

Accreditation
as a Transformation Agent
for Public Health
Organizations



*Advancing
public health
performance*

Bud Nicola, MD, MHSA
PHAB Board member

A photograph of the New Orleans City Hall building, a large, multi-story structure with a prominent glass facade. The words "CITY HALL" are visible on the upper part of the building. The foreground shows a street with parked cars and a lamppost. The image is slightly blurred.

CITY HALL

New Orleans City Hall





HEALTH CARE
Transition New Orleans Task Force
April, 2010





FIT NOLA PARTNERSHIP
SHARED ACTION BLUEPRINT
IN PARTNERSHIP WITH THE CITY OF NEW ORLEANS
New Orleans Let's Move! City Initiative

Vision

To serve New Orleanians as a 21st century health department and a model for the nation, capable of improving population health through data-driven decision making and policy development.

It is our mission to:

- Protect, promote and improve the health of all community members so they can achieve their full potential
- Foster an optimum health-related quality of life for those that live, learn, work, and play in New Orleans
- Ensure conditions that enable health and healthy choices



Session Objectives

- Describe how accreditation standards and tools can improve LHD processes and transform the organization
- Describe the benefits of accreditation
- Share strategies and processes used by a LHD to complete the accreditation process
- Provide an overview of the PHAB national accreditation program





**The National Public Health
Accreditation Program Has
Been Launched!**



Important Accreditation Materials

- The Guide to National Public Health Department Accreditation, Version 1.0
- Public Health Department Accreditation Standards and Measures, Version 1.0
- 2011-2012 Accreditation Application Fee Schedule
- 2011-2012 Educational Services Offered by PHAB
- Readiness Checklists
- Documentation Guidance
- Online Orientation to Accreditation



The Guide to National Public Health Department Accreditation, Version 1.0





Public Health Accreditation Board

GUIDE to National Public Health Department Accreditation

VERSION 1.0
APPLICATION PERIOD 2011-2012
APPROVED MAY 2011

In the Guide: Seven Steps to National Public Health Accreditation Process

A. Pre-application

Applicant prepares and assesses readiness checklists, views online orientation to accreditation, and formally informs PHAB of its intent to apply

B. Application

Applicant submits application form with pre-requisites, and first fee payment
Applicant attends in-person training (included in fees)

C. Document Selection and Submission

Applicant selects documentation and submits it to PHAB for review

D. Site Visit

Site visit is conducted by a team of peers and report developed

E. Accreditation Decision

PHAB Board will award accreditation status for 5 years

F. Reports

Accredited health department submits annual reports

G. Reaccreditation (5 years later)

Accredited health department applies for reaccreditation



Pre-Requisites





Standards and Measures, Version 1.0





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Public Health Accreditation Board

STANDARDS

& Measures

VERSION 1.0

APPLICATION PERIOD 2011-2012

APPROVED MAY 2011

Framework: Domains, Standards, and Measures

12 Domains *(10 Essential PH services plus administration & governance)*



~ Standards



~ Measures



Documentation

Twelve Domains

1. Conduct assessments 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
11. Maintain administrative and management capacity
12. Build a strong and effective relationship with governing entity

Sample Standard

Domain 2: Investigate health problems and environmental public health hazards to protect the community

Standard 2.1 A: Conduct timely investigations of health problems and environmental public health hazards.

Measure 2.1.5 A	Purpose:	Significance:
Monitor timely reporting of notifiable/reportable diseases, lab test results, and investigation results	The purpose of this measure is to assess the health department's assurance of timely reporting of notifiable/reportable diseases, laboratory test results, and investigation results.	A component of conducting timely investigations is the reporting of notifiable/reportable diseases, laboratory testing, and investigation of results as appropriate and required by law. When reporting is timely, all partners can work together to stop the spread of disease.
Required Documentation	Guidance:	
<ol style="list-style-type: none">1. Current tracking log or audit of reports of disease reporting, laboratory tests reports, and/or investigations with actual timelines noted2. Copy of applicable laws	<ol style="list-style-type: none">1. The health department must provide a tracking log on reporting, including lab test results and investigation results. The department has a choice between a log and a report. The log would be used to track various elements of an investigation. Note that if a log is provided, it must have timelines included.2. The department must provide copy of laws relating to the reporting of notifiable/reportable diseases. This can be a hard copy or a link to an electronic version. This can include posting on a website or a department intranet, or a link to another website. <p>State health departments can include laws for local health departments to report to the state as well as states reporting to CDC.</p>	



Public Health
Prevent. Promote. Protect.

Why Would My Health Department Want to be Accredited?

Benefits of Accreditation (individually and collectively)



Public Health
Prevent. Promote. Protect.

- Increased credibility
- Increased visibility and accountability
- Potential access to new funds
- Potential streamlined reporting
- Access to knowledgeable peers for review and comment on performance
- Opportunity to leave the health department better than you found it!



Relationship to Quality Improvement





Public Health
Prevent. Promote. Protect.



The goal of the 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.



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.

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
- Ensures transparent accountability
- Reward and celebrate progress



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What Should a Local Health Department be Doing to Prepare for National Public Health Accreditation?



PHAB's Advice

- **Organize Your Health Department**
 - Appoint an Accreditation Coordinator
 - Review Standards and Measures, Version 1.0
 - Review Accreditation Process, Version 1.0
 - Educate governance to staff ; view the online orientation
 - Contact your national organizations for technical assistance
 - Attend sessions on the topic
- **Work on the Pre-Requisites (Due with Your Application)**
 - Department Strategic Plan
 - State/Community Health Assessment
 - State/Community Health Improvement Plan



Public Health
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Questions?

PHAB is looking for YOUR application
when you are ready.....



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PUBLIC HEALTH ACCREDITATION BOARD

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Accreditation Fees



Fee Development

- Fee Development Committee chaired by Carol Moerhle.
- Included on the committee were state and local representatives.
- Fee does not fully support PHAB.
- First fee payment takes into account greater level of effort and costs in the first year.
- Fee is broken into eight categories based on population.
- Population is a proxy for complexity of the accreditation review.
- There are multiple ways to pay the fee:
 - One lump sum
 - Payments over time
 - With end of the year grant money
 - Your way?

What Do the Fees Cover?

- An assigned accreditation specialist to guide your department through the application process
- Site visit, including a comprehensive review of your health department's operations against the national accreditation standards by a team of peer review experts
- In-person training for your department's accreditation coordinator
- Subscription to PHAB's online accreditation information system, making it easier and more cost-efficient for departments to participate in accreditation
- Annual quality improvement support and guidance for 5 years
- Contribution to a growing network of accredited local health departments contributing to the evidence base for public health

2011-2012 Applicant Fee Schedule

		2011/2012 PUBLIC HEALTH ACCREDITATION FEE SCHEDULE				
Health Departments	Population	Year 1 Fee	Year 2 Fee	Year 3 Fee	Year 4 Fee	Year 5 Fee
Category 1	Less than 50,000	\$ 3,180	\$ 2,385	\$ 2,385	\$ 2,385	\$ 2,385
Category 2	50,001 to 100,000	\$ 5,168	\$ 3,876	\$ 3,876	\$ 3,876	\$ 3,876
Category 3	100,001 to 200,000	\$ 6,758	\$ 5,068	\$ 5,068	\$ 5,068	\$ 5,068
Category 4	200,001 to 999,999	\$ 7,950	\$ 5,963	\$ 5,963	\$ 5,963	\$ 5,963
Category 5	1 million + 2,999,999	\$ 11,925	\$ 8,944	\$ 8,944	\$ 8,944	\$ 8,944
Category 6	3 million- 4,999,999	\$ 15,900	\$ 11,925	\$ 11,925	\$ 11,925	\$ 11,925
Category 7	5,000,000 to 14,999,999	\$ 19,875	\$ 14,906	\$ 14,906	\$ 14,906	\$ 14,906
Category 8	15 million +	\$ 23,850	\$ 17,888	\$ 17,888	\$ 17,888	\$ 17,888

REQUEST A SPEAKER/EXHIBITOR

PUBLIC HEALTH RESEARCH



Advancing public health performance

PHAB CONTACT US

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Welcome to the Public Health Accreditation Board

- Accreditation Overview
- Accreditation Process
- Education Center
- News Room
- About PHAB



What is PHAB?

The Public Health Accreditation Board, located in Alexandria, VA, serves as the national accrediting organization for Tribal, state, local, and territorial public health departments.

LEARN MORE



Welcome to PHAB

The Public Health Accreditation Board (PHAB) is a nonprofit organization dedicated to improving and protecting the health of the public by advancing the quality and performance of Tribal, state, local, and territorial public health departments.

Featured Documents and Guides:



Evaluation of the PHAB Beta Test: Brief Report

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08.16.2011 The Evaluation of the PHAB Beta...

08.11.2011 PHAB is excited to announce details...

07.07.2011 Read the June/July 2011 Issue of...

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PHAB Online Orientation





PHAB Online Orientation

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Public Health Accreditation Board

Online Orientation

Welcome

Welcome to the Public Health Accreditation Board's (PHAB) online orientation to public health department accreditation. The purpose of this orientation is to give you a solid overview of public health department accreditation. If you are looking for Technical Assistance or other Educational Services offered by PHAB, please refer to the Education Center located at www.phaboard.org.



While the orientation is available to anyone who has an interest in national public health department accreditation, Accreditation Coordinators and Health Department Directors must complete the orientation prior to the health department submitting a Statement of Intent to PHAB. Accreditation Coordinators or Health Department Directors may also want to use the modules for staff or governance meetings.

This orientation is presented in a series of modules. The modules that make up the accreditation orientation series are:

- [Module 1 – A General Overview of Public Health Accreditation](#)
- [Module 2 – An Introduction to the PHAB Accreditation Process](#)
- [Module 3 – The Nuts and Bolts of the PHAB Accreditation Process](#)
- [Module 4 – Understanding the PHAB Standards and Measures and Documentation Requirements](#)

The four modules will each take from 30-45 minutes to complete. You may review them all at one sitting, which should take about two hours, or you may review each of the modules individually. While you may complete the modules in any order desired, we suggest that you complete them in sequence as the information presented in each module builds upon the previous module.

Credit for Completion

After viewing each module, click on the "Get Credit" button. You will be directed to a posttest and then will receive credit for the module. After completing the fourth module, click on the "Get Credit" button and complete the posttest and comprehensive evaluation. Information from the evaluation is very important in determining practice gaps, educational needs, and helps in planning future continuing education programs.

A Statement ID will display on your Certificate of Completion as confirmation that you have completed the online orientation as required by PHAB. No Continuing Education Units (CEUs) will be awarded with this training.

We hope that you find this information useful as you begin your journey and wish you the best as your health department prepares for the accreditation process.

Orientation Highlights

- [View Webcasts](#)
- [Faculty Information](#)



 e-PHAB



Welcome to e-PHAB

The Public Health Accreditation Board (PHAB) is the official accrediting body for national public health department accreditation. e-PHAB is PHAB's online information system that health departments, site visitors, PHAB staff, and PHAB's Accreditation Committee use throughout the accreditation process. Users are granted access to different information, depending on their role and the step in the accreditation process.

e-PHAB Login

Email:

Email address used to register e-PHAB account is your username

Password:

Forgotten your password? [Click here.](#)

LOGIN

Submit a Statement of Intent

[Not Registered?](#)

[CLICK HERE TO REGISTER WITH e-PHAB](#)

PHAB Uses Think Tanks for QI

- Environmental Public Health (*completed*)
- Centralized States (*two held, one to be planned*)
- Tribal (*completed*)
- Governance (*completed*)
- Large City Metro (*May 2011; one to be planned*)
- Emergency Preparedness (*being planned*)
- Chronic Disease (*being planned*)
- Workforce (*being planned*)
- Small Health Dept/Rural/Multi-jurisdictional (*being planned*)
- MCH (*being planned*)
- California (*being planned*)

MULTI-JURISDICTIONAL THINK TANK

PHAB recognizes that small, rural, frontier health departments are concerned about their readiness for accreditation based on the standards and measures. They do require that the health department, either alone or in partnership, assure that the public health functions described in the documents are available to their jurisdictions. PHAB already has a provision for health departments who share services with each other to apply for accreditation as a multi-county jurisdiction. PHAB will organize a Think Tank before the end of the calendar year to develop the specific procedures for the MJD applications.

Major Changes in “The Guide”

- Sequence for in-person training changed
- Process is paperless
- Four readiness checklists
- Statement of Intent Time Frame Waived
- Application shortened
- Site visit report changed
- Scoring scale changed
- Reports post accreditation changed
- Appeals procedure included

Summary of Revisions to Standards and Measures

- Purpose statement added to each measure
- Significance information added to each standard and measure
- Documentation is required; usually two examples
- Guidance specific to each documentation item
- All standards are applicable to state, local and tribal
- Measures have been included for the CHA
- Domain 9 revamped
- Domains 11 and 12 have been revamped
- General rearranging, rewording, and updating

SAMPLE SITE VISIT REPORT

DOMAIN 4: Engage with the community to identify and address health problems
Engage the Public Health System and the Community in Identifying and Addressing Health Problems

STANDARD 4.1 B: Engage the public health system and the community in identifying and addressing public health problems through an ongoing, collaborative process.

MEASURE 4.1.1 B: Establish and actively participate in collaborative partnerships and coalitions to address public health issues

REQUIRED DOCUMENTATION	SITE VISIT TEAM SCORE	SITE VISIT TEAM COMMENTS		
		COMMENT ON SCORE <i>Describe how conformity with the measure was demonstrated; OR Explain what was missing, if the measure was not scored as "demonstrated."</i>	AREAS OF EXCELLENCE <i>Describe any areas of excellence or unique promising practices</i>	OPPORTUNITIES FOR IMPROVEMENT <i>Describe any opportunities for improvement. (Even if the measure is met, describe any opportunities for improvement identified by the site visit team.)</i>
a) Two examples of ongoing collaborations that address public health issues (e.g. tobacco coalition, maternal child health coalitions, HIV/AIDS coalition, or a planning process such as CHIP)	<input type="checkbox"/> Not Demonstrated <input type="checkbox"/> Slightly Demonstrated <input type="checkbox"/> Largely Demonstrated <input type="checkbox"/> Fully Demonstrated			
b) List of partners in each collaboration	<input type="checkbox"/> Not Demonstrated <input type="checkbox"/> Slightly Demonstrated <input type="checkbox"/> Largely Demonstrated <input type="checkbox"/> Fully Demonstrated			
c) Description of process and templates used for collecting feedback and evaluating at least one partnership.	<input type="checkbox"/> Not Demonstrated <input type="checkbox"/> Slightly Demonstrated <input type="checkbox"/> Largely Demonstrated <input type="checkbox"/> Fully Demonstrated			
d) Documentation of use of evaluation findings	<input type="checkbox"/> Not Demonstrated <input type="checkbox"/> Slightly Demonstrated <input type="checkbox"/> Largely Demonstrated <input type="checkbox"/> Fully Demonstrated			
Overall Comments About the Department's Conformity with this Standard/Domain (i.e., Description of areas of excellence, promising practices, areas that are lacking, and overall opportunities for improvement)				
In conclusion, the Team will provide their impression of the health department by stating the (1) three greatest strengths, (2) three most serious challenges or opportunities for improvement, and (3) their overall impression of the department as a functioning health department.				



It's important to note that the final format will be based on the information system. There will be no paper exchange between the applicant and PHAB.





Locate/develop, Identify, and
Save Your Best
Documentation for Each
Measure!



Another Sample Standard

DOMAIN 9: Evaluate and continuously improve processes, programs, and interventions

- **Standard 9.1:** Use a Performance Management System to Improve Organizational Practice, Processes, Programs, and Interventions
- **Standard 9.2:** Develop and Implement Quality Improvement Processes Integrated Into Organizational Practice, Programs, Processes, and Interventions

A Few Documentation Tips

- Understand the importance of documentation
- Select documentation from a variety of programs
- Don't overlook documentation from partners
- Must be in effect and in use at the time
- No drafts
- Info might be in multiple documents
- Use the documentation guidance PHAB provides