

Accreditation of Public Health Departments: Building Readiness and Driving Quality Improvement

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NPHII Grantee Meeting

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Session Content

- ❑ What is public health accreditation?**
- ❑ What is the status of the national public health accreditation program?**
- ❑ When can my health department apply for accreditation?**
- ❑ What does my health department need to be doing to prepare for accreditation?**

What is Public Health Accreditation?

- ❑ The measurement of health department performance against a set of nationally recognized, practice-focused and evidenced-based standards.**
- ❑ The issuance of recognition of achievement of accreditation within a specified time frame by a nationally recognized entity.**
- ❑ The continual development, revision, and distribution of public health standards.**

The Public Health Accreditation Board (PHAB)

PHAB is a non-profit, voluntary accreditation organization founded in 2007 whose goal is to advance public health performance by providing a national framework of standards for local, state, territorial and tribal health departments.

PHAB is the national organization charged with administering the public health accreditation program.

PHAB is located in Alexandria, VA

Voluntary Accreditation Goal

The goal of a voluntary national accreditation program is to improve and protect the health of the public by advancing the quality and performance of state ,local, tribal and territorial public health departments.



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PHAB's Founding Partners

- ❑ Paul Jarris, ASTHO
- ❑ Bobby Pestronk, NACCHO
- ❑ Georges Benjamin, APHA
- ❑ Marie Fallon, NALBOH
- ❑ Centers for Disease Control and Prevention (CDC)
- ❑ The Robert Wood Johnson Foundation (RWJF)

What is the Status of the Public Health Accreditation Program?

- ❑ **Standards Development and Vetting**
- ❑ **Accreditation Process**
- ❑ **Beta Test in 30 Sites Across the Country**
- ❑ **Research and Evaluation**
- ❑ **Fees & Incentives**
- ❑ **Information Systems Development**
- ❑ **Open for Applications in Fall of 2011**

Standards and Measures

Part A

Administrative Capacity Governance

Part B

- 1. Conduct assessment activities focused on population health status and health issues facing the community**
- 2. Investigate health problems and environmental public health hazards to protect the community**
- 3. Inform and educate about public health issues and functions**
- 4. Engage with the community to identify and solve health problems**
- 5. Develop public health policies and plans**
- 6. Enforce public health laws and regulations**
- 7. Promote strategies to improve access to healthcare services**
- 8. Maintain a competent public health workforce**
- 9. Evaluate and continuously improve processes, programs, and interventions**
- 10. Contribute to and apply the evidence base of public health**

Guide to Standards and Measures – New Format

Standard: *This is the standard to which the measure applies.*

Measure	Required	
<p><i>This section states the measure on which the health department is being assessed.</i></p>	<p><i>This section lists the documentation that the health department must provide as evidence that it is in conformity with the measure.</i></p> <p><i>The documentation will be numbered:</i></p> <ul style="list-style-type: none"> 1)Xxxx 2)Xxx <ul style="list-style-type: none"> a) xxx b) xxx 	<p>Purpose: <i>The purpose of this measure is to assess the health department's . . .</i></p> <p><i>This section describes the public health capacity or activity on which the health department is being assessed.</i></p> <p>Significance: <i>This section describes the necessity for the capacity or activity that is being assessed.</i></p> <p>Guidance: <i>This section provides guidance specific to the required documentation. Types of materials may be described, e.g., meeting minutes, partnership member list, etc. Examples may also be provided here.</i></p> <p><i>This section will state if the documentation is department-wide or if a selection of programs' documentation is required.</i></p> <ul style="list-style-type: none"> 1)Xxxx 2)Xxxx a) xxx b) xxx

Accreditation Process "A-Z"

A. Pre-application

Applicant prepares and assesses readiness, informs PHAB of its intent to apply, and receives training

B. Application

Applicant submits application form

C. Self-assessment

Applicant gathers documentation

D. Site Visit

Site visit is conducted and report developed

E. Accreditation Decisions

PHAB Board will award accreditation status for 5 years

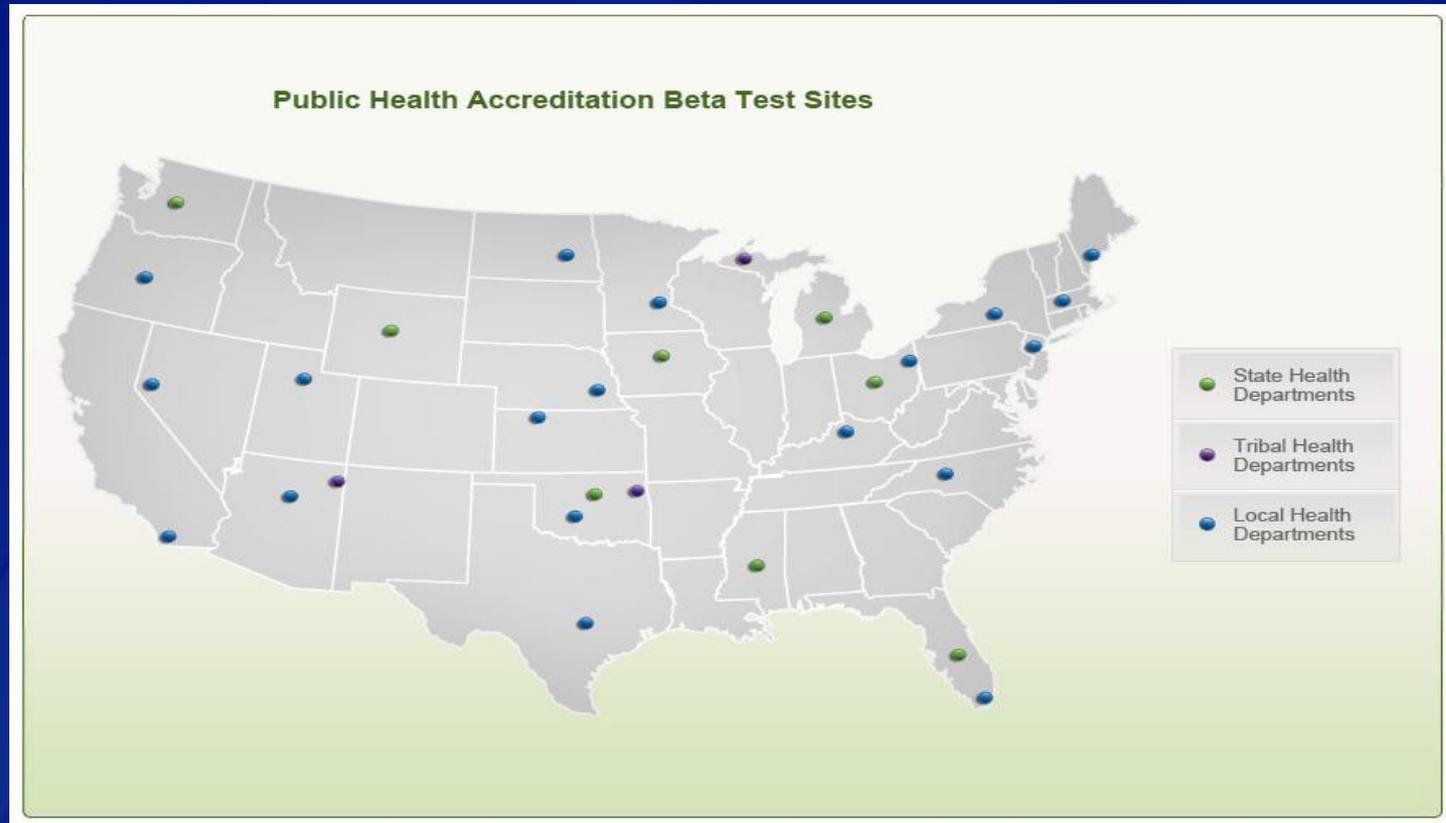
F. Appeals

Procedure for appeals and complaints

G. Reports and Reaccreditation

Department reports progress and reapplies

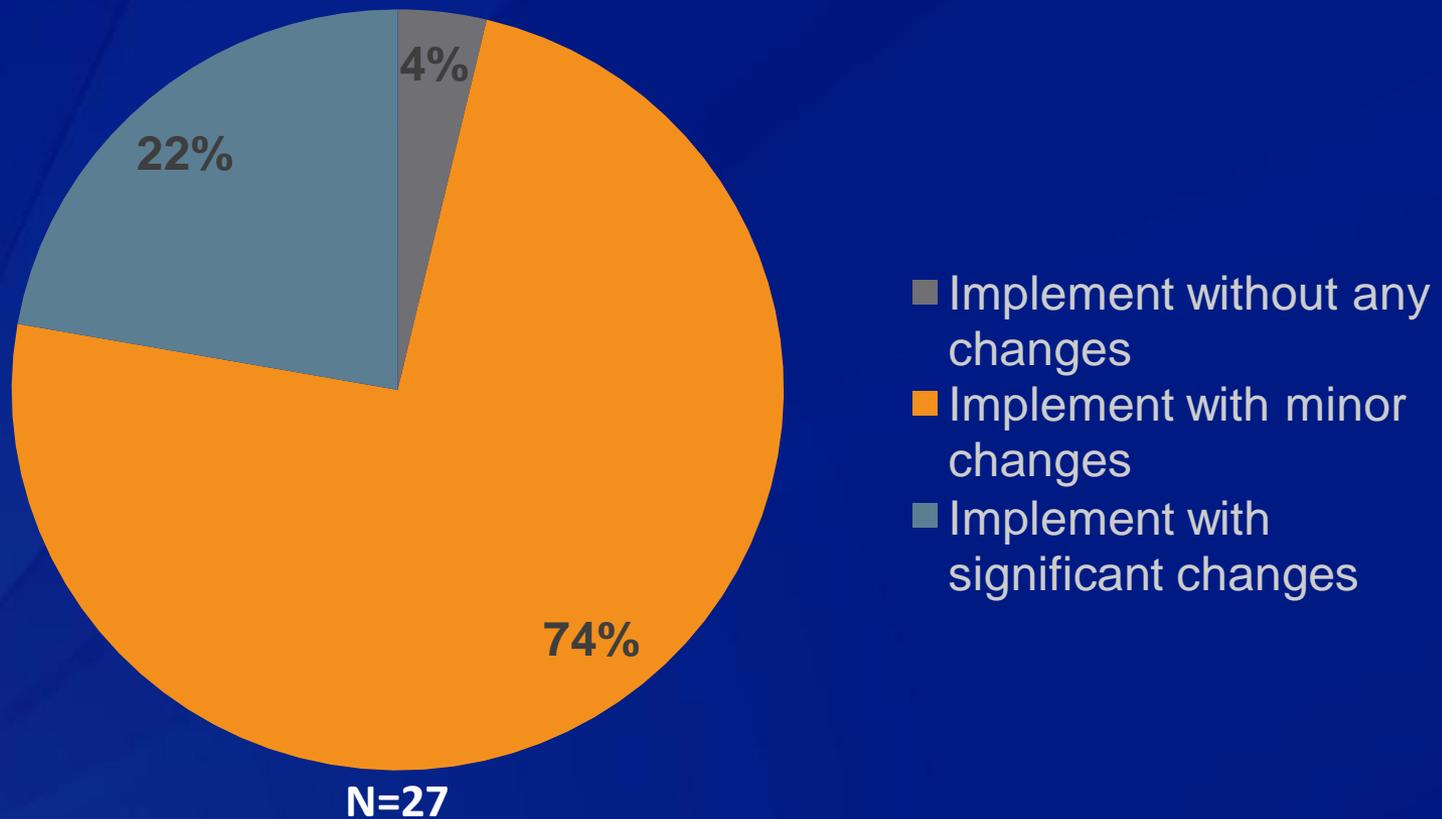
Thirty Beta Test Sites



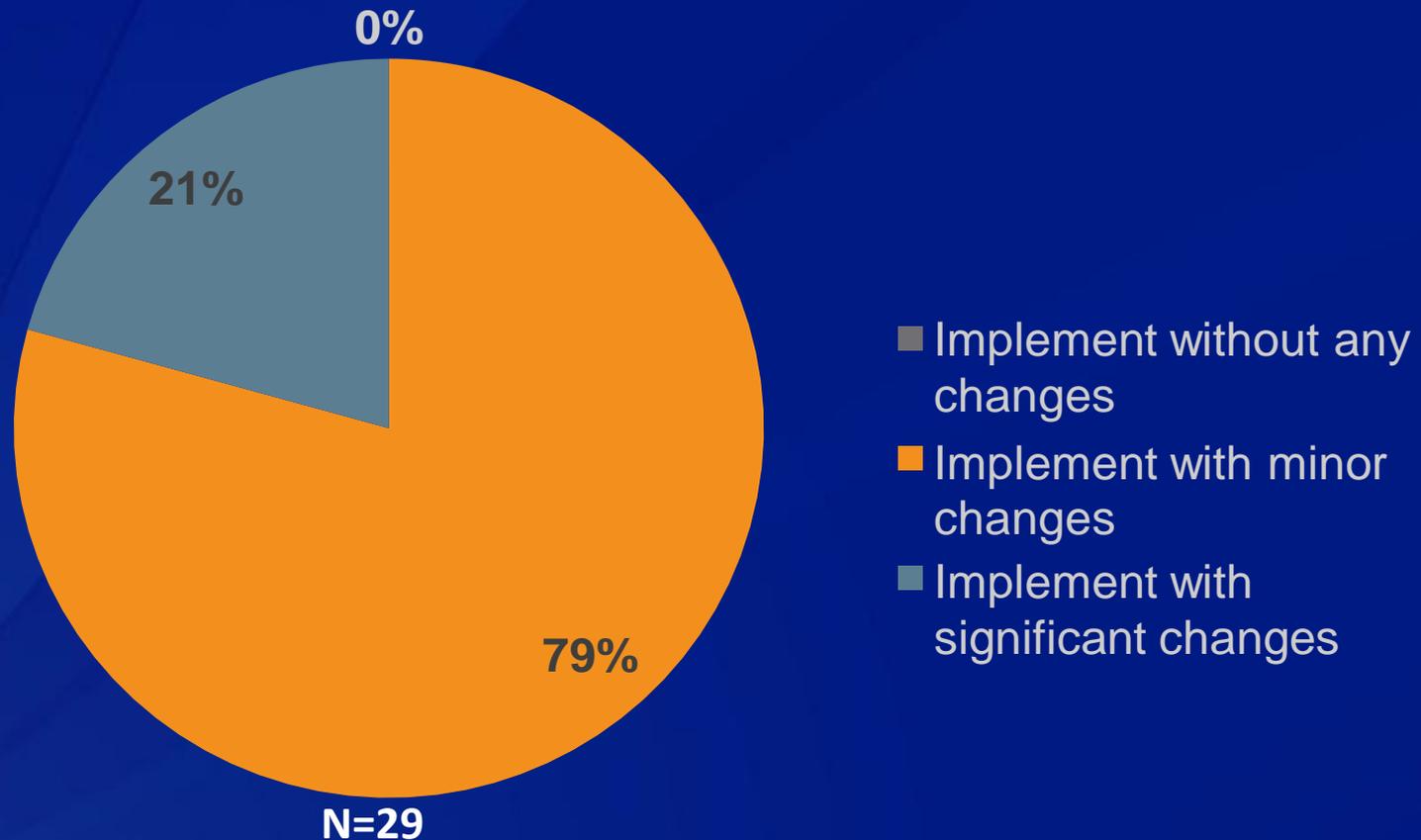
What PHAB Has Learned So Far

- ❑ Standards can be used to help set priorities in difficult economic times.**
- ❑ The process of preparing for accreditation gave staff something hopeful to work on - a view of what public health can be on the other side of the cuts.**
- ❑ Involving staff gave them the opportunity to see where their program/activity fits with the whole.**
- ❑ Leadership is a key element in success.**

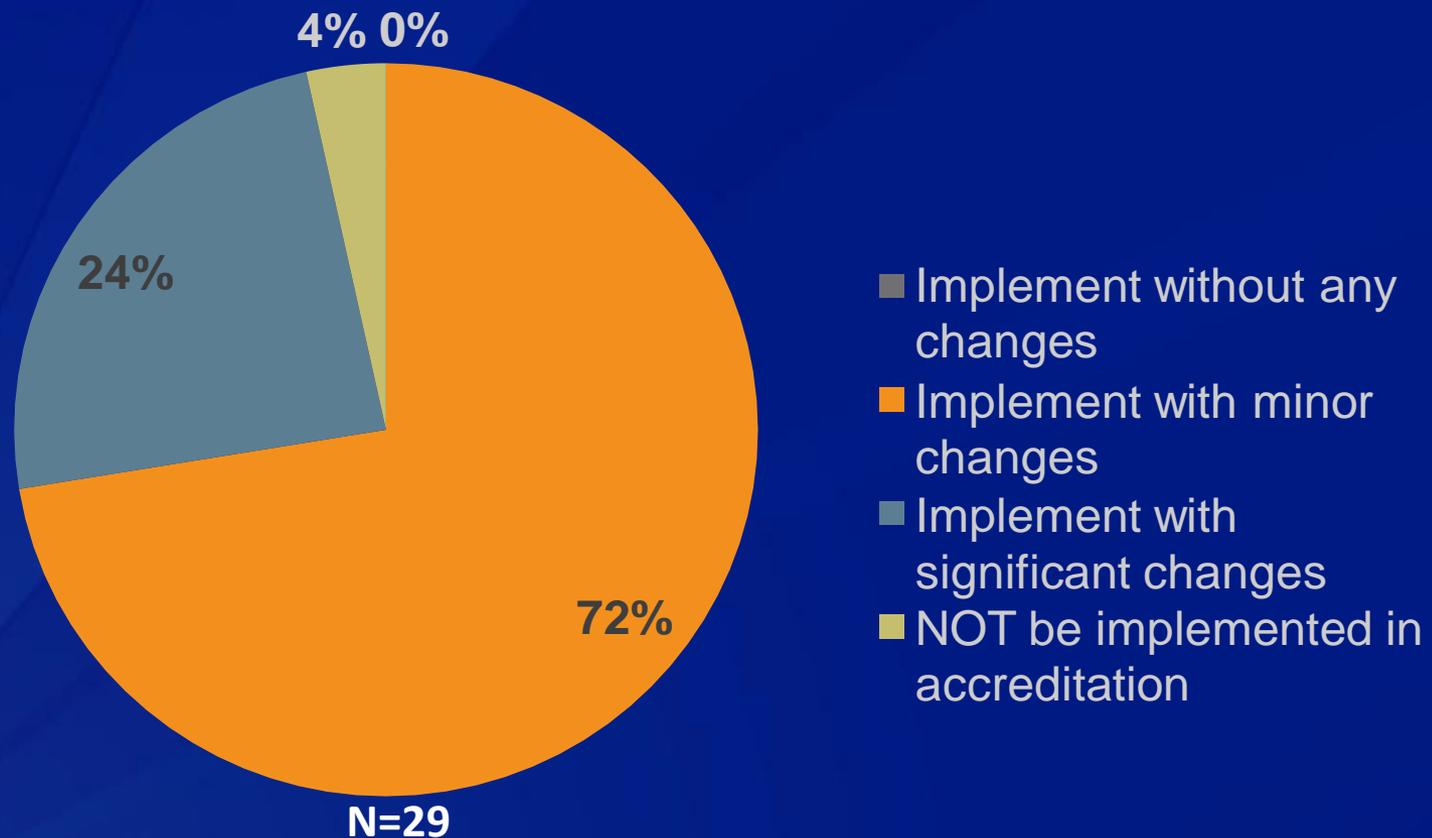
Beta Test Sites Overall Impression of Application Process



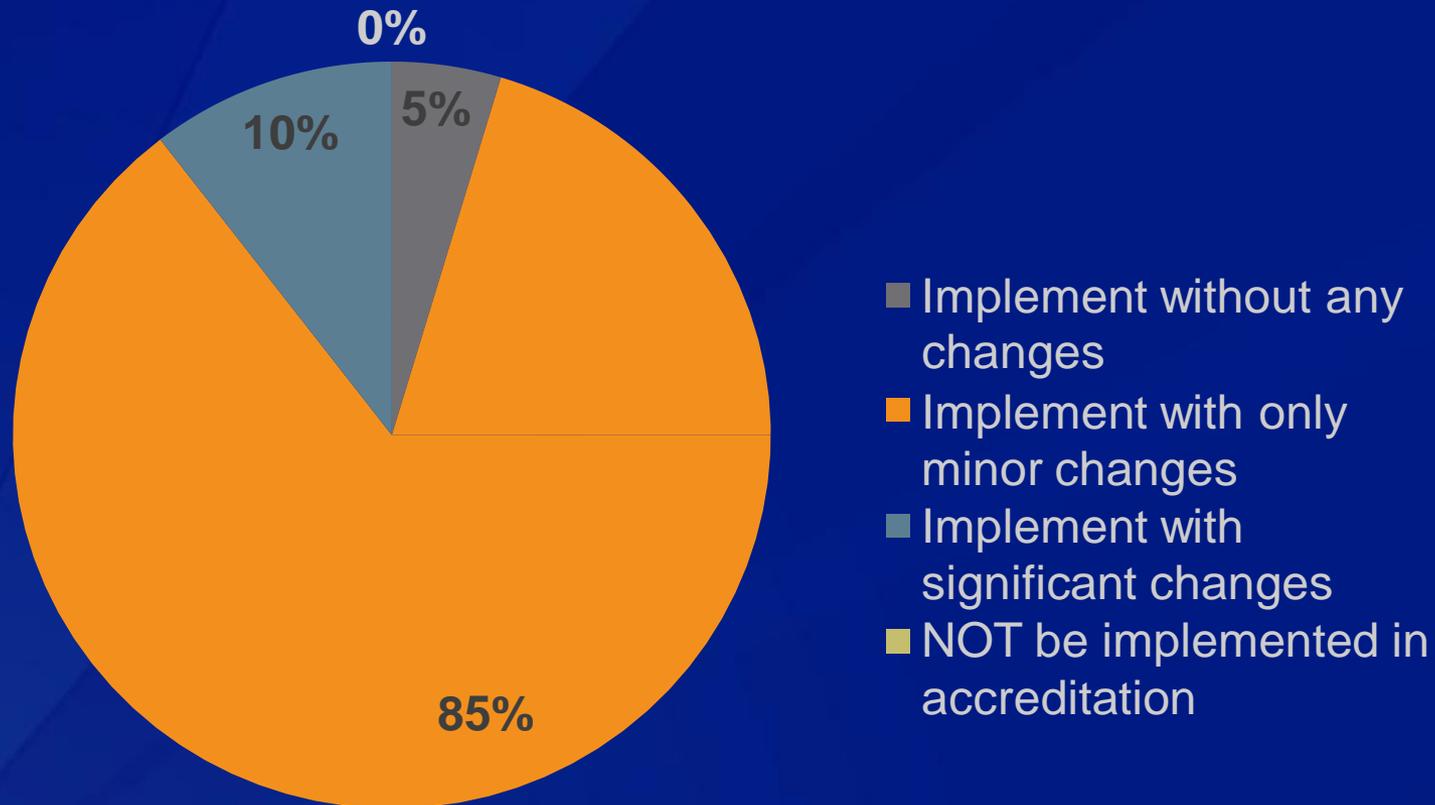
Beta Test Sites Overall Impression of Self-Assessment Process



Beta Test Sites Overall Impressions of Site Visit Process



Site Visitors' Overall Impressions of Site Visit Process



N=86

Overall Impressions

- ❑ Other benefits of beta test participation
- ❑ Increased emphasis on documentation
- ❑ Opportunities to convey the importance of public health internally and externally
- ❑ Greater awareness of strengths and areas for improvement
- ❑ Increased emphasis on a culture of QI
- ❑ Opportunity to prepare for accreditation

Other Beta Test Feedback

- ❑ The beta test *“helped jumpstart the process to create a QI culture for the agency as a whole.”*
- ❑ *We've got a very clear roadmap to guide us in the months ahead....It's been such a wonderful journey, with greater awards than I imagined.”*
- ❑ *“had a positive effect on those staff involved by providing opportunities to learn about the department in-depth and how much we do for the people who live and visit our state.”*
- ❑ *The standards and measures can be viewed as an operating manual on how to run a good health department. The basics and fundamentals in management are there, so as new leaders come in they don't have to reinvent the wheel—the standards and measures can provide a consistent roadmap.”*

Accreditation Documents

Accreditation items expected to be released by PHAB in early summer in anticipation of the fall launch are:

- ❑ Standards and Measures, Version 1.0
- ❑ Accreditation Process (includes application information)
- ❑ Fee Schedule for 2011/2012
- ❑ Education Services to be Provided by PHAB

When Can My Health Department Apply for Accreditation?

- ❑ Beginning in the Fall of 2011
- ❑ PHAB will announce the opening of “application season”
- ❑ The most important thing is that you apply when YOU are ready.

What Does My Health Department Need to Be Doing to Prepare for Accreditation? (Thoughts from the Beta Test Sites)

- ❑ Guidance on selecting accreditation coordinator
 - Able to devote a substantial amount (50-100%) of time
 - Have a good sense of the department overall
 - Be detail oriented
 - Have enough “authority” to enlist coworkers’ support
- ❑ Emphasize importance of having senior health department leadership engaged in accreditation
- ❑ Encourage HDs to begin collecting documentation as a routine part of operations

Results of Accreditation Leads to QI Focus

The process of preparing for and achieving accreditation yields information about the agency that can be used to identify areas of improvement. These are areas that exist at the agency-wide level.

Realizing Public Health Transformation Through Accreditation and QI

- ❑ Set focus on a vital few priorities
- ❑ Create a sense of urgency for measurable results and a culture of quality
- ❑ Engage every employee
- ❑ Build QI time into daily workload
- ❑ Adopt fact-based decision making
- ❑ Reward and celebrate progress

To learn more about
public health accreditation...

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www.PHABoard.org

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