

**Activities that Require Visual Observation – Effective Date 1.1.20 (no changes from 1.1.18 version)**

<b>Description and Documentation for each Activity</b>	<b>Visual Observation Required</b>
<p>Activity 2.1: The local health department shall collect local vital records of births and deaths and transmit them to the Division.</p> <p><b>Documentation: Evidence of vital recordkeeping.</b></p>	<p>Current registrar’s registration book or evidence of record-keeping. May not be required during Facility Tour if submitted as part of electronic evidence.</p>
<p>Activity 15.6: The local health department shall ensure that program policies and procedures are accessible to all staff.</p> <p><b>Documentation: Program policies AND evidence demonstrating accessibility by all health department staff.</b></p>	<p>Program policies and procedures should be accessible to all staff (on-site staff and staff located at satellite facilities). During the site visit, the program policies and procedures may be located within the documentation area. Site visitors should verify where the policies are usually maintained by asking staff during interviews and randomly during tours.</p>
<p>Activity 30.1: The local health department shall have facilities that are clean, safe and secure for the specific activities being carried out in the facility or any area of the facility, such as laboratory analyses or patient examinations.</p> <p><b>Documentation: Visit to facilities and observations by Site Visitors.</b></p>	<p>Clean, safe and secure facilities, i.e., locked and secure areas that can be entered only by health department staff, cleanliness of exam rooms, hallways, laboratory, waiting areas, restrooms, etc.</p>
<p>Activity 30.2: The local health department shall have facilities that are accessible to persons with physical disabilities and services that are accessible to persons with limited proficiency in the English language.</p> <p><b>Documentation: Interior and exterior signage that facilitates access AND facilities that are accessible to persons with physical disabilities (e.g., ramps, handicapped-accessible restrooms and examination rooms, Braille signage) and limited English proficiency AND policies/protocols that address accessibility. To be verified through observations by Site Visitors</b></p>	<p>Ramps, elevators, handicapped accessible restrooms and exam rooms, etc. that enable the handicapped to receive services.</p> <p>Braille signage may be observed. Site Visitors may also want to ask health department staff about services available for the hearing and visual impaired as well as persons with limited English proficiency.</p>
<p>Activity 30.3: The local health department shall have examination rooms and direct client service areas that are configured in a way that protects client privacy.</p> <p><b>Documentation: Written clinical protocols addressing privacy AND agency floor plan/layout/process conducive to privacy. To be verified through observations by Site Visitors.</b></p>	<p>Through visual observations, the Site Visit Team should observe the agency layout and the client/patient flow that occurs. This may be observed during the tour, but oftentimes, it is suggested that a member of the Site Visit Team return to the waiting areas, check-in areas, exam rooms, interview rooms and check-out areas to observe the configurations and the manner in which they protect one’s privacy.</p>
<p>Activity 30.4: The local health department shall ensure privacy and security of records containing privileged patient medical information or information protected by the federal Health Insurance Portability and Accountability Act.</p> <p><b>Documentation: Medical records policies AND proper handling, storage and transport of medical records (including electronic records and home visit records). To be verified through observations by Site Visitors.</b></p>	<p>Medical records should be stored in an area that is secure and not accessible by anyone other than health department staff. If there are satellite facilities that require medical records to be transported to other facilities, the health department should have policies and proper equipment to transport the records. Site Visitors should also inquire about lead investigation records that may contain protected health information.</p>

Description and Documentation for each Activity	Visual Observation Required
<p>Activity 30.6: The local health department shall ensure cleaning, disinfection and maintenance of clinical and laboratory equipment and service areas and shall document all cleanings, disinfections and maintenance.</p> <p><b>Documentation: Policies and procedures (including comprehensive equipment list) supported by evidence-based practice AND evidence to support agency followed policies/procedures for assuring cleaning, disinfection and maintenance (to be verified through observation by Site Visitors, who will randomly select a month for review from the previous 24 months records) AND training records for staff on related policies.</b></p> <p>Site visitors will observe facilities to assure cleaning, disinfection and maintenance policies and procedures are being followed. For example, if an agency’s policy requires daily cleaning logs of exam rooms, the site visit team may ask to see these logs. The Site Visit Team may also ask to see equipment maintenance records (such as documentation of work performed to keep it in working condition, such as repairs, scheduled upkeep, replacement of parts, <b>verification of accuracy</b>).</p>	<p>The Site Visit Team should review evidence to support that the agency followed policy and procedures (including training) for assuring cleaning, disinfection and maintenance of clinical, laboratory and environmental health field equipment and service.</p> <p><b>The burden of identifying equipment is on the individual agency. However, if equipment is observed during the facility tour that is obviously not included in policy/procedure, a question will be asked about that service area/equipment.</b></p>
<p>Activity 30.9: The local health department shall prohibit the use of tobacco in its facility.</p> <p><b>Documentation: Verification of signage at all health department facilities.</b></p>	<p>The Site Visit Team should observe signage in the facility or that is posted at the facility entrance that indicates no <u>tobacco</u> use <u>within</u> the facility. Signage should be posted at all facilities operated by the LHD, not just the main facility. Signage should be <b>CONSIDER</b> no tobacco, not no smoking.</p>
<p>Activity 31.1: The local health department shall develop and implement policies and procedures regarding the administration of the local health department and shall assure policies and procedures are accessible to staff.</p> <p><b>Documentation: Administrative policies and procedures AND accessibility, to be verified through observations by Site Visitors.</b></p>	<p>Policies and procedures should be accessible to all staff (on-site staff and staff located at satellite facilities). During the site visit, the policies and procedures may be located within the documentation area. Site Visitors should verify where the policies are usually maintained and how staff access policies during interviews with various staff.</p>
<p>Activity 32.4: The local health department shall have policies and procedures to assure management information system security and use passwords and screensavers to safeguard the privacy of electronic information.</p> <p><b>Documentation: Policies and procedures assuring management information system security AND Evidence that policies and procedures have been implemented, to be verified through observations by Site Visitors.</b></p>	<p>There should be evidence that policies and procedures have been implemented by the department. This will mean that the practices and procedures described in the policies are being used when the site visit begins. This will be verified by the Site Visitors through their observations on facility tours and by questions asked during interviews. Site Visitors may also question staff on facility tours about MIS security and can check unattended computers to see if practices in the policies are being followed. While it is expected that an agency would correct any policy violation once notified of such, if any policy violation is noted by the site visit team, it will result in a “not met” score for the activity.</p>