



North Carolina

LOCAL HEALTH DEPARTMENT ACCREDITATION

Summary of changes to HDSAI Interpretation Document, HDSAI, Activities that Require Visual Observation, and Accreditation Scoring Requirements Effective Date: 01.01.17

Note: Please see the actual documents for the complete information. Also note that minor grammatical edits are not included in the table below.

HDSAI Interpretation Document		
Page or Activity	Topic	Change
Entire Doc.		Color scheme (Green- as seen here) added to coincide with like changes to other documents for this revision cycle. All changes from last revision (2.15.16) in green font.
Cover & Footer		Effective date (1.1.17) and Version (6.0) updated
p. 5	Documentation	Documentation section in each Activity changed from bullet list of requirements to A, B, C format- explanation here in preface.
p. 6	Additional Guidance for District Health Departments	Section added to each Activity (previously only in some), even if "None"- explanation added here in preface.
p.6	Additional Guidance for Consolidated Human Services Agencies	Section added to each Activity, even if "None"- explanation added here in preface.
p.6	Pieces of Evidence Required	Section added to each Activity- explanation added here in preface.
p. 6	References	Section deleted from each Activity.
p. 7	Elected and Appointed Officials	Language added to preface instead of repeated in Activity Guidance.
p. 9	Documentation Methods	Change from five flash drives to be submitted to one.

Page or Activity	Topic	Change
p. 9	Date Requirements for Documentation/ Evidence	Section added to clarify timeframes for evidence.
p.12-275	Benchmark Description	Short narrative description of Benchmark added to each Benchmark Section to assist in referring to/finding specific Activities.
p. 12-275	Timeframes	Language added to many Activities to clarify timeframe for evidence (i.e. since previous site visit).
1.1	CHA	Further clarification of flexibility with 3 or 4 year CHA cycles. NCDPH checklist changed to link instead of appendix.
1.2	Annual SOTCH	Further clarification of flexibility with 3 or 4 year CHA cycles that impact SOTCH. Required documentation elements broken down for clarity and element added regarding CAP. NCDPH checklist link added.
2.3	CHA/SOTCH dissemination	Required documentation elements broken down for clarity. Extraneous language in Documentation section moved to Guidance.
2.1	Vital Records	Removal of one required piece of evidence because no longer relevant.
2.3	CD reporting	Removal of one required piece of evidence and further clarification for second piece.
2.4	Reportable events	Statement of “no atypical incidence” no longer allowed. Language added for consolidated human services agencies.
3.1	Data training	Extraneous language in Documentation section moved to Guidance. Language added for consolidated human services agencies.
3.2	Data system evaluation	Second documentation requirement clarified and made more in line with Activity language. Language regarding plan/evaluation/report clarified and made consistent. Language added for consolidated human services agencies.
4.1	Surveillance system	“Current” added to second documentation requirement. Extraneous language in Documentation section moved to Guidance. Extraneous language defining timeframe of 12 months removed (now in preface).
4.2	EH risks	Documentation requirements combined and actions defined as those required by GS. Bullet added for report types. Clarification added regarding the need to submit different EH risk reports each year.
4.3	Epi consultation	Policies/protocols/guidance removed from Documentation requirements and clarification of other requirements.
5.1	24/7 system	3 rd piece of required documentation changed to reflect evidence for each year since previous site visit. Language added in guidance regarding focus on education, not simply testing.
5.2	Health alert dissemination	Extraneous language in Documentation section moved to Guidance.
6.1	LEPC	Documentation requirement changed to evidence within the past 12 months (including request for activity if inactive). Language added for consolidated human services agencies.
6.2	County EOP	Clarification of timeframes if EOP not revised.
6.3	Regional preparedness	Language added to documentation requirement and guidance regarding exercises and after-action reports.

Page or Activity	Topic	Change
7.3	EH complaints	Annual complaint log elements further clarified.
7.5	EM communication	First documentation requirement timeframe changed. "On-going communication" and "active member" defined in Guidance. Language added for consolidated human services agencies.
7.6	Preparedness plan	Types of exercises further defined in Guidance to include drills and functional exercises. Language added for consolidated human services agencies.
7.7	Epi team	"Current roster" added to first documentation requirement. "Active team" defined to emphasize need for multiple evidence examples.
8.3	Lab services	"Evidence of agreement" added as option for second documentation requirement and further explained in Guidance.
9.1	Data/information dissemination	Extraneous language in Documentation section moved to Guidance. Extraneous language defining elected/appointed officials removed (now in preface). Language added for consolidated human services agencies.
9.2	Data access	Extraneous language in Documentation section moved to Guidance. Multiple examples required is further clarified.
9.3	Location of health data	Extraneous language in Documentation section moved to Guidance. "Up-to-date" added to Guidance.
9.5	Notice of changes	Extraneous language in Documentation section moved to Guidance. Policy/procedure no longer allowed if no changes made.
10.1	Population health for general public	Documentation requirements further defined and clarified. "Developed" added as synonymous with "planned."
10.2	Programs/materials for at-risk	Documentation requirements further defined and clarified. "Developed" added as synonymous with "planned."
10.4	Evidence-based practice	Extraneous language in Documentation section moved to Guidance.
11.1	Collaborative community committee	In first documentation requirement, "roster" changed to "list of participants" and second requirement linked to first. Extraneous language removed from Guidance.
11.2	Community member participation	Extraneous language in Documentation section moved to Guidance. Guidance clarified that "assessment, prioritization, and establishment of desired outcomes" should all be demonstrated through evidence.
12.1	Collaborative strategies	Extraneous language in Documentation section moved to Guidance and first requirement changed to better mirror 11.2. Language added for consolidated human services agencies.
12.2	Collaborative resources	Extraneous language in Documentation section moved to Guidance.
12.3	Collaborative programs	Extraneous language in Documentation section moved to Guidance.
13.1	Broadening partnerships	Extraneous language in Documentation section moved to Guidance. Documentation expanded to new community partner or contacts.
14.1	Information to officials	Extraneous language in Documentation section moved to Guidance. Extraneous language defining elected/appointed officials removed (now in preface).

Page or Activity	Topic	Change
14.2	Information to BOH and BOCC	Extraneous language in Documentation section moved to Guidance. Clarification that evidence is needed for two groups. Language added for consolidated human services agencies.
14.3	Evaluation of rules	Extraneous language in Documentation section moved to Guidance. Documentation now allows for amendment of current rules/ordinances in addition to additional. Clarification added in Guidance that evaluation is needed at least once since previous site visit so a statement from BOH that evaluation is not needed is not allowed. Language added for consolidated human services agencies.
14.4	Drafting of rules	Documentation now allows for amendment of current rules/ordinances in addition to additional. Language added to documentation that rules/ordinances must be related to public health. Documentation for BOCC minutes could relate to discussion item or presentation. Signed statement added as an OR to documentation requirements- Guidance clarified that BOH chair must sign this. Language added for consolidated human services agencies.
15.1	Strategic plan	Second documentation requirement clarifies use of most recent planning efforts. Third documentation requirement clarifies that evidence of annual updates/implementation needed. Language added for consolidated human services agencies.
15.2	Policies re: laws	Documentation requirement clarified that three examples are needed.
15.3	Annual review of policies	2 nd , 3 rd , and 4 th documentation requirements now specific to a random year selected for review on-site. Specific requirements for policy on policies now broken down in Guidance.
15.5	Program orientation	Documentation requirements clarified regarding <i>program/role</i> orientation.
16.1	Public health law training	Clarification for required positions added to first documentation requirement. Language added in Guidance that list of directors for this activity must align with agency's provided organizational chart.
16.2	New employee orientation	Extraneous language in Documentation section moved to Guidance.
16.3	EH law training	Documentation requirements changed to include specific programs staff are individually working/enforcing.
17.1	State EH programs	Previous accompanying table removed from HDSAI. All program tables now combined into one document (<i>XXXX County HDSAI Programs List</i>) to be completed and submitted as supplemental materials along with HDSAI/evidence (updated version available on website). Documentation requirement language and Guidance updated and now consistent with 22.2.
17.2	Local EH programs	Previous accompanying table removed from HDSAI. All program tables now combined into one document (<i>XXXX County HDSAI Programs List</i>) to be completed and submitted as supplemental materials along with HDSAI/evidence (updated version available on website). Allowance for signed statement by BOH chair added as documentation requirement if applicable.

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17.3	Compliance with CD rules	Extraneous language in Documentation section moved to Guidance. Extraneous language in Guidance removed. Language added in Guidance regarding how Annual CD Report could be used as evidence.
18.2	Enforcement action	Extraneous language in Documentation section moved to Guidance. Clarification that three examples needed added to documentation requirement.
18.3	Enforcement complaints	Extraneous language in Guidance removed.
18.4	Complaints	First documentation requirement removed for clarity. Extraneous language in Guidance removed and more relevant information added.
19.1	Underserved populations	Previously first documentation bullet broken out into three for clarity.
19.2	Planning with underserved	Extraneous language in Documentation section moved to Guidance.
20.1	Collaboration with providers	Extraneous language in Documentation section moved to Guidance. Previously two required examples changed to one each for personal and preventive health services.
20.2	Reducing barriers to care	Extraneous language in Documentation section moved to Guidance.
21.1	Community resource list	Extraneous language in third documentation requirement moved to Guidance and the need for three examples clarified.
21.2	Up-to-date information	Extraneous language in Documentation section moved to Guidance.
21.3	Utilization strategies	Need for two examples clarified in second documentation requirement.
21.4	Community health advocates	First two documentation requirement clarified and third removed as Guidance now describes how it should be addressed in documentation for the first two requirements.
22.1	Community Health Action Plans	Approval notice added to first documentation requirement.
22.2	State health programs	Previous accompanying table removed from HDSAI. All program tables now combined into one document (<i>XXXX County HDSAI Programs List</i>) to be completed and submitted as supplemental materials along with HDSAI/evidence (updated version available on website).
22.3	Local health programs	Previous accompanying table removed from HDSAI. All program tables now combined into one document (<i>XXXX County HDSAI Programs List</i>) to be completed and submitted as supplemental materials along with HDSAI/evidence (updated version available on website).
23.1	Qualified health director	Extraneous language in Documentation section moved to Guidance. Guidance describes multiple ways in which second documentation requirement can be fulfilled, if applicable. Language added for consolidated human services agencies.
23.2	Staff credentials	“All records reviewed must meet the documentation required” added and number of personnel records accessed changed as clarification and consistency to changes made in other personnel-related Activities. Language added for consolidated human services agencies.

Page or Activity	Topic	Change
23.3	Medical director	“Current” added to documentation requirements. Language in Guidance added regarding contracts, if applicable.
24.3	Staff orientation/ CE	Language added to Documentation that at least 85% of records reviewed must meet requirements. Number of records accessed changed. Language added for consolidated human services agencies.
25.1	Training opportunities	Extraneous language in Documentation section moved to Guidance. Evidence from two program or institutions added as requirement.
25.2	Research and evaluation	Extraneous language in Documentation section moved to Guidance. Evidence from two program or institutions added as requirement.
26.1	Non-discrimination policy and training	Implementation and training separated as two distinct documentation requirements. Guidance clarifies that training must occur for all staff since previous site visit (but, not necessarily annually unless required in agency policy).
26.2	Cultural competency policy and training	Guidance clarifies that training must occur for all staff since previous site visit (but, not necessarily annually unless required in agency policy). Guidance also clarifies that Title VI policy and Title VI training alone will not meet the requirements of this activity as cultural competency is more than just Title VI.
27.1	Satisfaction surveys	Clarification in second and third documentation requirements that tools and data collected must be from both consumers AND community. Language added for consolidated human services agencies.
27.2	Changes from surveys	Extraneous language in Documentation section moved to Guidance. Language added for consolidated human services agencies.
27.3	QA/QI	Clarification in Documentation and Guidance that QA and QI are different, though one policy/procedure could cover both if individual elements are included. Third documentation requirement clarifies that one examples must be from QA effort and one from QI effort.
29.1	Outside agency research	Second documentation requirement clarifies allowance for health director statement if no research conducted since previous site visit.
29.2	LHD research	Second documentation requirement clarifies allowance for health director statement if no research conducted since previous site visit.
30.1	Clean/safe facilities	Language added to Intent.
30.2	Accessible facilities	Documentation clarifies that access is related to person with physical disabilities and limited English proficiency (not just visually/hearing impaired). Order of documentation requirements changed for clarity. Last documentation requirement allows for agency to provide evidence of performance improvement since previous site visit if accessibility issues cannot be fully addressed.
30.3	Client privacy	“Clinical protocols” changed to “policy/procedures’ throughout Activity. “Processes” added to floor plan/layout for Visual Observation requirement.
30.4	Medical records security	First documentation requirement and Guidance clarified to include electronic records.
30.5	OSHA regulations	“Documents” changed to “examples” in second documentation requirement.

Page or Activity	Topic	Change
30.6	Cleaning of equipment	For first documentation requirement, policies now have to be backed by evidence-based practice. "Records of competency verification" requirement now removed, but able to be addressed in training requirement, if desired. Last documentation requirement related to implementation and Visual Observation is now more generic. Guidance changed to relate directly to Documentation requirement changes.
30.7	Infection control policy	Second documentation requirement clarified to include two examples.
30.8	Hours of operation	Language clarified in both documentation requirements. Second documentation requirement now related to how agency evaluated the consumer/community input, rather than on how the agency responded back to consumers/community on the input.
30.9	Tobacco signage	Guidance clarifies that signage should be consistently no-tobacco (not no-smoking) throughout facility.
30.10	Tobacco-free grounds	Clarification in Guidance that if agency is addressing second documentation requirement, agency must update/renew efforts at least once since previous site visit.
31.2	Organizational chart	Clarification in Guidance that agency chart should be consistent with overall county government organizational charts (i.e. if posted on website, etc.). Language added for consolidated human services agencies.
31.4	Position descriptions	Documentation requirement added for policy. Language added to Documentation that at least 85% of records reviewed must meet requirements. Number of records accessed changed.
31.5	Performance appraisals	Documentation requirement added for policy. Language added to Documentation that at least 85% of records reviewed must meet requirements. Number of records accessed changed.
31.6	Equipment inventory	Third documentation requirement added regarding evidence that plan has been followed.
32.1	State data management	Previously first documentation requirement removed. Clarification in second documentation requirement and Guidance that evidence of data exchange must be from two separate systems. Extraneous language in Guidance removed.
32.2	Orientation/training on MIS	Two sets of documentation now required, including policy and two examples of implementation (which could include training). Documentation requirement of statement from health director added, if applicable.
33.1	Local financial support	Previous documentation requirements removed as were repetitive to other Activities. Only requirement now is completion and submission of <i>Budget Summary Template</i> (on NCLHDA website).
33.3	Accounting principles	Language (CAP vs. performance improvement) changed in Documentation and allowance for statement if no CAP needed.
33.5	Determination of service cost	Language added for consolidated human services agencies.
33.6	Finance reports to BOH	Second documentation requirement now allows for "presentation" of reports vs. "discussion." Language added for consolidated human services agencies.

Page or Activity	Topic	Change
34.2	Access to legal counsel	Language added for consolidated human services agencies.
34.3	Adopting rules	Extraneous language in Documentation section moved to Guidance. Language added for consolidated human services agencies.
34.4	Need for new or amended rules	Previous first documentation requirement removed as it is addressed elsewhere. For second requirement, extraneous language removed and moved to Guidance and allowance for Board statement made. Guidance comprehensively revised that shows a requirement for Board to evaluate the need for adoption/amendment, even if outcome is that changes are not necessary. Language added for consolidated human services agencies.
35.1	BOH adjudications	Extraneous language in Documentation section moved to Guidance. Language added for consolidated human services agencies.
36.1	BOH handbook	Language added for consolidated human services agencies.
36.2	New BOH training	New documentation requirement added for BOH training policy/procedure. Language added for consolidated human services agencies.
36.3	On-going BOH training	New documentation requirement added for BOH training policy/procedure. Emphasis in Documentation and Guidance that training must be related to BOH roles/responsibilities specifically, but need not always be a recurring orientation training. Language added for consolidated human services agencies.
37.1	BOH assures qualified HD	Previous documentation requirement split into two. Second requirement changed from BOH minutes specifically to evidence that a new director is being sought and that the former director was qualified. Language added for consolidated human services agencies.
37.2	BOH approves policies	Guidance clarifies that only one example is required. Language added for consolidated human services agencies.
37.3	KSA of health director	Previous documentation requirement split into two and specifically addresses statement for existing health director. Language added for consolidated human services agencies.
37.4	Health Director job description	First documentation requirement clarified to most recent (within last 12 months)- also consistent with 37.5. Second requirement clarified as reviewed/approved by full BOH at least once since previous site visit. Language added for consolidated human services agencies.
37.5	Health Director performance	Language from previous Guidance on BOH input in review used to create a second documentation requirement (also makes consistent with 37.4). Language added for consolidated human services agencies.
37.6	Workforce development	Language added for consolidated human services agencies.
38.1	Community health reports	Language from Guidance on the need for two reports annually moved to documentation requirement. Guidance changed to reflect that annual reports on disease incidence/trends, SOTCH, and CHA reports cannot be submitted. Language added for consolidated human services agencies.

Page or Activity	Topic	Change
38.3	Community participation	Guidance clarified regarding how BOH must solicit public participation. Language added for consolidated human services agencies.
39.1	BOH to BOCC for resources	Third documentation requirement regarding grant application removed. Second documentation requirement changed to one example. Language added for consolidated human services agencies.
39.2	BOH review of fiscal reports	Documentation requirement changed from “receipt and discussion” of reports to “review.” Language added for consolidated human services agencies.
39.3	BOH approval of fees	Documentation requirement changed from “discussion” to “review.” Also, “budget” removed as it is addressed elsewhere and not a part of GS 130A-39. Language added for consolidated human services agencies.
39.4	BOH to BOCC for improvement	Second documentation requirement changed to one example. Language added for consolidated human services agencies.
40.1	BOH to BOCC about issues	Extraneous language in Documentation section moved to Guidance. Documentation now requires two examples. Language added for consolidated human services agencies.
40.2	BOH support for laws	Extraneous language in Documentation section moved to Guidance. Documentation now requires two examples. Language added for consolidated human services agencies.
41.1	BOH actions re: community input	Extraneous language in Documentation section moved to Guidance. Language added for consolidated human services agencies.
41.2	BOH partner building	Extraneous language in Documentation section moved to Guidance. Language added for consolidated human services agencies.
41.3	BOH coordination of resources	Extraneous language in Documentation section moved to Guidance. Second documentation requirement removed because covered in Guidance. Language added for consolidated human services agencies.
HDSAI Changes		
Page or Activity	Topic	Change
Entire Doc.		Color scheme (green- as seen here) added to coincide with like changes to other documents for this revision cycle.
p.2	Notes Concerning Re-accreditation	Removed and replaced with preface of Purpose, HDSAI Completion and Submission, and HDSAI Interpretation Document.
p. 3-149	Documentation	Section removed (now only included in HDSAI Interpretation Document). This allows for the HDSAI to now remain more static, even when Documentation requirements/HDSAI Interpretation Document changes are made.
p. 3-149	LHD Self-Assessment, SVT Determination, SVT Notes	Removed- not generally used or applicable.

(Old) p. 79-81	Programs Chart	Previous accompanying table removed from HDSAI. All program tables now combined into one document (<i>XXXX County HDSAI Programs List</i>) to be completed and submitted as supplemental materials along with HDSAI/evidence (updated version available on website). Again, this allows for the HDSAI to now remain more static, even when annual AA list changes are made.
Activities that Require Visual Observation		
Page or Activity	Topic	Change
Entire Doc		Color scheme (green- as seen here) added to coincide with like changes to other documents for this revision cycle
1	Activity 2.1	"May not be required during Facility Tour if submitted as part of electronic evidence" added and proof of transmission to the state removed.
1	Activity 30.2	"Limited English proficiency" added.
1	Activity 30.3	"Process" added to "plan/layout."
1	Activity 30.4	"Including electronic records" added.
1	Activity 30.6	"Including training" added and language about competency verification removed.
2	Activity 30.9	"Signage should be consistently no tobacco, not no smoking" added.