

**Lee County Health Department
Policies and Procedures
Program Name: Board of Health**

| | |
|-----------------|--------------------|
| Effective Date: | <u>3/12/14</u> |
| Revision Date: | |
| Approved By: | <u>[Signature]</u> |
| Date Approved: | <u>3/12/14</u> |
| Review Date: | <u>3/11/15</u> |

Policy Title: Lee County Board of Health Procedures for ongoing evaluation of the need for the adoption of an amendment to local rules or ordinances

Policy: It is the policy of the Lee County Health Department Board of Health that it shall exercise its authority to adopt and enforce rules necessary to protect the public's health thru its ongoing evaluation of local rules and ordinances.

Purpose: To utilize Assess/Plan/Implement/Evaluate (APIE) for implementation of this policy.

Definitions: NA

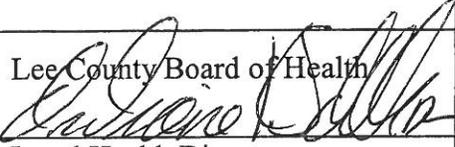
Applicable Law, Rules and References

Procedures:

1. To make available to each Board of Health member access to NC Public Health Statutes and other NC Law and Law related periodicals. These shall be placed in the Health Director's office.
2. To show evidence of the APIE process

References: NC General Statutes, Robert's Rules of Order

Responsible Person(s): Health Director, Health Educator, Any Department Head affected

| CHART 1: Levels of Authority for Approval of Policies/Procedures: | |
|---|---|
| Lee County Board of Commissioners | Fees and fee schedules |
| Lee County Board of Health  | Personnel and fiscal policies/procedures, Local Rules, BOH policies |
| Local Health Director | Management and department-wide policies |
| Director of Nursing | Clinical policies/procedures all programs |
| Medical Director | Standing orders and clinical medical policies |
| Environmental Health Director | EH specific policies/procedures |
| Program Supervisor | Program specific policies/procedures |

Lee County Health Department Policies and Procedures

Effective Date: 04-13-2012
Revision Date: _____
Approved By: A. Donnell Jones
Date Approved: 04-13-2012
Review Date: _____

Program Name: Board of Health

Policy Title: Participation in Community Health Improvement

Policy: The Lee County Board of Health will assure that individuals, agencies, and organization have the opportunity to participate in the development of goals, objectives and strategies for community health improvement.

Purpose: Health is a product of many factors and many segments of the community contribute to and share responsibility for its protection and improvement. The Board of Health recognizes that the *community health improvement process* (CHIP) can be an effective tool for developing a shared vision and supporting a planned and integrated approach to improve community health.

A community health improvement process involves the local health department working with the community, which can:

- Identify community partners with a broad knowledge of the community landscape and specific local determinants of health;
- Provide a means for a community to address a collective responsibility and marshal resources of specific, accountable entities to improve the health of its members.
- Foster public accountability; and
- Engage citizens representing traditional and non-traditional public health partners leading to a greater chance of progress and success on state and local priorities/objectives. ¹

Towards that end, the Board of Health encourages public participation in the community health improvement process. The public is inclusive of individuals and organizations that have an interest in coming together to solve local problems and improve the health and quality of life for all.

Programs Affected:

All programs administered by the Lee County Health Department

Definitions:

1. Community Health Improvement: According to The Institute of Medicine (1997), community health improvement is a process that includes problem *identification*, *prioritization cycle*, and an *analysis*, as well as an *implementation cycle*. ² The Board of

¹ Adapted from: <http://www.pophealth.wisc.edu/UWPHI/state/ComHIPP.pdf>

² Institute of Medicine. (1997). Committee on Using Performance Monitoring to Improve Community Health: Durr, J.S., Bailey, L.A., & Stoto, M.A. (Eds). *Improving health in the community: A role for performance monitoring*. Washington, D.C.: National Academy. <http://newton.nap.edu/html/improving/>

Health supports a general understanding of the community health improvement to include all of the activities involved in health assessment, planning, programming/intervention, evaluation, and feedback that include and involve a representative cross section of the community.

2. Individual: Any community member with the time, interest, and commitment to the community health improvement process for this definition is considered an individual.
3. Organization: Any business, church, detention center, drug treatment center, jail, school, organization, childcare center, college, university, health provider and any other group with the time, interest and commitment to the community health improvement process.
4. Committee: A body of persons selected to carry out a specific charge or purpose that is ongoing.
5. Task Force: A body of persons selected to carry out a specific charge or purpose within a specific timeframe that, upon completion of the charge, will disband.
6. Partnership: Partnership is defined as a collaborative, synergistic alliance of diverse public health partners working towards community and population health improvement in areas too complex for one entity to accomplish.

Program Policies and/or Procedures:

The Board of Health recognizes that there are formal and informal methods for individuals and organizations to become involved in the community health improvement process. Participation in community health improvement includes but is not limited to the following examples:

Community Health Assessment

The Lee County Health Department and Lee Community Action Network "A Healthy Carolinians Partnership" (LeeCAN) provide leadership to a comprehensive Community Health Assessment (CHA) every 4 years. A CHA is a process by which community members gain an understanding of the health concerns and health care systems of the community by identifying, collecting, analyzing and disseminating information on community assets, strengths, resources and needs. CHA is a collaborative process; therefore, we will include community partners throughout the process. CHA usually culminates in a report or a presentation that includes information about the health of the community and the community's capacity to improve the lives of residents. CHA can provide the basis for discussion and action.³ Action can include but is not limited to partnering with both traditional partners from the healthcare, human services and health mission related community groups and/or non-traditional partners such as the local business and industrial communities; forming lay advisor groups or other grassroots initiatives; and presentation of findings to the Board of County Commissioners, and/or State Legislators and Federal Legislators for policy initiatives.

³ Community Health Assessment Guide Book, February, 2002. www.healthycarolinian.org/training.htm

During the interim years, a State-of-the-County Health Report (SOTCH) will be prepared and disseminated by the Lee County Health Department and LeeCAN that will include updated information about the priority health issues specific to Lee County.

Committees, Task Forces and Partnerships

The Lee County Health Department often provides leadership to and/or participates in a wide variety of committees, task forces, and partnerships that engage in community health improvement activities. These committees such as task forces and partnerships may vary in their organizational structure, developmental stage, geographic focus, resource availability, and purpose. Operationally, these partnerships may share information, coordinate health related services, identify health issues, set goals for action, plan and implement strategies and activities, and evaluate outcomes.

Contracts and Memoranda of Understanding:

The Lee County Department enters into contracts and memoranda of understanding/agreement to address public health needs.

Public Comment at Board Meetings:

As written in the Operating Procedures, The Lee County Board of Health, members of the public may address the Board during a public comment period held at the beginning of each regularly scheduled meeting. The Public Comment period will provide three (3) minutes per speaker, up to five speakers per meeting for a total of fifteen (15) minutes.

Responsible Person(s): Board of Health.

| CHART 1: Levels of Authority for Approval of Policies/Procedures: | |
|---|---|
| Lee County Board of Commissioners | Fees and fee schedules |
| Lee County Board of Health <i>[Signature]</i> | Personnel and fiscal policies/procedures, Local Rules, BOH policies |
| Local Health Director <i>A. J. [Signature] 04-13-2012</i> | Management and department-wide policies |
| Director of Nursing | Clinical policies/procedures all programs |
| Medical Director | Standing orders and clinical medical policies |
| Environmental Health Director | EH specific policies/procedures |
| Program Supervisor | Program specific policies/procedures |

Lee County Health Department
Policies and Procedures
Program Name: Administration

| | |
|-----------------|--------------------|
| Effective Date: | <u>3-20-12</u> |
| Revision Date: | <u>5-8-13</u> |
| Approved By: | <u>[Signature]</u> |
| Date Approved: | <u>5-8-13</u> |
| Review Date: | <u>4-9-14</u> |

Policy Title: Board of Health Policy
Delegation of duties of the Health Director

Policy:

The Lee County Board of Health shall assure that a Health Director is properly hired and has delegated authority to run the Health Department using the following guidelines:

1. To establish a job description for the position of the Health Director including appropriate qualifications of education, experience, personal factors, and skills. The Health Director shall guide his/her activities by the content and spirit of the job description.
2. The Lee County Board of Health shall be responsible for hiring of the Health Director and delegating authority and responsibility for the overall management of the affairs of the Health Department in accordance with G.S. 130A-41 (a) (b). In the absence of written policies, the Health Director is to be guided by an application of the Lee County Board of Health intent as established in other policies and counseled where appropriate by the officers of the Lee County Board of Health.
3. To assure that the Health Director administer the Health Department within conformance or a reasonable interpretation of North Carolina General Statues.
4. To make sure the responsibilities of the Health Director include:
 - a. The implementation of programs, policies, and fiscal plans.
 - b. Performance of management functions which will assure that program services will be available, accessible, acceptable, coordinated to promote continuity of care and meet appropriate standards.
 - c. Delegation of authority and accountability for program functions to Health Department staff who is assigned managerial responsibilities.
 - d. Coordination of information with other governmental and private groups concerned with the planning and delivery of health and social services for which clients of the area are eligible.
 - e. Performances of administrative functions which will provide accountability for funds received and expended and assure that all regulations and requirements are satisfied.
 - f. Management of Health Department staff addressing such functions as recruitment, staff development, job descriptions, evaluation, termination, grievance procedures, pension and related employee benefits.
 - g. Use of statistical and other relevant information for determining needs, planning services, monitoring staff and program activity, and evaluating the attainment of objectives.

- h. To present to the Lee County Board of Health issues that may require Lee County Board of Health policy statements.
- i. To approve contracts for services for amounts approved by the Lee County Board of Health in the budget ordinance or revision.
- j. To approve the purchase of capital equipment approved by the Lee County Board of Health in the budget ordinance or revision.
- k. To develop the organizational structure for the Health Department, prepare current organizational charts, and establish lines of communication.

5. The Lee County Board of Health will assure that the Health Director's performance will be evaluated on an annual basis.

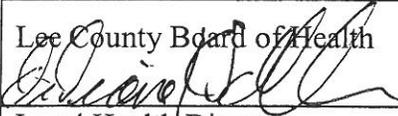
Purpose: To state general policies that will guide the Lee County Board of Health the hiring of and delegation of duties to the Health Director.

Definitions:

Responsible Person(s): Lee County Board of Health and the Lee County Health Director

Responsibility:

It is the responsibility of the Lee County Board of Health to hire and terminate, if necessary, the Health Director. It is the responsibility of the Lee County Board of Health to at least every three years review and approve a job description for the Health Director.

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| Environmental Health Director | EH specific policies/procedures |
| Program Supervisor | Program specific policies/procedures |

Lee County Health Department Policies and Procedures Program Name: Administration

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|-----------------|---------------|
| Effective Date: | 03-09-2012 |
| Revision Date: | July 18, 2013 |
| Approved By: | |
| Date Approved: | 03-09-2012 |
| Review Date: | |

Policy Title: Policy on Policies

Policy: It is the policy of Lee County Health Department Board of Health that policies be developed to address personnel, management, fiscal operations and public health programs and procedures provided by the agency. Policies/procedures will be developed prior to beginning new programs or operations, when changes occur, and/or when required by law or legislation.

Purpose: To provide guidance and direction for development of policies and procedures governing the operations of the Lee County Health Department.

- To translate the mission into practical terms.
- To provide a standard of practice with legal protection.
- To establish staff expectations of self and others.
- To provide a framework for consistency in methods of practice, personnel, fiscal operations, management and public health programs.
- To establish guidelines in accordance with state statutes and applicable rules and regulations.

Definitions:

Management and/or Departmental Policies:

1. A course of action adopted by and pursued by an agency that guides and determines present and future decisions and actions.
2. Indicate the general course or direction of an organization within which the activities of the personnel must operate.
3. A tool that helps employee attain agency goals: the “what” and “why” of the goals or intent of the agency.
4. Include the objectives, rules and regulations which guide organizational activities and direct allocation of resources.
5. Consistent with the department mission statement.

Procedures:

1. The detailed and sequential actions that must be executed to ensure that a policy is implemented.
2. The method of performing an operation or a manner of proceeding on a course of action.
3. Directs actions required to perform a specific task within the guidelines of the policy.
4. Describes the “how, who, when or where” through which policies are carried out.
5. Consistent with policy statements and standard of practice as appropriate.

Standing Orders:

1. The signed instructions of a physician which outline the medical assessment, appropriate testing, treatment and referrals that a clinician may perform or deliver on behalf of a physician.
2. Serve to standardize the care provided by all clinicians.
3. Provide the framework to assess and treat disease while practicing in local health

departments.

4. Allow appropriate clinicians to determine, based on parameters identified in the standing order, whether a specified condition exists, thus indicating the need to execute the order.

5. Standing orders may not call for the Public Health Nurse to assess beyond the level of normal vs. abnormal.

Program Policies and/or Procedures:

1. Includes the objectives and rules, which direct a specific program focus and activities.
2. Consistent with state and or federal guidelines/rules and overall agency policies.

Responsible Person(s): Management Team, Board of Health

Procedures:

1. Define the issue, problem or task.
 2. Determine who has the responsibility for writing the policy/procedure. (see Chart 1)
 3. Program Directors are responsible for policy oversight.
 4. All disciplines of the program staff involved in carrying out or affected by the policy/procedure should be included in policy review and/or development.
 5. The Medical Director will be involved when developing policies, standing orders and procedures related to clinical services.
 6. The State Consultants will be involved when developing policies related to state mandated programs.
 7. Appropriate rules, regulations and/or standards of practice will be referred to as needed. Legal review may also be requested.
 8. When policies that affect the community-at-large are developed or changes, steps will be taken to obtain community input prior to the final adoption of the policy.
 9. The template provided in Attachment A will be used beginning with new policies and updating earlier policies to current template when revised, including date. Attachment B will be the template used for the Nursing/Clinical policies.
 10. Write draft of policy/procedure, allow for appropriate review and revision as necessary prior to final review. Policies to be reviewed/revised will be listed on the Quality Assurance Policy and Approval Form to serve as proof that each policy was reviewed and/or revised. Signatures of each of the Management Team/ Quality Assurance Team members are required.
 11. Adopt the policy/procedure according to the level of decision-making outlined below in Chart 1.
 12. Distribute and provide education regarding the policy/procedure.
 13. All staff will receive training on policies/procedures upon hire and as new policies/procedures are developed or as existing ones are revised.
 14. Policies will be reviewed at least annually or whenever changes occur. Each policy will have a cover sheet which will demonstrate the original date of the policy and the yearly review or new revisions done. Program specific policies/procedures will be reviewed by the Program Supervisor or Program Director that developed and signed the policy initially. Administrative, personnel and multiple departmental policies will be reviewed by the responsible personnel. Standing orders will also be reviewed and signed annually by the Medical Director of the program.
- Each division/program supervisor will review the new/revised policies with their staff and document the training/policy review was done as evidenced by a completed

Signature Verification Of Acknowledgement and Understanding of New/Revised Policies Form(Attachment C).

15. Policies/procedures can be reviewed/revised more often as required by changing technology, rule or law changes, change in standard of practice, etc.
16. Revision shall be documented as such and distributed to all individuals who are impacted by the policy/procedure.
17. Hard copy program policy manuals for all the staff to review will be housed on accessible book shelves within each department and in the Health Department's 2ND floor Resource Room.
18. Upon revision, original policies/procedures shall be forwarded to the Director of Nursing, Management Support Supervisor or the Environmental Health Supervisor for retention in accordance with retention recommendations as they appear in the Disposition Schedule published by the Department of Archives and History: Department of Cultural Resources, Archives and Records Section, 215 Blount Street, Raleigh, NC 27601-2823, Telephone: 919-733-3540.
19. Required signatures for policies will be done as follows:

NURSING/CLINICAL: NURSING DIRECTOR/SUPERVISOR, HEALTH DIRECTOR, MEDICAL DIRECTOR

CLINICAL STANDING ORDERS: MEDICAL DIRECTOR

ENVIRONMENTAL HEALTH: EH SUPERVISOR, HEALTH DIRECTOR

MANAGEMENT SUPPORT: MANAGEMENT SUPPORT SUPERVISOR, HEALTH DIRECTOR

LCHD HUMAN RESOURCES: HR SUPERVISOR, HEALTH DIRECTOR

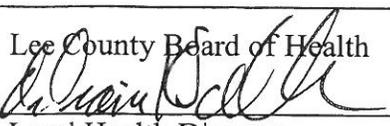
ADMINISTRATIVE FINANCE/BILLING SERVICES: FINANCE SUPERVISOR, HEALTH DIRECTOR

COMMUNITY HEALTH EDUCATION AND PROMOTION: CHEP SUPERVISOR, HEALTH DIRECTOR

WIC: WIC DIRECTOR, HEALTH DIRECTOR

PUBLIC HEALTH PREPAREDNESS: PHP COORDINATOR, HEALTH DIRECTOR

ANIMAL SERVICES: ANIMAL SERVICES SUPERVISOR, HEALTH DIRECTOR

| CHART 1: Levels of Authority for Approval of Policies/Procedures: | |
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|-------------------------------|--------------------------------------|
| Environmental Health Director | EH specific policies/procedures |
| Program Supervisor | Program specific policies/procedures |

**Lee County Health Department
Policies and Procedures
Program Name: Administration**

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|-----------------|-------|
| Effective Date: | _____ |
| Revision Date: | _____ |
| Approved By: | _____ |
| Date Approved: | _____ |
| Review Date: | _____ |

Policy Title:

Policy:

Purpose:

Definitions:

Management and/or Departmental Policies:

Procedures:

Standing Orders:

Program Policies and/or Procedures:

Responsible Person(s): Management Team, Board of Health

Procedures:

| CHART 1: Levels of Authority for Approval of Policies/Procedures: | |
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Lee County Health Department

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|--|--|---------------------------------------|--|
| Policy Title: | | | |
| Program Area: | | | |
| Policy Identifier: (optional) | | Effective Date: | |
| Approval Date: | | Revision / Review Date(s): | |
| Approved by: | | | |
| <p>Purpose: Brief statement of the overall purpose of the policy, identifying the area of concentration and the anticipated outcome that is intended. Typically written in structured English, using few acronyms or defining acronyms.</p> | | | |
| | | | |
| <p>Definitions: Include any definitions that would be helpful for employees not familiar with terms to increase the level of understanding and increase the effectiveness of the policy.</p> | | | |
| | | | |
| <p>Responsibilities: Identify who specifically is responsible for the implementation of the policy and procedures.</p> | | | |
| | | | |
| <p>Procedures: List the detailed and sequential actions that must be executed to ensure that the policy is implemented. Describe the "how, who, when or where" through which the policy will be carried out.</p> | | | |
| | | | |

Lee County Health Department

Laws and Rules: List applicable laws, rules, and/or legal authority relating to the policy content.

Reference(s): List applicable references that are pertinent to this policy, such as related rules, plans, other policies and procedures, or explanatory documents.

Attachment A

**Lee County Health Department
Policies and Procedures
Program Name: Administration**

| | |
|-----------------|-------|
| Effective Date: | _____ |
| Revision Date: | _____ |
| Approved By: | _____ |
| Date Approved: | _____ |
| Review Date: | _____ |

Policy Title:

Policy:

Purpose:

Definitions:

Management and/or Departmental Policies:

Procedures:

Standing Orders:

Program Policies and/or Procedures:

Responsible Person(s): Management Team, Board of Health

Procedures:

| CHART 1: Levels of Authority for Approval of Policies/Procedures: | |
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Attachment B

Lee County Health Department

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|--|--|---------------------------------------|--|
| Policy Title: | | | |
| Program Area: | | | |
| Policy Identifier: (optional) | | Effective Date: | |
| Approval Date: | | Revision / Review Date(s): | |
| Approved by: | | | |
| <p>Purpose: Brief statement of the overall purpose of the policy, identifying the area of concentration and the anticipated outcome that is intended. Typically written in structured English, using few acronyms or defining acronyms.</p> | | | |
| | | | |
| <p>Definitions: Include any definitions that would be helpful for employees not familiar with terms to increase the level of understanding and increase the effectiveness of the policy.</p> | | | |
| | | | |
| <p>Responsibilities: Identify who specifically is responsible for the implementation of the policy and procedures.</p> | | | |
| | | | |
| <p>Procedures: List the detailed and sequential actions that must be executed to ensure that the policy is implemented. Describe the "how, who, when or where" through which the policy will be carried out.</p> | | | |
| | | | |

Attachment C

SIGNITURE VERIFICATION OF ACKNOWLEDGMENT AND UNDERSTANDING OF NEW/REVISED POLICIES

BY REVIEWING THE ATTACHED LIST OF NEW OR REVISED POLICIES, I SIGN MY SIGNITURE TO REFLECT I HAVE REVIEWED AND UNDERSTAND THE INFORMATION AND MY DUTY TO FOLLOW CURRENT POLICY AND PROCEDURE GUIDELINES.

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

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10. _____

11. _____

12. _____

13. _____

14. _____

15. _____

**Lee County Health Department
Policies and Procedures
Program Name: Board of Health**

| | |
|-----------------|--------------------|
| Effective Date: | <u>11/18/15</u> |
| Revision Date: | _____ |
| Approved By: | <u>A. Demetres</u> |
| Date Approved: | <u>11-18-15</u> |
| Review Date: | _____ |

Policy Title: Lee County Health Department Appeal procedure and Adjudication Policy

Policy: The following policy/procedure are based in the legal authority granted to the local Board of Health under:

- G.S. 130A-24 - Appeal procedure**
- G.S. 130A-34 – Accreditation of local health departments; board established.**

Purpose: To assure the Lee County Health Board of Health follows procedures for appeals by any person challenging an action determined by a health department employee using state or local level rules.

Definitions:

- N.C. – North Carolina
- G.S. – General Statutes

Applicable Laws and Rules:

- N.C. General Statutes 130A-24**
- N.C. General Statutes 130A-34**

Procedures:

The Lee County Health Department shall follow the appeals procedures process as outlined in G.S. 130A-24.

Responsible Person(s): Lee County Board of Health and Lee County Health Director

| CHART 1: Levels of Authority for Approval of Policies/Procedures: | |
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| Lee County Board of Commissioners | Fees and fee schedules |
| Lee County Board of Health <i>[Signature]</i> | Personnel and fiscal policies/procedures, Local Rules, BOH policies |
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