



# 2005 Assessment of Performance and Standards for Public Health in Washington State

Standards Committee – May 23, 2005

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# Training Report

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# 2005 Staff and Manager Training

- ◆ February and March 2005, MCPP Healthcare Consulting provided a total of 14 training sessions
  - Three all-day sessions: 2 LHJ-based (Renton & Spokane) & 1 DOH-based, in Olympia
  - 11 half-day sessions: 4 DOH, 7 LHJ

# Range of Training Participation

- ◆ All but 3 LHJs participated
  - 4 LHJs with 11 or more attendees
  - Most LHJs with several attendees
  - 8 LHJs with 1 attendee
- ◆ Most DOH programs
- ◆ “Don’t try this without training!”

# 2005 Training Results

- ◆ Total of 204 people trained; 126 LHJ and 78 DOH staff and managers
- ◆ Overall rating: from 1-5
  - All-day DOH = 4.59 (new to standards)
  - LHJ all-days = 4.33 (new to standards)
  - DOH half-days = 4.17 (prior experience)
  - LHJ half-days = 3.98 (prior experience)

# 2005 Training Comments

- ◆ Training well received and Mock Assessment Tool was highly rated
- ◆ Many participants commenting “helpful information for preparing for the site visits”
- ◆ Those less satisfied expressed concerns:
  - Confusion regarding the scope of the assessment
  - Amount of time preparation would take from their “real work”
  - Uncertainty about the use of the results

# Internal Reviewer Training

- ◆ 2-day class on advanced standards and database training
- ◆ 1 - 2 days site visit as trainee
- ◆ All site visits with MCPP consultant

# Impact of Standards Scope

- ◆ LHJs must each address all current measures (91), all Administrative measures (35), and show performance for 2 EH and 2 PP programs = total 165 measures
- ◆ DOH sites must address between 15 measures and 78 measures

# Confusion about Program Menus

## Environmental Health

- ◆ Food Safety
- ◆ Drinking Water
- ◆ Water Recreational Safety
- ◆ Zoonotics
- ◆ Wastewater Management

## Prevention & Promotion

- ◆ First Steps
- ◆ Child Care
- ◆ Immunizations
- ◆ TB
- ◆ Nutrition & Physical Activity

# Programs Selected for Review

- ◆ Food: more than 20
- ◆ Drinking Water: 7-8
- ◆ Water Recreation Safety: 2
- ◆ Zoonotics: 3
- ◆ Wastewater Management: more than 20
- ◆ First Steps: 14
- ◆ Immunization: more than 20
- ◆ Child Care: 8-9
- ◆ TB: 12
- ◆ Nutrition & Physical Activity: 4

# Advance Review of Self-Assessment

- ◆ All EH sections participating
- ◆ 7 LHJs had not selected programs from menu – when called, all pulled documentation for appropriate programs



# Assessment Site Visits

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# Site Visit Schedule

- ◆ LHJ site visits began April 4th and continue with Kittitas and Yakima this week - total of 34 (1 limited)
- ◆ DOH site visits done week of April 25<sup>th</sup> for Office of the Secretary, State BOH and all EH programs
- ◆ Remaining DOH site visits to be conducted during week of July 11<sup>th</sup> - total of 26

# Site Visit "Gestalt"

- ◆ Better knowledge of standards and measures
- ◆ Improved organization and preparation for site visit
- ◆ Some sites demonstrating improved performance in:
  - Integrating standards and strategic plan
  - Identification of key indicators
  - PHIMS database
  - Emergency Response Plans

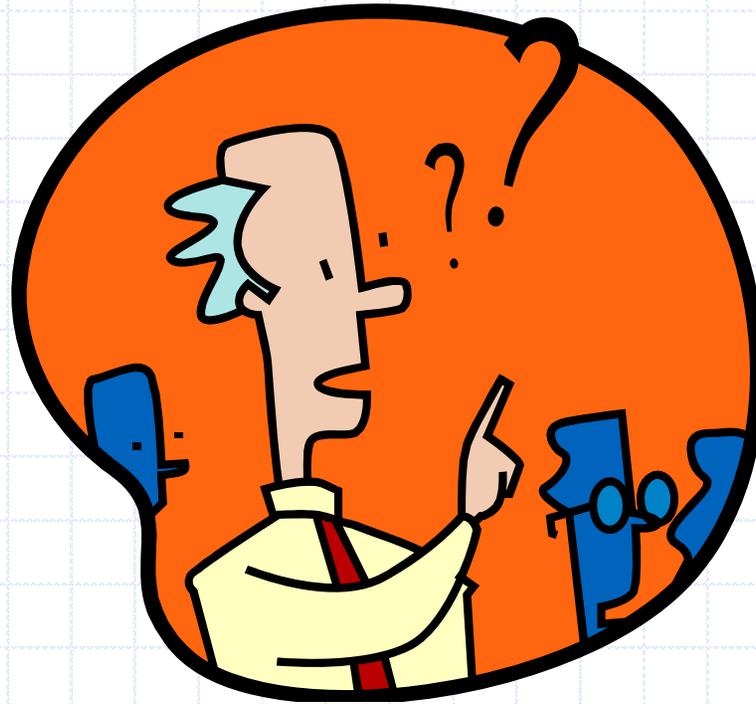
# Closing Conference Process

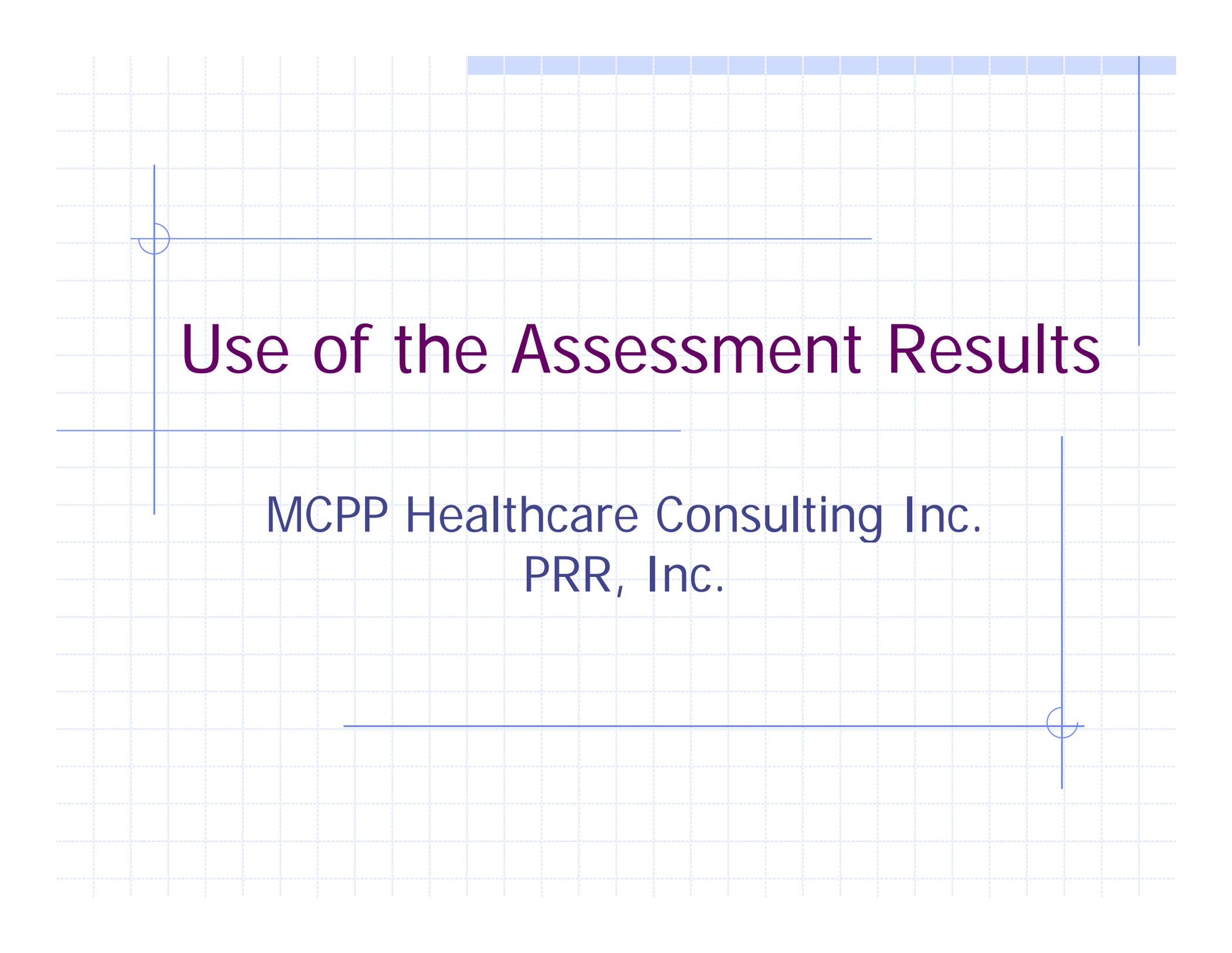
- ◆ Feedback on Administrative Standards
- ◆ Strengths and Opportunities for Improvement
- ◆ Feedback on Standards Assessment Process
- ◆ Lasting 1-1 ½ hours due to input on needed changes/varying levels of support

# Request to Standards Committee

- ◆ Prepare and send all 60 site-specific reports in mid-September before Draft overall system/DOH/LHJ is ready for Standards Committee review and comment in late September
- ◆ Schedule additional late September Standards Committee to review Overall System Reports

What questions do you have?





# Use of the Assessment Results

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# Reports: Recommendations

- ◆ Consultants will make recommendations to Standards Committee regarding:
  - Improvements to standards and measures, including Administrative Standards
  - Areas of system-wide strengths
  - Potential areas for system-wide, DOH, LHJ improvements
  - Recommendations on activities to sustain assessment and improvement efforts

# Examples of 2002 Recommendations

- ◆ Increased consistency across the system
  - Implement single, statewide protocols for CD and EH
  - Implement electronic documentation and reporting systems for CD and EH
- ◆ Role Clarity
  - For CD outbreak investigations, environmental health threats, and emergency response

# Examples of 2002 Recommendations

## ◆ Training

- Develop regularly-offered training modules for all areas identified in Standards
- Process Improvement/Program Evaluation

## ◆ Financing and more staff

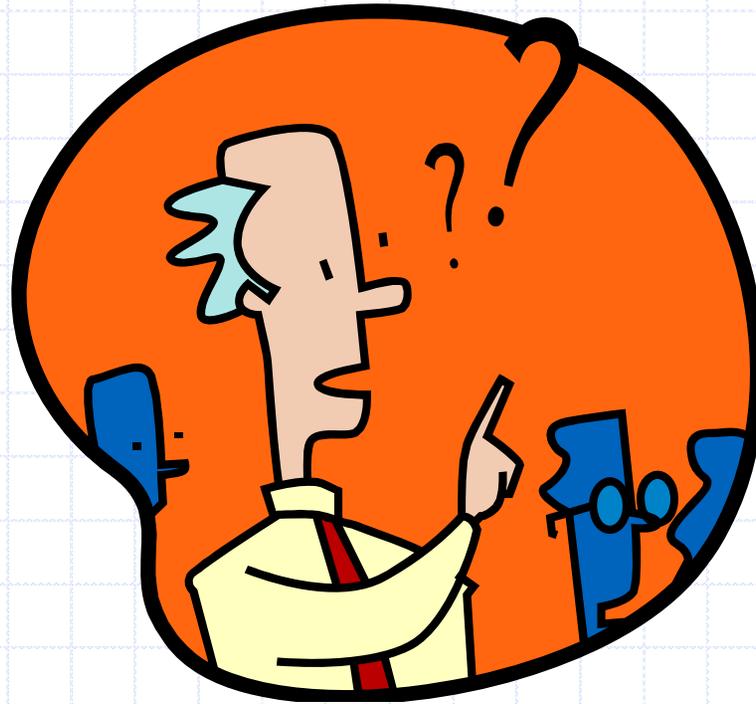
# Use of Reports for Improvement

- ◆ Schedule consultation session to discuss next steps
- ◆ Identify areas for system-wide and DOH overall improvements
- ◆ Establish requirement for programs to identify 1-3 specific improvements
- ◆ Implement activities to sustain assessment and improvement efforts

# Leadership Responsibility

- ◆ Standards Committee responsibility is to run the standards development and performance assessment process
- ◆ It is state and local leadership's responsibility to use the results [DOH leadership, DOH Senior Management Team, WSALPHO and each LHJ's leadership team]

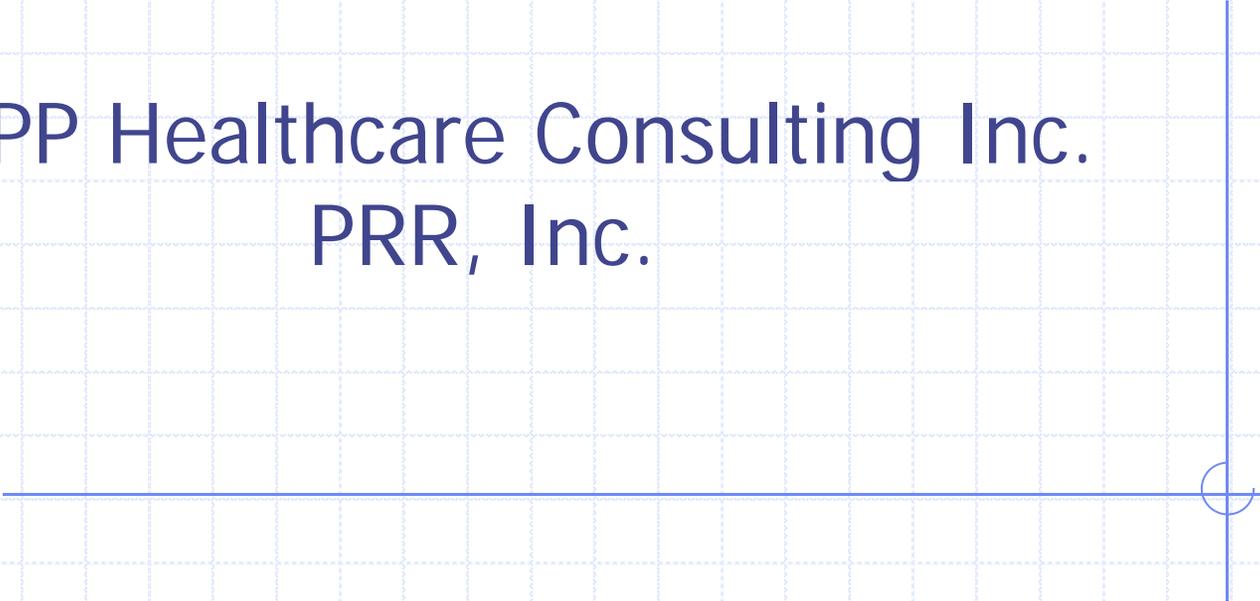
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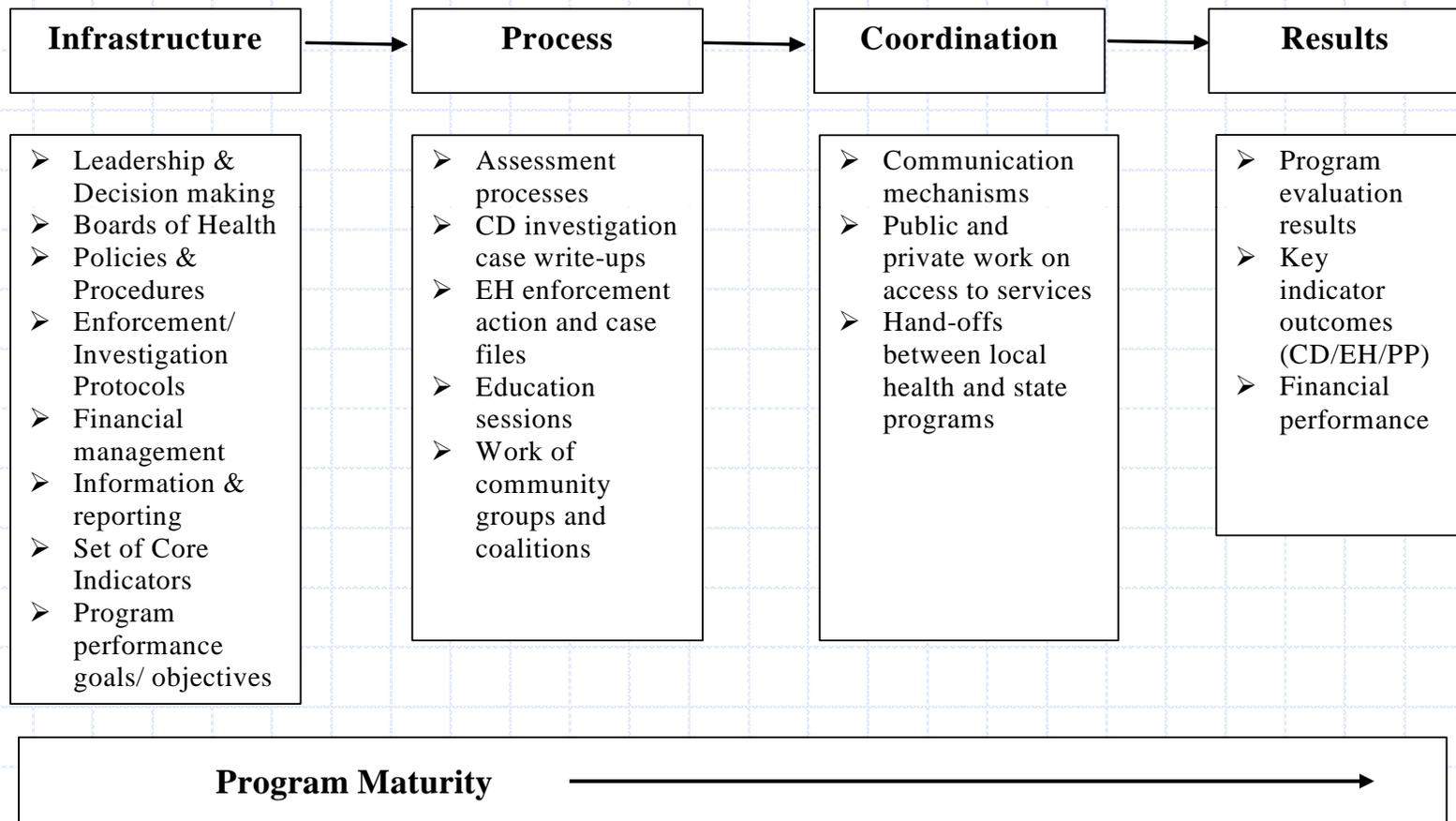


# Establishing a 3-year, Ongoing Cycle for Performance Measurement

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# Stages of Organizational Performance



# Implementation Recommendations

- ◆ Develop Implementation Work Plan for both DOH and LHJs to address the results – adopt by year end 2005
- ◆ Identify system-wide improvements with both state and local actions
- ◆ Identify responsible persons and target dates
- ◆ Establish monitoring body and frequency of reporting on progress

# Implementation Recommendations

- ◆ Encourage the use of exemplary practices through training and technical assistance
- ◆ [www.doh.wa.gov/hip/Standards/BestPractices/StandardsExemplaryPractices.htm](http://www.doh.wa.gov/hip/Standards/BestPractices/StandardsExemplaryPractices.htm)

# Finalize Standards 5.0

- ◆ Glossary of terms
- ◆ Revise current measures
- ◆ Revise Administrative standards and measures
- ◆ Add Outcome Indicators as part of Performance Results

# Adding Outcome Indicators

- ◆ Identify subcommittee to determine indicators to be included
- ◆ Review examples collected during 2005 site visit process
- ◆ Coordinate with PHIP “Report Card” work

# Adding Outcome Indicators

- ◆ Determine indicators for LHJs and DOH programs
- ◆ Revise and refine data definitions and collection methods
- ◆ Establish DOH capacity to create an annual report of LHJ performance on indicators

# Revise Current Measures

- ◆ Identify subcommittee to start work in late 2005, for example:
  - Consolidate and realign training measures
  - Consolidate the QI Plan measures and provide education on difference between Strategic Plan and QI Plan
  - Other revisions as recommended in the 2005 Overall System report

# Distribution of Standards

- ◆ December 2006: Distribute Performance Standards 5.0
- ◆ First Quarter 2007: Finalize assessment related materials: DOH and LHJ Matrices, Self-Assessment Guides, etc.
- ◆ Mid 2007: distribute full training schedules, site visit schedules and assessment materials

# Training Recommendations

- ◆ January 2007-Begin offering Basic Standards training in for all new employees of DOH or LHJs (not focused on site visits but on the standards themselves, their background and use)
- ◆ Offer ongoing Performance Standards Training – possibly by topic area, using exemplary practices for each measure
- ◆ Fall 2007 - Site visit preparation training, 6 months before site visits (spring 2008)

# Use of Internal Reviewers

- ◆ Job description – training and site visits
- ◆ Clear roles and expectations
- ◆ Skill and knowledge requirements
- ◆ Selection process
- ◆ Train the trainer sessions
- ◆ Evaluation of reviewer performance

What questions do you have?

