
North Carolina Local Health Department Accreditation Program



2018 – 2019 Annual Report Best Practices Supplement

The North Carolina Local Health Department Accreditation Program Site Visitors provide a report following each site visit. When the Site Visit Team identifies best practices during a site visit, they are noted in the Site Visit Report. This supplemental document provides a compilation of the best practices identified during the 2018-2019 fiscal year site visits.

Albemarle Regional Health Services

Dissemination of Community Data and Information

Activity 9.1

Albemarle Regional Health Services (ARHS) was noted for its outstanding efforts in developing and disseminating data and information to elected and appointed officials, community partners, and the general public.

Types of data and information shared included overdose prevention efforts and resources, STD reports and data, the promotion of behavioral health services in the region provided by ARHS, and the addition of Hertford County to the ARHS service area.

Related to policy leaders and information shared ARHS included Medicaid Cost Settlement reports, Healthy Carolinians information, the sale of their home health and hospice, tobacco policy reports, opioid forum reports, and a communicable disease case that impact local government employees.

Enforcement of Laws and Regulations that Protect Public Health

Activity 18.2

Albemarle Regional Health Services used WIC as an example for Activity 18.2, which is unique and demonstrates an understanding of the full range of enforcement actions across all agency programs. In this example, a vendor was reported for various violations therefore ARHS

demonstrated coordination with the state and the assurance of WIC program rules.

For more information contact: Ashley Stoop, astoop@arhs-nc.org

Columbus County Health Department

Population-Based Health Promotion/Disease Prevention Programs

Activity 10.1

The Columbus County Health Department (CCHD) was noted for their work to decrease the teen pregnancy rates in their county. The teen pregnancy rate in Columbus County dropped 13 % between 2011 and 2016 due in large part to the work they accomplished through their Teen Pregnancy Prevention Program Grant- Adolescent Pregnancy Prevention (AP3). When they first obtained the funding in 2011, they conducted activities such as outreach fairs and the incorporation of parents in the community. They received the grant again in 2017 and could start education in the City School system. In 2019, they were once again awarded the funding and will be serving both the city and county school systems by providing education to the 9th grade students at the high schools. Each year CCHD has met the required threshold for grant funding. They now have three Family Planning billboards (bilingual) placed within the county and utilize a rolling Media Review for education. According to Marth Faulk, AAC at CCHD, "With perseverance we hope to continue to see a decrease in adolescent pregnancy and unwanted pregnancies as well."

Performance Appraisal System

Activity 31.5

The Columbus County Health Department was also noted for their use of competency skills check-off lists on annual performance evaluations.

For more information contact: Martha Faulk, martha.faulk@columbusco.org

Public Health Division of Gaston County Department of Health and Human Services

Developing Plans to Guide Work

Activity 15.1

The Gaston County Public Health Division has created a data analyst position that is responsible for analyzing data for program development and improvement. Decisions for service locations are made based on data reflecting where populations need those services. For example, teen pregnancy prevention efforts have been focused in areas with the highest number

of teen births. And client survey data has been used to decide which services should be co-located at Social Services and Public Health.

Collaboration with Community Health Care Providers

Activity 20.1

The Gaston County Public Health Division has co-located services provided by both the health division and partner agencies such as the Federally Qualified Health Center (FQHC) with great success, ensuring that no one falls through the cracks for service provision. WIC participants can easily visit the pediatric clinic, run by Gaston Family Health Services (GFHS), after their WIC appointment. The co-location of services ensures that maternity patients can be referred to GFHS for primary care after delivery. Women participating in the Substance Treatment and Rehabilitation program are seen by health department maternity providers and receive behavioral health services from GFHS.

For more information contact: abigail.newton@gastongov.com

Guilford County Public Health

Collaboration with Community Health Care Providers

Activity 20.1

The Guilford County Department of Public Health has an outstanding Pharmacy Program that employs multiple strategies for providing affordable medications to their clients and to a local sister institution, the Federally Qualified Health Center (FQHC). This innovative program supports low-income and uninsured residents by contracting with the FQHC to provide medications at a reduced cost. Staff collaborate with providers to ensure the most cost-effective therapies are utilized for treatment and these cost savings are then passed along to the FQHC and clients directly. The Pharmacy is well-organized and efficient, allowing staff to deliver prompt customer service. Staff are able to directly interact with clients when delivering services. Pharmacists also meet with the client to: review medications and medical history; provide information on using medications wisely; and recommend options to lower their medication costs. Insured patients can also enjoy the same services from this pharmacy.



Accessible Services and Facilities

Activity 30.2

The Guilford County Department of Public Health provides a latex-free clinic room for patients with latex allergies. When the management team learned of possible latex allergy issues, actions were taken to protect both patients and healthcare workers from allergic reactions. The team consisted of medical staff, clinical staff, and ancillary departments who developed policies, procedures and consultation services related to latex allergy management. The focus of the actions

concentrated on: identifying and protecting patients at risk; accommodating employees with allergies; and educating and raising awareness among patients and employees.



Retain, Restructure, Retire

The Guilford County Department of Public Health was noted for their progressive philosophy for evaluating programs. All their programs are evaluated, and they retain programs that are making a difference, they restructure programs that are having mixed reviews and they retire the programs that have run their course. This approach helps them keep their programs cutting-edge, high-level and evidence based.

For more information contact: Lisa Davis, ldavis@guilfordcountync.gov

Iredell County Health Department

Preparation is Key

The Iredell County Health Department was reaccredited in fall 2018. Their site visit took place in aftermath of Hurricane Florence and in the remnants of Tropical Storm Michael. In addition, their health director was not able to attend the site visit. However, none of these factors slowed down the Iredell County Health Department Leadership Team. Despite the absence of the health director, power outages and emergency response, the team moved forward and had a seamless site visit. The Site Visit Team recognized and acknowledged the leadership team's impressive ability to function at a very efficient level, in spite of the events surrounding their health department.

According Norma Rife, the AAC, the leadership team had been working together for a very long time and they had been collecting evidence at regular intervals throughout the four-year cycle using the Category Assigning and Tracking Tool (CATT). The combination of the continuity of the leadership team and the preparation of the entire staff ensured an efficient site visit. Norma and the division directors used the CATT tool to assign specific team members to specific benchmark activities and even sub-activities. This provided delegation and timeline clarity. The division directors worked with the respective team members to assure quality submission by providing the first quality assessment of any evidence electronically submitted to Norma. Norma proactively worked with the division directors to plan and troubleshoot evidence related issues and concerns for final submission.

In preparation for the site visit, physical building audits took place to assure any accreditation related issues could be resolved by working with the division directors and the building manager. They also conducted audits for HIPAA and other related accreditation activities. Following the audits, helpful improvement opportunity reports were created and provided to each division director for implementation of their best practices.

A health department all staff meeting was dedicated to a fun accreditation related activity were about six stations were set up to educate and reinforce certain benchmark requirements.

They addressed all quality improvement recommendations from the previous site visit to assure compliance. They had added an emergency preparedness component where flashlights were placed in conference rooms and restrooms in case of a power outages. Then, unfortunately, the power went out during the site visit and the back-up light sources were used.

A few weeks before the site visit there was an accreditation preparation meeting to review logistics, assure everyone knew their assignments and to gain input on additional actions needed.

According to Norma, “Everyone at the department works hard to promote and protect community, personal and environmental health in Iredell County. We could not achieve Reaccreditation with Honors without the strategic work of the department’s team members and leaders, all our many community partners, the Board of County Commissioners and the Board of Health. We were all pleased that to know the site visitors recognized the broad level of excellence being accomplished in all of the divisions of the department. This simply means the workforce and those that work alongside team members are doing their best to achieve a healthier community. “

For more information contact: Norma Rife, rife@co.iredell.nc.us

Jackson County Department of Public Health

Cleaning, Disinfection and Maintenance of Clinical and Laboratory Equipment & Service Areas
Activity 30.6

The Jackson County Department of Public Health stores all vaccines in the vaccine refrigerator in baskets labeled with what the vaccine is, who should receive it (private or state), what age should receive it, the correct dosage, and the route of administration. “Since vaccines are reviewed for every clinical appointment, this practice supports the nurse in providing vaccines more efficiently and accurately,” says Carla Morgan, Nurse Supervisor.

Personnel Record Review Sheet

Activities 23.2, 24.3, 26.1, 26.3, 31.4, 31.5

The Jackson County Department of Public Health utilized the Personnel Record Review Sheet provided to the AAC and completed each item for each employee selected and placed all the supporting documentation in the order in which site visitors review the information. They accurately marked those items that were missing.

For more information contact: Anna Lippard, annalippard@jacksonnc.org

Johnston County Public Health Department

Preparation of Personnel Records for the Site Visit Team Review

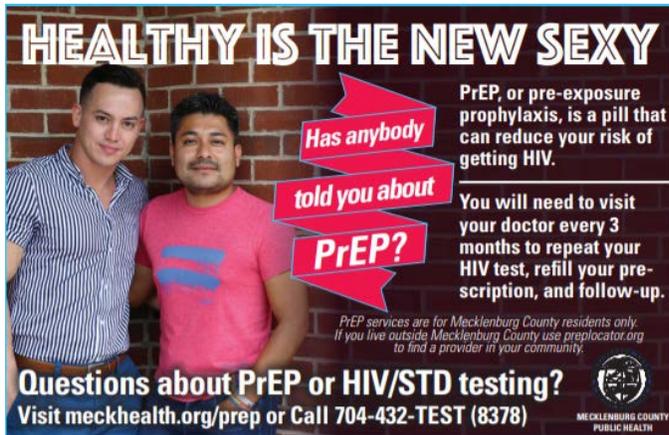
Activities 23.2; 24.3; 31.4; 31.5

The Johnston County Public Health Department was commended for their preparation of the personnel records for site visit team review. Each relevant item was flagged with a sticky

note with the activity number noted. According to Christy Barfield and Tracy Hadjipetrou, Co-AACs, the process allowed for a much more efficient site visit process.

For more information contact: Christy Barfield, christy.barfield@johnstonmc.com or Tracy Hadjipetrou tracy.hadjipetrou@johnstonmc.com

Mecklenburg County Health Department



Health Promotion/Disease Prevention for the General Population **Activity 10.1**

Mecklenburg County Health Department has an HIV PrEP Program which treats clients at risk for acquiring HIV and is being looked at by the state for possible implementation statewide. The Department partners with community providers to assure that uninsured, low-income individuals have access to PrEP

and is developing a media campaign for PrEP awareness.

Learn more:

<https://www.mecknc.gov/HealthDepartment/CDCControl/HIVSTDSurveillance/Pages/PrEP.aspx>

The Mecklenburg County Health Department also implements the Village HeartBEAT which involved 60 churches and ten members per church for each ten-week program. This program has resulted in 100% of participants having at least one health outcome improved during the program. Village HeartBEAT was recognized as grand prize winner in the AETNA Healthiest Cities and Counties Challenge.



Learn more: <https://www.villagehb.org/>

For more information contact: Autumn Watson, autumn.watson@mecklenburgcountync.gov

Montgomery County Health Department

Promote, Support, and Evaluate Health Promotion Programs

Activity 10.4

The Montgomery County Health Department's staff is exceptionally active with community agencies for a variety of community-driven programs. During the community partners interview, the partner agencies spoke very highly of the positive partnership with a variety of Department staff members for community projects.

According to Mary Perez, Health Director: "Montgomery County is a small rural county with limited resources, (financially and people) community agencies in Montgomery County have learned we can accomplish more for the people in our community when we all work together to promote, support and assist each other with projects. Time and resources are saved as we are not duplicating programs, and in most instances, we are sharing pertinent information with each other.

When county agencies assist with health department projects, community partners are able to bring new ideas, expertise and occasionally funding to assist the health department. The health department is able to provide the same in return except for funding

We have found collaboration is valuable when working to improve the health the community as a team. It is a win- win not only for our community but the partners as well. Strong relationships with professionals from other disciplines are built leading to better understanding and respect for each other’s role and agency in the community.

It is true we are a small community, and most often the same people are at the table at agency project meetings; the main thing is we all have a common goal which is to provide programs that are community driven and yield positive health outcomes for the community.”

For more information contact: Mary Perez, mary.perez@montgomerycountync.com

Robeson County Health Department

Cleaning, Disinfection and Maintenance of Clinical and Laboratory Equipment and Service Areas Activity 30.6

Robeson County Environmental Health Services has made great strides in fully implementing new requirements for maintenance of field equipment. The agency has a clear policy, has trained staff, and has implemented maintenance checks/calibration of equipment.

For more information contact: Beth Rowell, beth.rowell@hth.co.robeson.nc.us

Rockingham County Division of Public Health

*Collaboration with Community Health Care Providers
Activity 20.1*

The Rockingham County Division of Public Health has an outstanding Pharmacy Program that provides medications at low cost to all county employees. The Pharmacy also works with the Medication Assistance Program by providing medications for a wide variety of clients as well as health department clients.

*Process for Assessing Consumer and Community Satisfaction
Activity 27.1*

The Rockingham County Environmental Health Program takes a proactive approach to food protection education. The staff’s dedication to quality improvement and innovative work towards the FDA program standards in food safety is valued across the state. The staff also provides needed training and support to their establishments and to surrounding counties. It is evident that the program and staff are dedicated to great customer service and quality inspections.

For more information contact: Jennifer Love, jklove@co.rockingham.nc.us

Sampson County Health Department

Collaborative Process to Access Resources Needed

Activity 12.2

The Sampson County Health Department has established a very active Breast and Cervical Cancer Control Program (BCCCP) Advisory Board. The mission of the advisory board is to educate and inform the community of the importance of early detection and treatment of breast and cervical cancer. The board urges eligible women to take advantage of NC BCCCP to help with the cost of breast and cervical cancer screenings.

The Sampson County BCCCP Advisory Board was established in 1998 by a group of women who wanted to touch the lives of women in the community by promoting lifesaving screening services and offering other women hope through community outreach.

For several years, the Advisory Board has been the recipient of grant funding from United Way of Sampson County with a purpose of providing additional mammograms. Since 2014, the Advisory Board has been the recipient of the Passing the Promise Grant to participate in the Susan G. Komen Race for the Cure, an event that raises funds and awareness in the fight against breast cancer, celebrates breast cancer survivors and thrivers, and honors those who have lost their battle with the disease.

The Advisory Board has several events throughout the year in the community to promote breast and cervical cancer awareness including: Pink Ribbon Campaign, Teal Ribbon Campaign, Annual Breast and Cervical Cancer Awareness Rally and Health Fair.

The Advisory Board has been instrumental in reaching and recruiting additional eligible clients for the BCCCP Program and is active in fundraising activities within the county to serve additional women. In turn, such proactive outreach has doubled the number of women seen in the BCCCP Program. The Advisory Board was also instrumental in the establishment of Wise Woman in 2014.

Sampson County BCCCP Advisory Board continuously strives to fulfill its mission through hard work, dedication and inspiration with the understanding that everyone's life, whether personal, family or friend, has been affected by cancer. Through community outreach and education, the Advisory Board's goal is to raise awareness and promote screenings and diagnostic procedures with hopes of being an asset in lowering the number of breast and cervical cancer diagnoses, one woman at a time.

For more information contact: Sydney Smith, ssmith@sampsonnc.com

Wilkes County Health Department

Analyze and Note Reportable Events

Activity 2.4

<p>May 9th, 2019</p>	<h1>Wilkes Watch</h1>	
<p>=====</p> <p>NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF PUBLIC HEALTH</p> <p>LOCATION: 225 North McDowell St., Raleigh, NC 27603</p> <p>MAILING ADDRESS: 1902 Mail Service Center, Raleigh, NC 27699-1902</p> <p>www.ncdhhs.gov • TEL: 919-733-7301 • FAX: 919-733-1020 AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER</p>		

The Health Department develops a communicable disease newsletter “Wilkes Watch” that is sent to all community partners to communicate before, during and after an event. It is also sent annually during flu season. Their most recent issue was on measles, while there are no known cases in North Carolina, they feel it is best to prepare and remind staff who treat the public the best method to handle it in case they encounter it. The newsletter contains information they receive from the state, such as best practices for measles, and other times it is more focused on community needs such as foodborne illness outbreak or a contaminated water event. There are a total of 85 physicians, dentists, veterinarians and other medical professionals in the community that receive the newsletter via blast fax/email.

<p>Wilkes County Health Department</p> <p><u>Clinic/MESH Initial and Annual Competency Verification Checklist</u></p> <p>1/2017</p>	<p>Staff Member Category:</p> <p><input type="checkbox"/> Registered Nurse</p> <p><input type="checkbox"/> Licensed Practical Nurse</p> <p><input type="checkbox"/> Medical Assistant</p> <p><input type="checkbox"/> Clinical Assistant</p>
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On-going Training and Continuing Education Activities

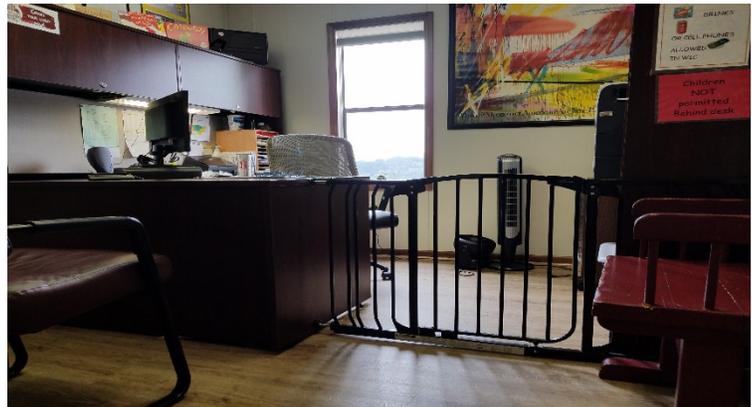
Activity 24.3

Task	Date Reviewed or Observed	Needs Additional Training or Review of Policy & Procedure	Competency Verified: Yes or No	Initial of Observer
Accurately Assesses for:				
Blood pressure				
Height				
Weight				
Temperature				
Respirations				
Heart Rate				
Oxygen Saturation				
Appropriate “normal” parameters				
Accurately documents				

The Wilkes County Health Department has developed a checklist/check sheet for annual verification of competencies for all clinical staff.

Facilities are Clean, Safe and Secure
Activity 30.1

WIC offices at the Wilkes County Health Department have “child safety gates” installed so that children cannot go behind the desk of the staff person providing services, but the staff person can exit through a latched door. This protects the children from injuries.



Accessible Facilities
Activity 30.2

The Wilkes County Health Department uses the Stratus video interpreting system, which allows direct interpretation on a face-to-face basis through video streaming. The system covers a multitude of languages (including some not covered through the Language Line) and includes deaf interpretation.

Cleaning, Disinfection and Maintenance of Clinical and Laboratory Equipment & Service Areas
Activity 30.6

The Wilkes County Health Department keeps all vaccines in the vaccine refrigerator labeled with what the vaccine is, who should receive it, what age should receive it, the correct dosage, and the route of administration.

For more information contact: Debbie Nicholson, dnicholson@wilkescounty.net