

**DOCUMENTATION COVER SHEET TEMPLATES**

For use with PHAB Standards and Measures v1.5

March 2020

**DOMAIN 2**

For each example submitted as documentation, complete the appropriate cover sheet template. Ensure that each required element for the measure is specified with a PDF page number and include any brief explanatory notes, if needed.

The documentation cover sheet templates do not take the place of the Standards and Measures. Remember, each example must fit within the context of the Domain and standard and meet the intent of the measure, as described in the Purpose and Significance statements.

Throughout the templates, specific words and phrases are underlined. These words and phrases are requirements that have been frequently missed. These underlines are intended to direct the reader to the element, but do not indicate that the word or phrase is more important than any other element of the requirement.

Some measures include a “NOTE.” These notes are from PHAB’s Accreditation Specialists and are intended to help with the interpretation of the requirement.

Please direct any measure interpretation questions to your assigned Accreditation Specialist.

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| **Measure # 2.1.1** |  Protocols for investigation process |
| RD # 1 | Protocols that include:  | 1 comprehensive protocol or a set of protocols that covers diseases and environmental health issues  |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The health department must provide written protocols that include a procedure for conducting investigations of suspected or identified health problems and environmental and occupational public health hazards.Note: All diseases and environmental health issues must be addressed through the comprehensive protocol or set of protocols. |  |  |
| 1a | The protocol must delineate the assignment of responsibilities for investigations of health problems and environmental public healthhazards. |  |  |
| Documentation must include specific responsibilities shown in a procedure, protocol, or flow chart. |  |  |
| If this function is carried out in full or in part by a federal agency, other health department, or other entity, then an MOU/MOA or other agreement, must be provided to demonstrate the formal assignment of responsibilities for investigation of health problems and environmental and occupational public health hazards. |  |  |
| 1b | The protocol must contain protocol steps or procedures for the health problems or hazards that will be investigated, case investigation steps, and timelines related to those problems or hazards, and reporting requirements. |  |  |

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| **Measure # 2.1.2 S (State only)** | Capacity to conduct and/or support investigations of infectious diseases simultaneously |
| RD # 1 | Procedures for the conduct of simultaneous investigations | 1 comprehensive procedure or 2 examples of procedures |

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| **Required Elements from Guidance** (including bulleted items)  | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The state health department must provide written procedures that describe how it conducts multiple, simultaneous investigations of infectious diseases.  |  |  |

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| **Measure # 2.1.2 S (State only)** | Capacity to conduct an investigation of an infectious disease |
| RD # 2 | Reviews of investigation reports againstprocedures | Example # 1 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The state health department must provide program audits (internal or external), programmatic evaluations, case reviews, or peer reviews of investigation reports (as compared to written procedures) developed as a result of an investigation of infectious diseases. |  |  |
| The documentation must reference the state health department’s capacity to respond to outbreaks of infectious or communicable disease. |  |  |
| Examples must be of simultaneous investigations |  |  |

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| **Measure # 2.1.2 S (State only)** | Capacity to conduct an investigation of an infectious disease |
| RD # 2 | Reviews of investigation reports againstprocedures | Example # 2 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The state health department must provide program audits (internal or external), programmatic evaluations, case reviews, or peer reviews of investigation reports (as compared to written procedures) developed as a result of an investigation of infectious diseases. |  |  |
| The documentation must reference the state health department’s capacity to respond to outbreaks of infectious or communicable disease. |  |  |
| Examples must be of simultaneous investigations |  |  |

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| **Measure # 2.1.2** |  Capacity to conduct an investigation of an infectious disease |
| RD # 1 | Reviews of investigation reports againstprocedures | Example # 1 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The Tribal/local health department must provide audits (internal or external), programmatic evaluations, case reviews, or peer reviews of investigation reports (as compared to written procedures). |  |  |
| The documentation must reference the health department’s capacity to respond to outbreaks of infectious disease. |  |  |
| The health department does not have to perform all functions of an investigation of an infectious disease, but must have formal arrangements with others who will participate and support the Tribal/local health department in its investigations. |  |  |

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| **Measure # 2.1.2** |  Capacity to conduct an investigation of an infectious disease |
| RD # 1 | Reviews of investigation reports againstprocedures | Example # 2 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The Tribal/local health department must provide audits (internal or external), programmatic evaluations, case reviews, or peer reviews of investigation reports (as compared to written procedures). |  |  |
| The documentation must reference the health department’s capacity to respond to outbreaks of infectious disease. |  |  |
| The health department does not have to perform all functions of an investigation of an infectious disease, but must have formal arrangements with others who will participate and support the Tribal/local health department in its investigations. |  |  |

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| **Measure # 2.1.3** | Capacity to conduct investigations of non-infectious health problems, environmental, and/or occupational public health hazards |
| RD # 1 | Completed investigation of a non-infectious health problem or hazard | Example # 1 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The health department must provide written reports of a completed investigation of a non-infectious health problem or hazard. |  |  |
| If this activity is provided through a contract/MOA/MOU, then written assurance that the investigation was completed must be provided. |  |  |

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| **Measure # 2.1.3** | Capacity to conduct investigations of non-infectious health problems, environmental, and/or occupational public health hazards |
| RD # 1 | Completed investigation of a non-infectious health problem or hazard | Example # 2 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The health department must provide written reports of a completed investigation of a non-infectious health problem or hazard. |  |  |
| If this activity is provided through a contract/MOA/MOU, then written assurance that the investigation was completed must be provided. |  |  |

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| **Measure # 2.1.4** |  Collaborative work through established governmental and community partnerships on investigations of reportable diseases, disease outbreaks, and environmental public health issues |
| RD # 1 | Partnerships with other governmental agencies/departments and/or key community stakeholders that play a role in investigations or have direct jurisdiction over investigations | Example # 1 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The department must provide contracts/MOAs/MOUs/agreements/ funding agreements that document established partnerships for the investigation of outbreaks of disease, health care associated infections, or environmental public health hazards. |  |  |
| These partnerships are with other governmental agencies/departments and key community stakeholders, and the agreement must state or show that the partner plays a role in investigation.Note: This measure is about working with other agencies and partners on investigations. Working with other health departments is not the intent of this measure. |  |  |

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| **Measure # 2.1.4** |  Collaborative work through established governmental and community partnerships on investigations of reportable diseases, disease outbreaks, and environmental public health issues |
| RD # 1 | Partnerships with other governmental agencies/departments and/or key community stakeholders that play a role in investigations or have direct jurisdiction over investigations | Example # 2 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The department must provide contracts/MOAs/MOUs/agreements/ funding agreements that document established partnerships for the investigation of outbreaks of disease, health care associated infections, or environmental public health hazards. |  |  |
| These partnerships are with other governmental agencies/departments and key community stakeholders, and the agreement must state or show that the partner plays a role in investigation.Note: This measure is about working with other agencies and partners on investigations. Working with other health departments is not the intent of this measure. |  |  |

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| **Measure # 2.1.4** | Collaborative work through established governmental and community partnerships on investigations of reportable diseases, disease outbreaks, and environmental public health issues |
| RD # 2 | Working with partners to conduct investigations | Example # 1 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The department must document work with partners to conduct investigations.Note: This measure is about working with other agencies and partners on investigations. Working with other health departments is not the intent of this measure. |  |  |

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| **Measure # 2.1.4** | Collaborative work through established governmental and community partnerships on investigations of reportable diseases, disease outbreaks, and environmental public health issues |
| RD # 2 | Working with partners to conduct investigations | Example # 2 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The department must document work with partners to conduct investigations.Note: This measure is about working with other agencies and partners on investigations. Working with other health departments is not the intent of this measure. |  |  |

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| **Measure # 2.1.4** | Collaborative work through established governmental and community partnerships on investigations of reportable diseases, disease outbreaks, and environmental public health issues |
| RD # 3 | Laboratory testing for notifiable/reportablediseases | 1 list of public health laboratory services |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 3 | The department must provide a list of public health laboratory services presently provided that includes testing for notifiable/reportable diseases. |  |  |

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| **Measure # 2.1.5** |  Monitored timely reporting of notifiable/reportable diseases, lab test results, and investigation results |
| RD # 1 | Tracking log or audit of reports of diseasereporting, laboratory tests reports, and/orinvestigations with actual timelines noted | 1 tracking log or audit of investigations conducted |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The health department must provide a tracking log or audit on investigations that includes reporting lab test results and investigation results. |  |  |
| The log or report must include timelines. |  |  |

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| **Measure # 2.1.5** |  Monitored timely reporting of notifiable/reportable diseases, lab test results, and investigation results |
| RD # 2 | Applicable laws | 1 set of laws |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The department must provide a copy of laws relating to the reporting of notifiable/reportable diseases. |  |  |
| State health departments must include laws for local health departments to report to the state, as well as for states reporting to CDC. |  |  |

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| **Measure # 2.1.6 S (State only)** | Consultation, technical assistance, and/or information provided to Tribal and local health departments in the state regarding the management of disease outbreaks and environmental public health hazards |
| RD # 1 | The provision of consultation, technical assistance, and/or information | Example # 1 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The state health department must document how it provides assistance to Tribal or local departments. |  |  |

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| **Measure # 2.1.6 S (State only)** | Consultation, technical assistance, and/or information provided to Tribal and local health departments in the state regarding the management of disease outbreaks and environmental public health hazards |
| RD # 1 | The provision of consultation, technical assistance, and/or information | Example # 2 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The state health department must document how it provides assistance to Tribal or local departments. |  |  |

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| **Measure # 2.2.1** | Protocols for containment/mitigation of public health problems and environmental public health hazards |
| RD # 1 | Protocol(s) that address containment/ mitigation of public health problems and environmental public health hazards | 1 comprehensive protocol or a set of protocols |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The health department must provide written protocols or a set of protocols for the containment/mitigation of health problemsand hazards.Note: All public health problems and environmental public health hazards must be addressed through the comprehensive protocol or set of protocols.The protocols must address: |  |  |
| mitigation,  |  |  |
| contact management,  |  |  |
| clinical management,  |  |  |
| use of prophylaxis and emergency biologics, |  |  |
| communication with the public health laboratory, and  |  |  |
| the process for exercising legal authority for disease control. |  |  |

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| **Measure # 2.2.2** | A process for determining when the All Hazards Emergency Operations Plan (EOP) will be implemented |
| RD # 1 | Protocols that address infectious disease outbreaks describing processes for the review of specific situations and for determining the activation of the All Hazards Emergency Operations Plan | 1 comprehensive protocol or a set of protocols |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The health department must provide all infectious disease outbreak protocols.The department must highlight the description of the process for determining when the All Hazards or Emergency Operations Plan will be implemented. |  |  |
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| **Measure # 2.2.2** | A process for determining when the All Hazards Emergency Operations Plan (EOP) will be implemented |
| RD # 2 | Protocols that address environmental publichealth issues describing processes for the review of specific situations and for determining the initiation of the All Hazards Emergency Operations Plan | 1 comprehensive protocol or a set of protocols |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The health department must provide protocols that specifically address environmental public health hazards and that describe the process for determining when the All Hazards EmergencyOperations Plan will be implemented. |  |  |

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| **Measure # 2.2.2** | A process for determining when the All Hazards Emergency Operations Plan (EOP) will be implemented |
| RD # 3 | Cluster evaluation protocols that describethe processes for the review of specific situations that involve a closely grouped series of events or cases of disease or other health-related phenomenon with well-defined distribution patterns in relation to time or place or both, and for determining initiation of the All Hazards Emergency Operations Plan | 1 comprehensive protocol or a set of protocols |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 3 | The health department must provide protocols that include cluster evaluation protocols describing the process for determining when the All Hazards Emergency Operations Plan will be implemented. |  |  |

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| **Measure # 2.2.3** | Complete After Action Reports (AAR) |
| RD # 1 | Protocol describing the processes used todetermine when events rise to significance for the development and review of an AAR | 1 protocol |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The health department must provide a written description of how it determines if an event has risen to the level of significance requiring an AAR. |  |  |
| The process must address infectious disease outbreaks, environmental public health hazards, natural disasters, and other threats. |  |  |

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| **Measure # 2.2.3**  | Complete After Action Reports (AAR) |
| RD # 2 | A list of all events that occurred, includingoutbreaks and environmental public health risks | 1 list |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The health department must provide a list of significant events that have occurred within the last five years. |  |  |
| The list must include all events that met and did not meet the level of significance to require an AAR. |  |  |
| The list must include, at minimum, the event name, dates of the event, and type of event. |  |  |
| The list must include all outbreaks, environmental public health risks, natural disasters, or other events that threaten the public’s health. |  |  |

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| **Measure # 2.2.3** | Complete After Action Reports (AAR) |
| RD # 3 | Completed AAR for two events | Example # 1 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 3 | The health department must provide completed AARs. |  |  |
| The AARs must report what worked well, what issues arose, what improvement in protocols are indicated, and recommended improvements.Note: AAR must be of actual event that appears on the list in RD2; if no event occurred within the 5-year time frame that triggered an AAR (based on Protocol in RD1) an AAR of an exercise may be submitted. |  |  |

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| **Measure # 2.2.3** | Complete After Action Reports (AAR) |
| RD # 3 | Completed AAR for two events | Example # 2 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 3 | The health department must provide completed AARs. |  |  |
| The AARs must report what worked well, what issues arose, what improvement in protocols are indicated, and recommended improvements.Note: AAR must be of actual event that appears on the list in RD2; if no event occurred within the 5-year time frame that triggered an AAR (based on Protocol in RD1) an AAR of an exercise may be submitted. |  |  |

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| **Measure # 2.3.1** | Provisions for the health department’s 24/7 emergency access to epidemiological and environmental public health resources capable of providing rapid detection, investigation, and containment/ mitigation of public health problems and environmental public health hazards |
| RD # 1 | Policies and procedures ensuring 24/7 coverage | 1 comprehensive policies and procedures document or a set of policies and procedures |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The health department must provide policies and procedures outlining how the health department maintains 24/7 access to support services in emergencies. |  |  |

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| **Measure # 2.3.1** | Provisions for the health department’s 24/7 emergency access to epidemiological and environmental public health resources capable of providing rapid detection, investigation, and containment /mitigation of public health problems and environmental public health hazards. |
| RD # 2 | Process to contact epidemiological andenvironmental public health resources | 1 call down list |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The health department must provide the call down list that is used to contact epidemiological and environmental public health resources. |  |  |

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| Evidence of Authenticity and Date are required within the documentation itself. If this evidence is difficult to locate or is found within supporting documentation, please provide a brief explanation of the location here and/or provide the supporting documentation to demonstrate the date and/or evidence of authenticity.  |
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| **Measure # 2.3.1** |  Provisions for the health department’s 24/7 emergency access to epidemiological and environmental public health resources capable of providing rapid detection, investigation, and containment /mitigation of public health problems and environmental public health hazards. |
| RD # 3 | Contracts/MOAs/MOUs/ mutual assistanceagreements detailing relevant staff | 1 list |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 3 | The health department must provide a list and description of contracts, MOA/MOUs, or mutual assistance agreements that define access to resources to assist in 24/7 capacity for emergency response. |  |  |

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| **Measure # 2.3.2** |  24/7 access to laboratory resources capable of providing rapid detection, investigation and containment of health problems and environmental public health hazards |
| RD #1 | Laboratory certification | Accreditation documentation, certification, and/or licensure appropriate for all the testing that is performed |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The health department must provide documentation of laboratory capacity. |  |  |
| The health department must provide documentation that the laboratory has accreditation, certification, and licensure appropriate for all the testing that it performsNote: Lab certifications must not be expired at the time of submission to PHAB. |  |  |

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| **Measure # 2.3.2** |  24/7 access to laboratory resources capable of providing rapid detection, investigation and containment of health problems and environmental public health hazards |
| RD # 2 | Policies and procedures ensuring 24/7 coverage | 1 set of policies and procedures or policies and procedures, MOUs, or agreements |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The health department must provide policies and procedures that assure 24/7 laboratory coverage. |  |  |

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| **Measure # 2.3.2** |  24/7 access to laboratory resources capable of providing rapid detection, investigation and containment of health problems and environmental public health hazards |
| RD # 3 | Protocols for the health department’s handling and submitting of specimens | 1 comprehensive protocol or a set of protocols |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 3 | The department must provide protocols for the health department’s handling and submitting of specimens. |  |  |

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| **Measure # 2.3.3** |  Access to laboratory and other support personnel and infrastructure capable of providing surge capacity |
| RD # 1 | Surge capacity protocol that pre-identifiessupport personnel to provide surge capacity | 1 protocol |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The health department must provide the protocol, procedure, or policy that identifies support personnel who will be called on to provide surge capacity. |  |  |
| The protocol must include access to public health laboratory services. |  |  |

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| **Measure # 2.3.3** |  Access to laboratory and other support personnel and infrastructure capable of providing surge capacity |
| RD # 2 | Access to surge capacity staffing list | 1 list or lists |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The health department must provide the staffing list(s) for surge capacity that refers to both the staffing needed for a surge response and how department staff will fill those needs. |  |  |
| Included with this documentation must be a description of how staff will access this information. |  |  |
| The HD must also demonstrate that staff on the list have access to the list. |  |  |

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| **Measure # 2.3.3** | Access to laboratory and other support personnel and infrastructure capable of providing surge capacity |
| RD # 3 | Availability of equipment | 1 document |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 3 | The health department must provide a document detailing the availability of equipment to support a surge in order to demonstrate the availability of additional infrastructure for a response. |  |  |

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| **Measure # 2.3.3** |  Access to laboratory and other support personnel and infrastructure capable of providing surge capacity |
| RD # 4 | Training/exercise schedule for surge personnel | 1 schedule |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 4 | The health department must provide a schedule for training or exercises to prepare personnel who will serve in a surge capacity. |  |  |

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| **Measure # 2.3.3** | Access to laboratory and other support personnel and infrastructure capable of providing surge capacity |
| RD # 5 | Contracts/MOAs/MOUs/ mutual assistanceagreements for additional staff capacity for surge situations | 1 list |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 5 | The health department must provide a list and description of contracts, MOAs/MOUs, and/or mutual assistance agreementsproviding additional staff and services, including laboratory services, for surge capacity. |  |  |

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| **Measure # 2.3.4** | Collaboration among Tribal, state, and local health departments to build capacity and share resources to address Tribal, state, and local efforts to provide for rapid detection, investigation, and containment/ mitigation of public health problems and environmental public health hazards |
| RD # 1 | Shared resources and/or additional capacity | Example # 1 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The health department must document Tribal, state, and local health departments working together to build capacity and share resources.Note: Examples must demonstrate sharing resources for rapid detection, investigation, and containment/mitigation. This measure is about working with other health departments (State, Local, and/or Tribal). |  |  |

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| **Measure # 2.3.4** | Collaboration among Tribal, state, and local health departments to build capacity and share resources to address Tribal, state, and local efforts to provide for rapid detection, investigation, and containment/ mitigation of public health problems and environmental public health hazards |
| RD # 1 | Shared resources and/or additional capacity | Example # 2 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The health department must document Tribal, state, and local health departments working together to build capacity and share resources.Note: Examples must demonstrate sharing resources for rapid detection, investigation, and containment/mitigation. This measure is about working with other health departments (State, Local, and/or Tribal). |  |  |

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| **Measure # 2.3.4** | Collaboration among Tribal, state, and local health departments to build capacity and share resources to address Tribal, state, and local efforts to provide for rapid detection, investigation, and containment/ mitigation of public health problems and environmental public health hazards |
| RD # 2 | Joint exercises for rapid detection, investigation, and containment /mitigation of public health problems and environmental public health hazards | Example # 1 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The health department must document joint exercises that show the Tribal, state, and local levels work together to test or implement shared resources and build capacity during the exercise.Note: Examples must demonstrate sharing resources for rapid detection, investigation, and containment/mitigation. This measure is about working with other health departments (State, Local, and/or Tribal). |  |  |
| One example must include a Tribe, if one exists in the health department’s jurisdiction. |  |  |

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| **Measure # 2.3.4** | Collaboration among Tribal, state, and local health departments to build capacity and share resources to address Tribal, state, and local efforts to provide for rapid detection, investigation, and containment/ mitigation of public health problems and environmental public health hazards |
| RD # 2 | Joint exercises for rapid detection, investigation, and containment /mitigation of public health problems and environmental public health hazards | Example # 2 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The health department must document joint exercises that show the Tribal, state, and local levels work together to test or implement shared resources and build capacity during the exercise.Note: Examples must demonstrate sharing resources for rapid detection, investigation, and containment/mitigation. This measure is about working with other health departments (State, Local, and/or Tribal). |  |  |
| One example must include a Tribe, if one exists in the health department’s jurisdiction. |  |  |

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| **Measure # 2.4.1** | Written protocols for urgent 24/7 communications |
| RD # 1 | Protocol for urgent 24/7 communications | 1 protocol |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The health department must provide a communication protocol that provides a means for the department to contact health care providers, response partners, the media, and others, 24/7. |  |  |
| The protocol must include the contact information. |  |  |
| The health department must have duplicative means to get in touch with partners. |  |  |

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| **Measure # 2.4.1** | Written protocols for urgent 24/7 communications |
| RD # 2 | Availability of information to partners (and/or the public) on how to contact the health department to report a public health emergency or environmental / occupational public health risk 24/7 | Example # 1 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The health department must document the provision of information to partners and the public about how to contact the health department to report a public health emergency, risk, problem, or environmental or occupational public health hazard. |  |  |

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| **Measure # 2.4.1** | Written protocols for urgent 24/7 communications |
| RD # 3  | The method for partners and the public to contact the health department 24/7 | Example # 1 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 3 | The health department must document how partners and the public contact the health department 24/7. |  |  |

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| **Measure # 2.4.2** |  A system to receive and provide urgent and nonurgent health alerts and to coordinate an appropriate public health response |
| RD # 1 | A tracking system for the receipt and issuance of urgent and non-urgent health alerts | 1 tracking system or health alert network |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The health department must document that it has established or participates in a Health Alert Network (HAN) or similar system that receives and issues alerts 24/7. |  |  |

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| **Measure # 2.4.2** | A system to receive and provide urgent and nonurgent health alerts and to coordinate an appropriate public health response |
| RD # 2 | Reports of testing 24/7 contact and phone line(s) | Example # 1 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The health department must provide reports of testing the 24/7 contact procedure. |  |  |
| This testing must include normal work hours and after hours. |  |  |
| Email, contact, phone lines, pager, website and other contact points with the department must be tested where applicable. Note: Examples of testing must relate to system in RD1 and demonstrate all contact points of the system have been tested.  |  |  |

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| **Measure # 2.4.2** | A system to receive and provide urgent and nonurgent health alerts and to coordinate an appropriate public health response |
| RD # 2 | Reports of testing 24/7 contact and phone line(s) | Example # 2 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The health department must provide reports of testing the 24/7 contact procedure. |  |  |
| This testing must include normal work hours and after hours. |  |  |
| Email, contact, phone lines, pager, website and other contact points with the department must be tested where applicable.Note: Examples of testing must relate to system in RD1 and demonstrate all contact points of the system have been tested.  |  |  |

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| **Measure # 2.4.3** | Timely communication provided to the general public during public health emergencies |
| RD # 1 | Communications plan, procedure, or process to provide emergency information to the public | 1 comprehensive plan, procedure, or process or set of plans, procedures, or processes(“2 examples” is a typo) |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The department must demonstrate how it communicates with and provides Information to the public. |  |  |
| Documentation must provide evidence of outreach and communication methods designed specifically to communicate with the disabled, linguistically challenged, and other members of the public that require particular communication considerations. |  |  |
| Documentation must demonstrate processes to ensure timely communication with the public during an emergency. |  |  |
| The process must include a variety of means to communicate information to the public |  |  |

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| **Measure # 2.4.3** | Timely communication provided to the general public during public health emergencies |
| RD # 2 | Communications through the media to provide information during a public health emergency | Example # 1 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The department must demonstrate the use of the media to communicate information to the public during a public health emergency. |  |  |
| Documentation must provide evidence of relationships with media, organizations, and outlets for reaching the disabled, the non-English speaking public, and other members of the public that require communication considerations. |  |  |
| The measure deals with public health emergencies and the documentation must demonstrate timely communication with the media during an emergency. |  |  |

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| **Measure # 2.4.3** | Timely communication provided to the general public during public health emergencies |
| RD # 2 | Communications through the media to provide information during a public health emergency | Example # 2 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The department must demonstrate the use of the media to communicate information to the public during a public health emergency. |  |  |
| Documentation must provide evidence of relationships with media, organizations, and outlets for reaching the disabled, the non-English speaking public, and other members of the public that require communication considerations. |  |  |
| The measure deals with public health emergencies and the documentation must demonstrate timely communication with the media during an emergency. |  |  |

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| **Measure # 2.4.4 S (State only)** | Consultation and technical assistance provided to Tribal and local health departments on the accuracy and clarity of public health information associated with a public health emergency |
| RD # 1 | Consultation, technical assistance, or guidance provided to Tribal and local health departments | Example # 1 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The state health department must document the provision of consultation, technical assistance, or guidance provided to Tribal and local health departments. |  |  |
| One example must include a Tribe, if one exists in the health department’s jurisdiction. |  |  |

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| **Measure # 2.4.4 S (State only)** | Consultation and technical assistance provided to Tribal and local health departments on the accuracy and clarity of public health information associated with a public health emergency |
| RD # 1 | Consultation, technical assistance, or guidance provided to Tribal and local health departments | Example # 2 |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 1 | The state health department must document the provision of consultation, technical assistance, or guidance provided to Tribal and local health departments. |  |  |
| One example must include a Tribe, if one exists in the health department’s jurisdiction. |  |  |

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| **Measure # 2.4.4 S (State only)** | Consultation and technical assistance provided to Tribal and local health departments on the accuracy and clarity of public health information associated with a public health emergency |
| RD # 2 | Guidelines for accurate and clear communication to the public | 1 set of guidelines |

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| **Required Elements from Guidance** (including bulleted items) | PDF Page Number(s)  | Explanatory Notes  |
| 2 | The state health department must provide communication guidelines, protocols, or written assistance for Tribal and local departments. |  |  |
| Guidelines must include information about developing clear and accurate public health information during an outbreak, crisis, or emergency to prepare Tribes and local health departments for such an occurrence.  |  |  |

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