

Public Health Accreditation

New Health Officer Orientation
November 8, 2017

Objectives

- Describe the public health agency accreditation process.
- Describe the Public Health Accreditation Board (PHAB) standards.
- Describe the relationship between DHS 140 Review and the public health agency accreditation process.
- Navigate the Local Health Department Checklist.
- Integrate performance management and quality improvement into accreditation planning

Setting the Foundation

Operational Definition

of a
functional
local health
department



Core Functions and Essential Services



Healthiest Wisconsin 2020

By 2020, all Wisconsin health departments will be accredited using an established standard.

- Proportion of local health departments and tribal health units that have met either Public Health Accreditation Board or state-adopted accreditation standards.
- Accreditation of the Wisconsin Division of Public Health using either Public Health Accreditation Board or state-adopted accreditation standards.

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 accreditation standards for tribal, state, local, and territorial health departments.
- Located in Alexandria, VA, PHAB is the national organization charged with administering the public health accreditation program.





What is Voluntary Public Health Accreditation?

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

What is the *goal* of Voluntary Accreditation?

The goal of a national public health department accreditation is to improve and protect the health of the public by...

advancing the quality and performance

....of tribal, state, local, and territorial public health departments.

Importance of Accreditation

Accreditation can help your health department:

- ✓ identify successes and opportunities for improvement using a standard of measure
- ✓ promote quality improvement initiatives
- ✓ energize the workforce and develop a strong team
- ✓ Initiates and improves partnerships
- ✓ focus the health department on common goals
- ✓ evaluate your health department's performance
- ✓ align your resources with your strategic objectives
- ✓ deliver results and outcomes that improve the health of your community

Benefits of Accreditation

- o National recognition for public health practice
 - Increased credibility to residents and governing body
 - Increased visibility and accountability
- o Increases the understanding of public health
 - Workforce engagement and development
 - Access to a network of public health experts
- o Potential access to new funds or priority for funding
- o Potential streamlined reporting
- o Opportunity to leave the health department and community better than you found it!

Quick Reality Check.....

- o Process takes time, leadership, and money.
- o Support of the Health Department Board and Leadership
- o Involvement of staff throughout the department
- o After the first official notice from PHAB to "start" – typically at least a year
- o If accredited – Annual reports to PHAB and 5 years until next full process repeated
- o Every year Health Department responsible for ongoing QI work post accreditation

The PHAB Accreditation Process



Seven Steps in the Accreditation Process

1. Pre-Application
2. Application
3. Document Selection and Submission
4. Site Visit
5. Accreditation Decision
6. Reports
7. Reaccreditation (5 years)

Accreditation Coordinator

- ✓ All applicant Health Departments must designate an Accreditation Coordinator.
- ✓ The Coordinator cannot be the Health Director.
- ✓ The Coordinator must have the support of Health Department Leadership and staff.
- ✓ An Accreditation Team is strongly recommended to assist the Accreditation Coordinator in his/her duties.

Steps in Accreditation Process

Step 1 – Pre-application

- o Determine Eligibility
- o Readiness Checklists
- o Online Orientation
- o Statement of Intent (SOI)

Step 2 – Application

- o Completed online
- o Three prerequisites documents
- o Letter of support from governing body
- o Electronic signature
- o Eligibility to apply
- o Completeness review
- o Applicant training

The Three Prerequisites

- o Community Health Assessment
- o Health Improvement Plan
- o Department Strategic Plan

***Do you know if these are done in your agency?
Are they strong and well-used documents?
What can you do to focus on these?
Why are these documents important even if you
don't care about accreditation?***

Accreditation Fees

Health Department Category	Initial Accreditation Review Fee Effective 7/1/16-6/30/18	Annual Accreditation Services Fee Effective 7/1/16-6/30/18
Category 1 Health Departments with populations of 100,000 or fewer	\$14,000	\$5,600
Category 2 Health Departments with populations greater than 100,000 to 500,000	\$21,000	\$8,400
Category 3 Health Departments with populations greater than 500,000 to 1,000,000	\$28,000	\$11,200
Category 4 Health Departments with populations greater than 1,000,000 to 5,000,000	\$35,000	\$14,000
Category 5 Health Departments with populations greater than 5,000,000	\$56,000	\$22,400

Installment payment plans are available.

What do the fees cover?

- An assigned accreditation specialist
- The Site Visit
- Applicant training
- Access to the e-PHAB information system
- A network of accredited health departments
- Annual support

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Step 3 – Documentation

- Must be complete within 12 months
- Use guidance in the Standards & Measures document
- All staff should play a role
- PHAB conducts a review

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Step 4 – Site Visit

- Conducted by trained peer reviewers
- Teams of 3 to 4 with a team chair who will manage the site visit
- Site visit scheduled at a practical and agreed upon time
- Lasts 2-3 days with a set agenda
- Report due 2 weeks after visit

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Step 5 – Accreditation Decision

- Written notification to health department
- Two possible decisions
 - Accredited
 - Not accredited
- Accreditation lasts 5 years
- If not accredited, Accreditation Action Plan due within 90 days – this may eventually lead to accreditation

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Step 6 – Reports

- Substantial changes
 - Leadership changes
 - Other changes that affect ability to conform to the standards
- Lists how Opportunities for Improvement are being addressed

Step 7 – Reaccreditation

- Advance notice
- Must complete the full accreditation process
- May use previous documentation with appropriate revisions
- Will lose accreditation status if no application has been submitted prior to expiration date

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The Standards & Measures – Newly revised!



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Framework of the Standards

- o 12 Domains
(10 Essential PH Services plus administration & governance)
- o Standards
 - o Measures
 - o 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

Twelve Domains (cont'd)

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

STANDARD 1.1: Participate in or lead a collaborative process resulting in a comprehensive community health assessment.

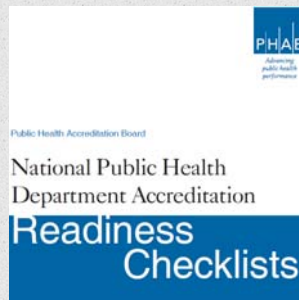
MEASURE	PURPOSE	SIGNIFICANCE
Measure 1.1.1.5 A state partnership that develops a comprehensive state community health assessment of the population of the state	The purpose of this measure is to assess the state health department's collaborative process for sharing and analyzing data and information concerning state health, state health challenges, and state resources to develop a state level community health assessment.	The development of a state community health assessment requires partnerships with other organizations in order to access data, provide various perspectives in the analysis of data and determination of contributing factors that impact health outcomes, present data and findings, and share a commitment for using the assessment. Assets and resources in the state must be addressed in the assessment, as well as health challenges. Data are not limited to traditional public health data but may include information, for example, quality of life, attitudes about health behavior, socioeconomic factors, environmental factors (including the built environment), and social determinants of health. Data are provided from a variety of sources and through various methods of data collection.
REQUIRED DOCUMENTATION	GUIDANCE	NUMBER OF EXAMPLES
1. Participation of representatives from a variety of state sectors	1. The state health department must document that the process for the development of a state level community health assessment includes participation of partners outside of the health department that represent state populations and state health challenges. The collaboration must include various sectors of the state, as appropriate for the state: for example, state government (for example, community development, education, aging, etc.), for-profits (for example, businesses, industries, and major employers in the state), statewide not-for-profits (for example, hospital association, Kids Count, Childhood and Women's Death Review organizations, Cancer Society, public health institutes, environmental public health groups, groups that represent minority health, etc.), voluntary organizations, health care representatives (for example, hospital associations or primary care associations), academia, military installations in the state, and representatives of local or regional health departments in the state and of Tribal health departments in the state.	1
		DATED WITHIN
		5 years Documentation must include the month and year.

15 PUBLIC HEALTH ACCREDITATION BOARD Standard 1.1 Measure

VERSION 1.0 APPROVED DECEMBER 2013

STANDARD 1

Self-Assessment Exercise



Do – Pair - Share

- o Review the tool individually – reflect on your agency
- o Pick some of the items that you know the answer and you know you do it/have it at your agency. Pick some items that you have no clue about or you know you don't currently have/do.
- o Talk to a partner about these
- o Share with large group

DHS 140 – Wisconsin Process

- Requirements for all LHDs to meet state statute and administrative rules as required in WI.
- State determines local health department as a Level I, II, III
- Uses DHS electronic systems for evidence collection.
- Every 5 year process
- Tool organized by Essential Public Health Service.
- Identifies statute and rules addressed by PHAB accreditation.
- Provides method for PHAB accredited agencies to address about one-third of evidence requests through submission of their PHAB accreditation report.

PS....this one is NOT voluntary!!!!

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PHAB and 140

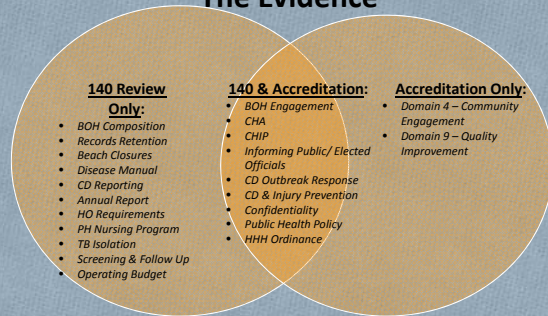
In 2013-2014 the State OPPA team compared Wisconsin Statutes and Rules to PHAB Domains and Standards to identify:

1. Evidence requested by both PHAB accreditation and the DHS 140 Review.
2. Evidence requested by the DHS 140 Review only.
3. The PHAB Domain most closely related to each statute and rule reference.

New 140 process incorporates this in to tools. Locals that are accredited by PHAB have to provide about 2/3rds of the required documents that non-accredited health departments have to provide.

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DHS 140 – PHAB Crosswalk: The Evidence



Biggies for most Health Departments in WI

- Having things in writing – if you don't have it documented it hasn't happened
- Having a Performance Management Plan – this is organizational performance
- Having a QI culture

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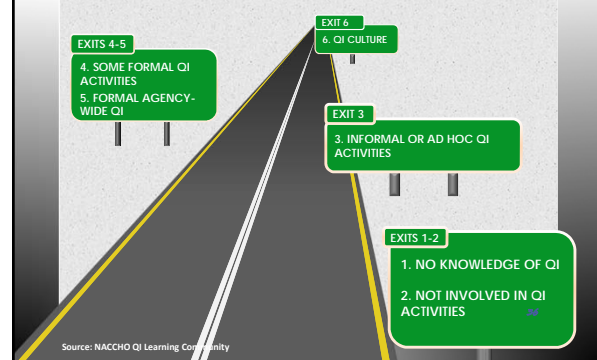
PUBLIC HEALTH PERFORMANCE MANAGEMENT SYSTEM



Source: Turning Point... From Silos to Systems: Using Performance Management to Improve the Public's Health, 2003.

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Roadmap to an Organizational Culture of QI



Source: NACCHO QI Learning Community

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What Does Quality Improvement Have To Do With Accreditation?

- o Quality improvement is the backbone of accreditation
- o Quality improvement becomes part of what we as health professionals do every day
- o Accreditation is really just one big quality improvement project!

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Connecting the Dots using State Resources

- o Regional Office Technical assistance
- o WALHDAB
- o IWHI
- o Prevention Block Grant
- o Peers that have made the journey!
- o Trained site visitors
- o Other.....



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PHAB Resources

www.phaboard.org: Includes these and many more documents

- [9 Things Every Health Department Should Know About Public Health Department Accreditation](#)
- [National Public Health Department Accreditation Readiness Checklists](#)
- [e-PHAB Statement of Intent Information](#)
- [e-PHAB Application Information](#)
- [Considerations for Selecting an Accreditation Coordinator](#)
- [National Public Health Department Accreditation Prerequisites](#)
- [PHAB Accreditation Coordinator Handbook](#)
- [PHAB Acronyms and Glossary of Terms Version 1.5](#)
- [PHAB Presentation for Health Departments](#)
- [Standards & Measures Version 1.5, an Overview](#)
- [Do's & Don'ts for Preparing Documentation](#)
- [PHAB Standards and Measures Version 1.5 Documentation Selection Spreadsheet](#)
- [Accredited Program Areas for PHAB Documentation](#)
- [e-PHAB Documentation Submission FAQ](#)
- [Preparing Documentation](#)

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Technical Assistance and Other Resources

- o Association of State and Territorial Health Officials (ASTHO): www.astho.org
- o Division of Public Health (DPH): www.dhs.wisconsin.gov/r_counties/VoluntaryAccreditation
- o Institute for Wisconsin's Health, Inc. (IWHI): www.instituteforwihealth.org
- o National Association of County and City Health Officials (NACCHO): www.naccho.org
- o National Association of Local Boards of Health (NALBOH): www.nalboh.org

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Technical Assistance and Other Resources (cont'd)

- o National Indian Health Board (NIHB): www.nihb.org
- o National Network of Public Health Institutes (NNPHI): www.nnphi.org
- o Public Health Accreditation Wisconsin: <https://sites.google.com/a/phawisconsin.com/login>
- o Public Health Foundation (PHF): www.phf.org

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THANK YOU!

FOR ADDITIONAL QUESTIONS OR INFORMATION:

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