

**SECTION .1000 - EVALUATE EFFECTIVENESS, ACCESSIBILITY AND QUALITY OF PERSONAL  
AND POPULATION-BASED HEALTH SERVICES**

**10A NCAC 48B .1001 BENCHMARK 27**

(a) Benchmark: The local health department shall evaluate all services it provides for effectiveness in achieving desired outcomes.

(b) Activities:

- (1) The local health department shall have in place a process for assessing consumer and community satisfaction with its services.
- (2) The local health department shall use data from the consumer and community satisfaction assessment to make changes to improve its services.
- (3) The local health department shall employ a quality assurance and improvement process to assess the effectiveness of services and improve health outcomes.

*History Note: Authority G.S. 130A-34.1;  
Temporary Adoption Eff. January 1 2006;  
Eff. October 1, 2006;  
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. January 5, 2016.*