than two regularly scheduled meetings during their two-year term, they will be asked to step down from the board unless the absence is excused by both co-chairs.
9. Elected committee members may appoint one alternate for their term to carry out the responsibilities of the committee member in their absence. Committee members appointing an alternate must notify the co-chairs within the first six months of their term.
10. These bylaws may be amended at any time with a 2/3 vote of all members of the Food Advisory Committee.
11. Elected committee representatives are entitled to one scheduled educational inspection with a member of Whitman County Environmental Health.

