



North Carolina Local Health Department Accreditation Program

2017-2018 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 document provides a compilation of the best practices identified during the 2017-2018 fiscal year site visits.

We would like to thank the Agency Accreditation Coordinators that worked with us to share their best practice: Evonne Burr, Anson County; Jason Williams, Catawba County; Diana Vetter Craft, Craven County; Wendy Smith, Granville Vance District; Kathy McGaha, Macon County; Megan Vick, Northampton County; Jeff Sieber, Onslow County; Wendy Kennon, Randolph County; Patricia Hancock, Stanly County.

Anson County

Activity 30.6

Calibration Date Labeling System

The Anson County Health Department uses US Medical Systems to perform annual calibrations on all equipment used in the lab, clinical area and equipment used in the Environmental Health. The company places individual sticker labels on equipment that require calibration. Each label contains the date the calibration was completed, a due date for the next calibration, tested by and status of the equipment. After each calibration is done on the equipment staff receive a list of all the equipment calibrated, which is exactly what was needed for Activity 30.6. This system provides a quick reminder for the health department staff of when the next calibration is due, and it increases the efficiency of the Site Visitor's review.

For more information, contact Dana Thomas:
dthomas@co.anson.nc.us



Catawba County

Activity 12.2

Innovative Partnerships

Catawba County Public Health has developed deep, genuine and plentiful partnerships with key local partners in an effort to provide their citizens with a high level of care and support. Examples of these partnerships include LiveWell Catawba, Catawba County Partnership for Children (Connect Catawba, Parent Support Council, KidsReady Catawba), Catawba Valley Health System (prenatal services, provider partnerships, Breast and Cervical Cancer Control Program (BCCCP) screening mammograms, diabetes prevention, tobacco treatment, Exercise is Medicine, school health support, etc.), Catawba Pediatrics (child health services), and Gaston Family Health Services (dental services, Hepatitis C navigation, Medication Assisted Treatment (MAT), tobacco treatment). These and other innovative partnerships are acknowledged to be an important step towards preparing for public health transformation initiatives and position the agency well for the future.

Activity 31.2

Environmental Health Supervision/Staffing Structure

Catawba County Public Health has an environmental health supervision/staffing structure that is a great working example of an alternative model that fits well for the agency and may be applicable to other counties who may not want/be able to fill an Environmental Health Director role. Catawba County Environmental Health has two supervisors, one for the Food, Lodging and Institutions Programs and one for On Site Water Protection. Each supervisor is a “working supervisor” who is responsible for administrative duties as well as fieldwork oversight. A few of their job duties include reviewing employee timesheets, writing employee performance evaluations, supervising environmental health administrative staff, performing field inspections (when needed) and giving field staff assistance with challenging projects. They work together on broad environmental health issues and organizational messaging, such as outbreaks, public meetings, budget and quality improvement.

The Environmental Health Division also was noted to have a strong protocol for accountability of staff working almost 100% outside of the office. All environmental health field staff are field-based. There is available office work area for field staff but no traditional offices, desks or landlines. They are equipped with all necessary tools/ IT items to conduct their inspections independent of daily office time. They “check-in” when they start work in the morning and schedule/ prioritize their assignments with little daily oversight. Each program area (tattoos, pools, daycares, on-site, etc.) has a “lead” employee. That team member is specialized to give other employees a second opinion when requested.

For more information, contact Jason Williams: jasonw@catawbacountync.gov

Craven County

Activity 2.4

Environmental Health Annual Report

The Craven County Health Department creates and distributes an Environmental Health Annual Report. The report provides a thoughtful and comprehensive review of the year's activities. The report's brochure format is easy-to-read and filled with illustrative graphs measuring trend and community surveillance. Additionally, the report highlights what a wonderful resource the water testing laboratory is for the Craven County Health Department.



View the annual report: <https://www.cravencountync.gov/1363/Environmental-Health>

For more information, contact Diana Vetter Craft: dvettercraft@cravencountync.gov

Granville Vance District

Activity 37.6

Creative approach for staff retention

The Granville Vance Public Health has an innovative approach to financially rewarding staff when recurring salary increases have not been possible due to budgetary constraints. All staff are given the same, one-time, end-of-the-year bonus (rather than a percentage of their current salary) so that all receive the same monetary “reward.” This one-time bonus is an amount the Board of Health feels is appropriate within funding constraints. According to a staff member, “While salary increases are always nice because they are consistent, the one-time bonus usually ends up being more than I, or most others, would have received over the year with a small percentage salary increase.” In addition, staff are given an opportunity to “cash in” a portion of their accrued vacation time and are paid for this accrued time. This approach allows staff the option to increase the amount of money they receive, and it removes the accrued time as a financial liability of the health department. According to another staff member, “The benefit of cashing in accrued vacation time allows me the opportunity to receive additional money at the holidays...”

These have proven to be staff retention and morale boosting strategies.

For more information, contact Wendy Smith: wsmith@gvdhd.org

Macon County

[Activity 26.2 \(and Activity 24.1 and 24.2 for staff development plan and opportunities\)](#)

Leadership Succession Plan

Macon County Public Health has a Leadership Succession Plan to retain and train management staff to become effective leaders. The department has a team with six managers who meet qualifications as a public health director, assuring consistent leadership in the future.

[Activity 30.1](#)

Evacuation Plan and Procedures

Macon County Health has an evacuation plan and procedures for the facility that notifies consumers and others when the building is experiencing issues that prohibit entrance by the public such as fire alarms. The department has developed portable signage that is placed at each entrance and exit to the building for notification purposes to the public.

For more information, contact Kathy McGaha: kmcgaha@maconnc.org

Northampton County

[Activities 23.2, 26.1, 26.3, 31.4, and 31.5](#)

Site Visit Personnel Records Review Preparation

The Northampton County Health Department prepared for the personnel records review by having each item in the selected personnel records flagged with a sticky note identifying the activity number that was relevant for the team's review. This enabled quick review of each record.

For more information, contact Megan Vick: megan.vick@nhcnc.net

Onslow County

[Activity 15.5](#)

Onslow County Comprehensive Job Competency Checklist

The Onslow County Health Department has a comprehensive job competency checklist for all employees. Each position in the health department was thoroughly analyzed to develop the checklist.

From the Onslow County Health Department — We originally had a generic new employee orientation checklist. During our monthly Quality Assurance/Quality Improvement meetings, we determined that each division was using a modified version of the checklist based on orientation of new staff members to their work within the specific division. We collected all the versions of the checklists and combined them into one spreadsheet. For this updated competency checklist, we focused on the competencies employees need to successfully function independently in their specific positions within the divisions. We put tabs at the bottom of the spreadsheet starting with a general

checklist that all employees need to know and then added tabs by division that detailed employees' specific roles. The supervisor completes the general checklist and applicable division checklist with the new employee, who initials each of the competencies as they are achieved.

For more information, contact Jeff Sieber: Jeffery_Sieber@onslowcountync.gov.

Randolph County

Activities 23.2, 26.1, 26.3, 31.4, and 31.5

Performance Evaluation Checklist

The Randolph County Health Department developed and uses a “performance evaluation checklist” that includes nearly all the requirements listed for the review of personnel records to be a strong best practice for maintaining and tracking complete personnel records.

For more information, contact Wendy Kennon: wendy.kennon@randolphcountync.gov

Stanly County

Activity 22.3

Expanding Capacity in Dental Health Clinic

The Stanly County Health Department is commended for continuing to increase capacity in their Dental Health clinic to meet the increasing needs of the children and pregnant women in their county. The Dental Clinic promotes and improves the oral and dental health of children, ages 0-18. A Pediatric Dentist and three General Dentists staff this clinic. Children and youth eligible to receive services are those insured by Medicaid, N.C. Health Choice or private dental insurance. Uninsured children who are at/or below 100% of the Federal poverty level are eligible to receive dental services at this clinic.

For more information, contact Patricia Hancock: phancock@stanlycountync.gov

For more information about the NCLHD Accreditation Program visit our website NCLHDaccreditation.unc.edu or email us at NCLHDaccreditation@unc.edu.