

### Activities that Require Visual Observation

Activity	Description and Documentation for each Activity	Visual Observation Required
2.1	<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:</b> Current Registrar’s registration book or evidence of recordkeeping AND evidence of transmittal to Division of Public Health (e.g. quarterly state report).</p>	<p>Current registrar’s registration book or evidence of record-keeping should be observed by a member of the site visit team.</p>
8.2	<p>Activity 8.2: The local health department laboratory and external laboratories utilized by the local health department shall comply with all applicable federal regulations for clinical and environmental laboratory testing.</p> <p><b>Documentation</b> List of laboratories used and their areas of certification, if other than the North Carolina State Laboratory.</p>	<p>Lab certification for the on-site lab (which may or may not be posted in the laboratory). Other laboratory certifications may be located within the documentation.</p>
15.6	<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 3-day site visit, the program policies and procedures may be located within the documentation area. Site visitors should verify where the policies are usually maintained.</p>
30.1	<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>
30.2	<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 policies/protocols that address accommodations for visually and hearing impaired. 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>

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30.3	<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 conducive to privacy. To be verified through observations by Site Visitors.</b></p>	<p>Through visual observations and the tour, 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>
30.4	<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. 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.</p>
30.9	<p>Activity 30.9: The local health department shall prohibit the use of tobacco in its facility.</p> <p><b>Documentation: Verification of signage.</b></p>	<p>The site visit team should observe signage in the facility or that is posted on the front door that indicates no <u>tobacco</u> use <u>within</u> the facility.</p>
31.1	<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 3-day site visit, the policies and procedures may be located within the documentation area. Site visitors should verify where the policies are usually maintained.</p>