



# Environmental Public Health Performance Standards Assessment 2014

Monitor

Investigate

Educate

Mobilize

Develop

Enforce

Link

Assure

Evaluate

Research





**Mission:**

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.



Rick Scott  
Governor

John H. Armstrong, MD, FACS  
State Surgeon General & Secretary

Vision: To be the Healthiest State in the Nation

## Acknowledgements:

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### 3<sup>rd</sup> Step

Agency for Healthcare Administration,  
Medicaid Program Office  
American Cancer Society  
Broward Behavioral Health Coalition  
Broward Community and Family Health Centers  
Broward County Environmental Protection and  
Growth Management Department,  
Emergency Management Division  
Broward County Government  
Broward County Medical Association  
Broward County Public Schools  
Broward Healthy Start Coalition  
Broward Metropolitan Planning Organization  
Broward Regional Health Planning Council, Inc.  
Broward Sheriff's Office  
Children's Services Council  
Community Access Center  
Eat Right Now, LLC  
Epilepsy Foundation of Florida  
E-Sciences  
First Call for Help  
Florida Department of Health  
Florida International University Healthcare

Former Commissioner, City of Fort Lauderdale,  
Founder, Smart Growth Partnership  
ICHP/Nova Southeastern University  
Joe DiMaggio Children's Hospital  
LEED Green Associate, Energy and Sustainability  
Program, Environmental Planning and Community  
Resilience Division, Broward County Environmental  
Protection and Growth Management Division, STAR  
Community Lead  
Light of the World Clinic  
March of Dimes  
Med Choice  
Memorial Healthcare System  
Miccosukee Tribe of Indians of Florida Chairman  
Natural Resource Specialist III, Broward County  
Environmental Pollution Prevention Division,  
Ambient Air Monitoring Program  
Nova Southeastern University  
School Board of Broward County  
Seminole Tribe of Florida  
Smart Growth Partnership  
South Florida Regional Planning Council  
United Way of Broward County  
Urban League  
YMCA of Broward County

## Introduction

The Florida Department of Health in Broward County (DOH-Broward) utilized the Environmental Public Health Performance Standards (EnvPHPS) to conduct an assessment of its environmental public health service delivery system. The EnvPHPS are a set of standards describing the level of performance and capacity to which all environmental public health (EPH) systems and programs should aspire. The organizational framework for the standards is the ten Essential Environmental Public Health Services that outline the services in an EPH system or program necessary to effectively protect and improve environmental and public health. The EnvPHPS describe activities, actions, and processes that an EPH system or program performs to provide the essential services optimally. The assessment results were used to determine action needed to improve the DOH-Broward capacity to perform the essential services. Results of the self-assessment are provided and described below.

The 10 Essential Environmental Public Health Services:

1. **Monitor** environmental and health status to identify and solve community environmental public health problems.
2. **Diagnose and investigate** environmental public health problems and health hazards in the community.
3. **Inform, educate, and empower** people about environmental public health issues.
4. **Mobilize** community partnerships and actions to identify and solve environmental public health problems.
5. **Develop** policies and plans that support individual and community environmental public health efforts.
6. **Enforce** laws and regulations that protect environmental public health and ensure safety.
7. **Link** people to needed environmental public health services and assure the provision of environmental public health services when unavailable.
8. **Assure** a competent environmental public health workforce.
9. **Evaluate** effectiveness, accessibility, and quality of personal and population-based environmental public health services.
10. **Research** new insights and innovative solutions to environmental public health problems and issues.

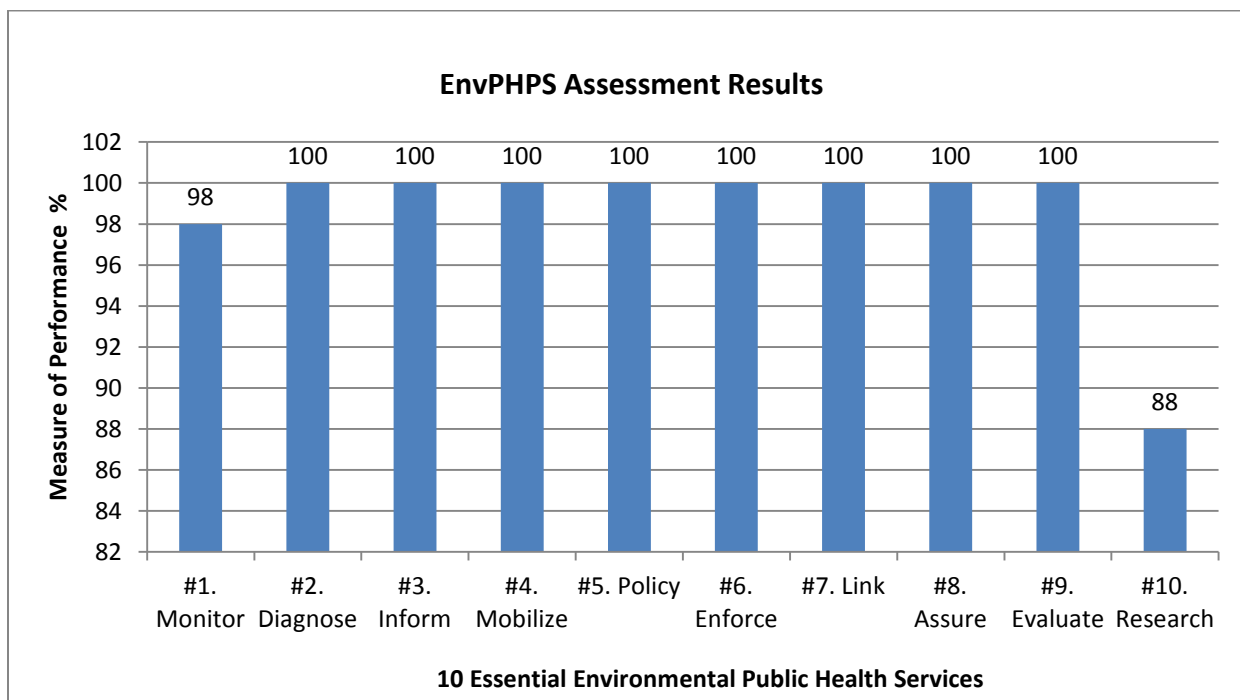
From March 6, 2014 through the conclusion of the assessment activities on August 26, 2014:

- A total of 55 items were reviewed, assessed and scored;
- A total of 17 DOH-Broward staff participated as the self-assessment team members;
- A total of 63 external partner agencies participated;
- A total of 19 meetings, including 2 presentations to the community (August 25 & 26, 2014) were held; and,
- A total of 446 hours were devoted to complete the self-assessment.

## Assessment Results

EnvPHPS assessment results indicate that DOH-Broward is effectively providing the Ten Essential Services in all areas. Essential Environmental Public Health Services improvements include development of a “white paper” or other summary reporting to present program results to elected officials and community leaders; continuing to streamline databases into integrated reporting mechanisms; and, developing a DOH-Broward Environmental Health program specific profile for use in educating the community and planning bodies.

For each essential service, the assessment requires evaluation of the level of service for a number of activities that together account for the full provision of the essential service. EnvPHPS assessment scores for each EEPHS are displayed in the chart below.



## Moving Forward

DOH-Broward reviewed the assessment scoring and evidence list with recommendations for improvement developed. Improvement items were incorporated into the Broward County Health Improvement Plan (CHIP) to track the progress of completing identified action steps and program activities.

Below is a brief summary of findings and recommendations.

***Essential Service #1: Monitor environmental and health status to identify and solve community environmental public health problems***

Activity: DOH-Broward conducts numerous assessments and utilizes a multitude of internal and external databases and information sources to inform and guide programmatic activities. Some examples of reports and assessments include: quota reports; re-inspection report summaries; well, soil and site assessments; assessments for well surveillance, childhood lead prevention, foodborne illness, reportable diseases, beach water, the dangers of second-hand smoke/indoor air quality; boil water notices; bacteriological results; mosquito surveillance; and, facility responses to drinking water quality. Databases and information sources include: FBI investigations; indirect community perceptions during inspections and investigation; education including body piercing classes; tattoo conventions; permanent make-up conventions; Merlin surveillance system; Sexually Transmitted Disease surveillance system; Environmental Health database; GIS for well surveillance; Crystal reports; onsite sewage treatment and disposal systems (OSTDS) that provides geocodes on addresses provided; Florida CHARTS; and, Disease registries. Active Strategy software is the DOH-Broward internal performance management system that provides ongoing programmatic reporting of measures related to patient care, customer satisfaction, productivity, and manages the resources of the organization in an ongoing & systematic way for the best possible resource management. Program data is collected through the statewide Florida Department of Health (DOH) Health Management Systems (HMS). The Community Health Director reviews the data entered into HMS to ensure it meets the established programmatic guidelines. STAR community, Complete Streets, Smart Growth Partnership, TOUCH, Land Use Plans, Urban Health Solutions and the Metropolitan Planning Organization all conduct formalized environmental health assessments collaboratively with DOH-Broward.

Gaps: None noted.

Recommendation: Develop an annual Environmental Health profile that utilizes reports of findings, investigative results and other data. Continue to conduct community environmental health assessments at least once every three years.

Benefit: Transparency and increased accountability both internally and with the public.

***Essential Service #2: Diagnose and investigate environmental public health problems and health hazards in the community***

Activity: The Florida Department of Health in Broward County has a mature and robust public health preparedness system and has received recognition from the National Association of City and County Health Officials (NACCHO) for Project Public Health Ready (PPHR), which provide nationally recognized standards for local public health preparedness. DOH-Broward's PPHR preparedness plans include operational plans for All-Hazards Response, Epidemiology Response, Environmental Health Response, Laboratory Response and Public Information and Communications, as well as the DOH-Broward Biowatch Response Plan with protocols included for associated response activities. The PPHR plans include response partners and delineate roles and responsibilities as well as guidance, forms and materials for creating messages in a variety of formats. Protocols to establish and maintain chain of custody for evidence is also included in the response plans as appropriate. Information on how 24/7/365 coverage is provided is included in each of the plans as well as on the DOH-Broward website. These

operational response plans and protocols are reviewed annually and updated if needed. DOH-Broward and Broward County Emergency Management Division (BEMD) collaboratively review response plans to ensure county-wide coordination. DOH-Broward and BEMD collaboratively conduct planning, training, and exercises, including WebEOC training and development. DOH-Broward Environmental Health program staff utilizes the following software systems to assist in investigations: Merlin (lead, rabies), Environmental Health Database (Crystal reports tracking violations, inspections, sewage complaint response), Oracle Database (keeps track of water contaminants, inspection timely monitoring), Biowatch (air monitoring), water quality (complaints tracking system via an excel spreadsheet), foodborne illness investigations (tracking system with Epidemiology).

Gaps: None identified.

Recommendation: None.

Benefit: N/A

***Essential Service #3: Inform, educate, and empower people about environmental public health issues***

Activity: Information and education is provided to the public in a wide-variety of methods including: conducting semi-annual safe body piercing practices classes, developing and providing educational materials such as hand washing palm cards that is provided to all public schools and parks in Broward County, private well and septic tank owner safety handouts, safe drinking water handouts and brochures, posting of inspection reports and resources on DOH-Broward's website, Boil Water notices and beach advisories, press releases and announcements through DOH-Broward's Public Information Officer. DOH-Broward Environmental Health staff participates on community, regional and state panels including the Smart Growth Partnership, Florida Onsite Wastewater Association (FOWA) (for contractors and regulators), Broward County Contractors Meetings (septic issues), Safety Team, Broward County Environmental Group, Broward County School Board Food Services (educate on proper food handling techniques), Emergency Services Function (ESF)-8 Health and Medical at the Broward County Emergency Operations Center, ESF-8 Workgroup meetings with reporting to the Emergency Coordinating Council, ESF-8 Special Needs Shelter/Client meetings, and Region 7 Environmental Health Strike Team lead.

Gaps: None identified.

Recommendation: None.

Benefit: N/A

***Essential Service #4: Mobilize community partnerships and actions to identify and solve environmental public health problems***

Activity: The DOH-Broward Environmental Health Program maintains an up-to-date directory of key stakeholders. Stakeholder lists include: Beach Program - City Managers list; Water Program – Chief Operators and Public Works Directors; Septic Program – registered contractors; Group Care Program – Key staff for Department of Business and Professional Regulation as well as the Agency for Health Care Administration; Well Program – current well drillers; and, Pool Program – Operators and Managers. Additional lists include: licensed laboratories; school board contractors; Building inspectors that includes Chief Plumbing Inspectors; Licensed Drink Water Operators; and, Beach Flow Prevention Testers. The Florida Department of Health develops Environmental Health policies. DOH-Broward staff serves on local and state advisory panels to provide input into policy development and revisions.

Partnerships among government agencies and the private sector are in place to enhance environmental health program effectiveness. Partnerships include: Department of Business and Professional Regulation and Broward County Environmental Protection Division to improve response to sewage spills and facility safety; Broward County Municipalities and the Biomedical Waste Program to ensure permits are obtained and compliance is met prior to issuance of an occupational license; and, Broward County Emergency Management Division to ensure plans are in place to coordinate environmental health responses to emergencies.

Gaps: No identified gaps.

Recommendation: Continue to enhance and maintain relationships with key stakeholders in Broward County.

Benefit: Enhanced coordination and understanding of roles and responsibilities.

***Essential Service #5: Develop policies and plans that support individual and community environmental public health efforts***

Activity: The DOH-Broward Environmental Health Program employs Environmental Specialists that assure the delivery of the Essential Public Health Services in Broward County. This is evidenced in a variety of written documentation, including assessments and reports of findings. The Pool Program, as part of the DOH-Broward core contract with Broward County, submits required quota reports to ensure pools are regulated; sanitary nuisance complaints are reported to the Sanitary Control Board appointment County Commission representative; bed bug issues and prevention activities at group homes; Broward County School Board concession stand permitting; membership on the Smart Growth Partnership, Biomedical Waste City Partnership, Water Resource Tech Team, Septic Tank Contractors Group, and Broward County Schools quarterly food program group. In addition, staff provides subject matter expertise to the Lead Paint Program, Summer Feeding Program and ensuring workplaces are Free from Second-Hand Smoke. DOH-Broward has received recognition from the National Association of City and County Health Officials (NACCHO) for Project Public Health Ready (PPHR), which provide nationally recognized standards for local public health preparedness. DOH-Broward's PPHR preparedness plans include operational plans for All-Hazards Response, Epidemiology Response, Environmental Health Response, Laboratory Response and Public Information and Communications, (as well as the DOH-Broward Biowatch Response Plan) with protocols included for associated response activities. Plans and policies are reviewed on an annual basis. DOH-Broward and Broward County Emergency Management Division collaborative review and update response plans to ensure countywide coordination.

Gaps: None identified.

Recommendation: This is the first DOH-Broward Environmental Health Internal Program Assessment. Results have been incorporated into the Community Health Improvement Plan. Continue to assess DOH-Broward Environmental Health Program and monitor results.

Benefit: Integrated process for reporting quarterly information and annual progress in an established community process.

***Essential Service #6: Enforce laws and regulations that protect environmental public health and ensure safety***

Activity: DOH-Broward is successful in enforcing laws and regulations that protect environmental public health and ensure safety. State of Florida environmental health laws are reviewed annually with gaps identified. Environmental Health Program staff serves on or

provide subject matter expertise to county and state policy groups including the Smart Growth Partnership, Water Resource Technology Team, Florida Department of Health, and Broward County government. Through these efforts, three OSTDS Broward County ordinances were changes in the last five years as a direct result of DOH-Broward efforts. In addition, the lead program investigation guidance was amended three years ago to include blood level indicator from input provided by DOH-Broward. DOH-Broward conducts outreach and education in the community. Some examples include: presentation to the Broward County Sanitary Control Board; presentations to community groups; Body Piercing classes; Education at time of inspections; Concession stand presentations to the School Board; and, Backflow presentation to the Sanitary School (Department of Environmental Protection/Sanitary Control Board). Program services are evaluated through weekly reviews of inspection reports and monthly enforcement activity reviews.

Gaps: No identified gaps.

Recommendation: Continue to enhance and maintain relationships with key stakeholders in Broward County.

Benefit: Increased knowledge about program and resources and enhanced collaboration and coordination.

***Essential Service #7: Link people to needed environmental public health services and assure the provision of environmental public health services when unavailable***

Activity: The DOH-Broward Environmental Health Program provides outreach and referrals that link constituents to environmental public health and protection services through a phone contacts and the website. Active outreach and education occurs through a complaint hotline and referrals to non-DOH-Broward Environmental Health Programs such as Code Enforcement, Mosquito Control, Department of Business and Professional Regulation, South Florida Water Management District, Department of Agriculture and the Agency for Healthcare Administration. Classes and presentations provide additional outreach and awareness throughout Broward County on topics such as body piercing, drowning prevention, and environmental second-hand smoke to various groups including the Sanitary Control Board, Septic Contractors, the School Board, Department of Environmental Protection monthly meetings, and Broward County Building Department. DOH-Broward has Memorandums of Understanding and/or contracts with Department of Environmental Protection for drinking water and coast beach monitoring, South Florida Water Management District for the Well Program, and a core contract with Broward County Government. DOH-Broward's PPHR preparedness plans include operational plans for All-Hazards Response, Epidemiology Response, Environmental Health Response, Laboratory Response and Public Information and Communications, (as well as the DOH-Broward Biowatch Response Plan) with protocols and roles and responsibilities delineated for response activities. Palm cards are created in three languages and are delivered to the community to remove barriers to services. The DOH-Broward Call Center, website and all services are available in multiple languages, TDY and are ADA compliant. DOH-Broward in collaboration with Broward County government, maintains a vulnerable population and special needs registry. The DOH-Broward Outreach Planning Team meets monthly and provides outreach services throughout Broward County. DOH-Broward is the lead agency for Emergency Support Function 8, Health and Medical (ESF-8) for the Broward County Emergency Management Division (BEMD). DOH-Broward operates the special needs shelters in



emergencies and collaboratively with BEMD pre-screens and registers residents with special needs.

Gaps: None identified.

Recommendation: Monitor activities to ensure ADA compliance and accessibility to all residents of Broward County.

Benefit: Increase access and awareness of Environmental Public Health Services and Programs.

***Essential Service #8: Assure a competent environmental public health workforce***

Activity: DOH-Broward has identified workforce development in its strategic planning activities. Smart Expectations are included in position descriptions for Environmental Health Program staff. Performance evaluations are conducted at least annually. Position descriptions include any required state certifications and licenses. Certifications and renewals of CEU's are tracked to insure requirements are met. CEU's are renewed every two years; Staff competencies and individual skills are enhanced through in-service trainings, cross-training of staff, leadership training and coaching sessions. There are incentives provided for continuing education including tuition assistance and fee waivers.

Gaps: None identified.

Recommendation: None.

Benefit: Well-trained staff with opportunities provided for leadership development and career enhancement.

***Essential Service #9: Evaluate effectiveness, accessibility, and quality of personal and population-based environmental public health services***

Activity: The DOH-Broward Environmental Health program and services are routinely evaluated through implementation of performance standards, quota reports, internal program audits, customer satisfaction surveys, indicator monitoring, inspection report reviews, ride-along field observation, and sanitary control board reporting. DOH-Broward has activated its incident command system for real world events and exercises. Environmental Health participated in the response to an outbreak of shigellosis in Broward County schools, the YMCA and two community pools. Full-Scale and Functional Exercises include State Watch Office, Biowatch Activation, Hurricane Exercises, and deployment of a Regional Environmental Health Strike Team to a radiological event. Public Information activities include Beach Advisories and Boil Water orders.

Gaps: None identified.

Recommendation: None.

Benefit: N/A

***Essential Service #10: Research new insights and innovative solutions to environmental public health problems and issues***

Activity: DOH-Broward Environmental Health Program staff provides suggestions for improvement to the program through a suggestion box that is located in the work area as well staff providing input at monthly staff meetings. Formal recognition of staff is forthcoming with an "Employee of the Month" designation in the Florida Department of Health's email "Spotlight" publication. Employees are encouraged to recommend programmatic improvements. Some suggestions that have been implemented include time utilization training, proper zone use, time entering practices, and in-service trainings. DOH-Broward

Environmental Health staff served as the pilot county to conduct a paperless initiative using pen-tablets in the field to improve the inspection process. The program was successful and is being implemented by DOH throughout the state. The DOH-Broward Environmental Health Program does not conduct research; however, program staff participates in the Smart Growth Partnership which is involved in policy development and the conduct of Health Impact Assessments to assist in decision-making activities and program implementation. DOH-Broward has long-term relationships with institutes of higher learning to collaborative conduct research. These include: Nova Southeastern University, Barry University, Florida International University, Florida Atlantic University and Broward College. DOH-Broward sponsors Public Health interns and is currently a host site for 4 Public Health Associates through the Centers for Disease Control and Prevention's Public Health Associate program.

Gaps: None identified.

Recommendation: Continue to explore partnership and grant opportunities to conduct research related to environmental health.

Benefit: Baseline data; partnerships; expanded knowledge.

### **Priorities**

The following recommendations will be implemented through the Community Health Improvement Process.

1. Develop an annual Environmental Health profile that utilizes reports of findings, investigative results and other data. Continue to conduct community environmental health assessments at least once every three years.
2. Continue to enhance and maintain relationships with key stakeholders in Broward County.
3. Monitor activities to ensure ADA compliance and accessibility to all residents of Broward County.
4. Continue to explore partnership and grant opportunities to conduct research related to environmental health.

### **Conclusion**

The Florida Department of Health in Broward County strives to provide quality environmental public health services in order to assure a safe and healthy environment. Conducting the EnvPHPS assisted DOH-Broward in understanding how well the agency performs the 10 Essential Environmental Public Health Services. In response to EnvPHPS assessment findings, action items have been incorporated into the Community Health Improvement Plan as part of DOH-Broward's culture of continuous improvement. Progress in addressing those gaps will be assessed on a quarterly basis through analysis of progress reports and by re-engaging in the EnvPHPS process every three years.