



Public Health Administration
Office of Performance
Improvement and
Management

AccREADYness

*MI Public Health Gets Ready for PHAB Accreditation:
Tips, Tools & Resources for Local and Tribal Practitioners*



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SPECIAL POINTS OF INTEREST:

- **QI Training Resources**
- **Strategic Planning Tips**
- **Meet Michigan Accreditation Coordinators!**
- **Learn about MI Funding Opportunities!**

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Greetings!

Welcome to the very first issue of AccREADYness! Its purpose is to support the work of Michigan local health departments and tribal agencies getting ready for national accreditation through the Public Health Accreditation Board (PHAB). We aim to provide practical tips, tools, documents, and resources you can use now—no matter where you're at in your timeline to accreditation. We know you are busy and we plan to do some of the legwork for you—so you don't always need to start from scratch. How? By sharing examples of documents, evidence, and tools available, offering links to national resources, highlighting funding opportunities, and introducing you to other Michigan staff engaged in this work! When

possible we'll directly share documents produced by health departments like yours in Michigan and across the country—documents that you can adapt for your own use. At times, we'll



describe how what you already do to meet Michigan Accreditation standards might apply to PHAB Accreditation. To start, AccREADYness will be produced quarterly, distributed via email, and evolve based on your needs.

Be sure and let us know what types of information are meaningful; we genuinely look forward to hearing your ideas on content. One last thought, even if you are not actively preparing for PHAB accreditation, the tips, tools, and resources provided quarterly via AccREADYness will contain excellent public health content—we think you'll find value!

PHAB Updates

In August, PHAB marked the one year anniversary of the launch of national public health accreditation. Participation in PHAB accreditation continues to grow with 10 state health departments, one tribal health department and 80 local health departments registered in the e-PHAB system.

Site-visits are underway and PHAB will soon approve the first generation of nationally accredited health departments. Kaye Bender, president and CEO of PHAB, continues to stress the value of volunteer site-visitors to the mission of national accreditation, saying, "Without volunteers,

we wouldn't have a peer review process." If you are interested in becoming a volunteer site-visitor, PHAB is preparing to issue an open call for the 2013-2014 cycle. A site visitor application will be posted Dec. 17th on the [PHAB website](#).

Tips & Tools

How To Engage Governing Entities!



Are you having trouble getting your board of health on board with PHAB accreditation? Or maybe you have co-workers who need more information about the purpose of national accreditation. As you know, there are incentives to PHAB accreditation, but you may find yourself struggling to effectively explain these benefits to your governing entities or health department employees.

You are not alone! The Minnesota Department of Health (MDH) has developed a list of 4 reasons to pursue public health department accreditation. The reasons include:

1. Better performance and quality improvement;
2. Recognition, validation and accountability;
3. Improved internal and external communication and

collaboration and;

4. Potential increased access to resources.

MDH made this list of reasons available for other health departments as a ready-to-use tool (distributed with this newsletter). Check out these reasons today and get all your stakeholders on the same path to PHAB accreditation!

“To meet PHAB expectations health departments need access to QI and PM training.”

Coming Soon...QI & PM Tutorial!

Does your agency have a culture of quality? Do you have a performance management system? A working knowledge of quality improvement (QI) and performance management (PM) is necessary to achieve PHAB accreditation. To meet PHAB expectations, health departments need access to QI and PM training.

MDCH and the Michigan Public

Health Institute are developing an online training to provide health departments with a practical tool for understanding QI & PM in public health.

Whether you need to learn more about QI techniques or performance measures, the online training will help set the stage to develop a culture of quality in your own health department. By participating in

this online training you will be better equipped to meet PHAB standards 9.1 and 9.2. The quality improvement and performance management online training can be used with or without the [Embracing Quality in Public Health Guidebook](#).

Look for this **NO-COST** tutorial on the [MPHI website](#) January 2013.

Funding Opportunities!

Need help paying for PHAB accreditation readiness activities or fees? MDCH, with funding from the Centers for Disease Control and Prevention, Office for State, Tribal, Local, and Territorial Support, has just made mini-grants available to local and tribal health departments preparing for partic-

ipation in the PHAB national accreditation program.

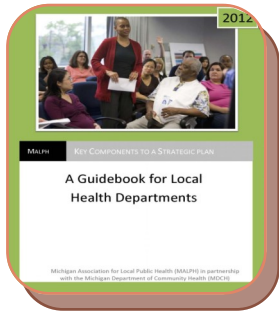
Funds will help support development of community health assessments, health improvement plans, or strategic plans. Funding may also be used toward local or tribal self-assessments against PHAB standards or applied toward

PHAB application fees.

An announcement and request for applications were sent directly to local health departments and tribal agencies by the Michigan Public Health Institute on November 26th.

Accreditation Resources

Stumped by Strategic Planning?



PHAB standard 5.3 requires health departments to develop and implement a health department organizational strategic plan. The purpose of

measure 5.3.1A is for PHAB to assess the agency's strategic planning process. The strategic plan should link to the health improvement plan and the quality improvement plan. Developing a strategic plan may seem overwhelming, but you don't have to figure it out alone! Many resources have been developed to help facilitate the strategic planning process. In early 2012 the Michigan Association for Local Public Health (MALPH), along with the Michigan Department of

Community Health (MDCH), developed [Key Components To A Strategic Plan: A Guidebook for Local Health Departments](#). The Guidebook provides step-by-step guidance for strategic planning and indicates how specific steps may meet PHAB standards. NACCHO has also developed a how-to guide to aid local health departments and tribal agencies in developing a strategic plan. The NACCHO Guidebook can be found [here](#).

“Aim statements convey the goal of a QI project in a single sentence, and they should be SMART...”

How Do You Measure That?



Michigan Public Health Institute: Office of Accreditation & Quality Improvement

An aim statement is a critically important component of a Quality Improvement (QI) project. Aim statements convey the goal of a QI project in a single sentence, and they should be SMART – Specific, Measurable, Achievable, Relevant, and Time-bound. By developing a SMART aim, QI teams know exactly what they are working to accomplish. As QI projects progress, aim statements tend to undergo a few revisions. This is okay! Teams learn

as they examine baseline data and examine root cause, and aim statements should be revised to reflect this learning. Another tip: dream big but start small! An aim statement sets a goal that can be accomplished through a QI project; it should target something the QI team has the ability to affect. Here's a real example used by your colleagues in the Grand Traverse County Health Department: “By January 15, 2011, food service

workers from Chinese Restaurants in Grand Traverse County will demonstrate a 20% increase in the ServSafe exam passing rate.” Now that's SMART!

Find more information and tools for writing aim statements in chapter 5 of our [QI Guidebook](#). Follow us on Twitter (@MPHIAccredandQI) for more QI updates, tips, and resources.

Did You Know???

AccREADYness was developed by the Office of Performance Improvement and Management within the Public Health Administration (PHA) out of a desire to provide local and tribal health agencies with resources to prepare for PHAB accreditation. Debra Scamarcia Tews, NPHII Project Director & Performance Improvement Manager at

PHA, is the editor, as well as a contributor for AccREADYness. Rachel Melody, an intern with the PHA, is finishing her MPH from Michigan State University and serves as a contributor to the newsletter. You will periodically hear from Debra, Rachel, MPHII, local health departments and others!

If you have any questions about AccREADYness you can contact Debra at the Office of Performance Improvement and Management at tewsd@Michigan.gov or (517) 335-9982. You can also contact Rachel at melodyr1@michigan.gov or (517) 241-4393.



Accreditation Coordinator Spotlight

Local & Tribal Colleagues . . . Meet Allison Bradac!

Allison Bradac is the accreditation coordinator (AC) for the Central Michigan District Health Department (CMDHD). Allison's health department submitted their agency's documentation to PHAB on September 27th, 2012!

When asked why CMDHD decided to participate in national accreditation Allison said they were interested from the very beginning, "We feel that accreditation is a way for us to know how we are doing as an agency." She went on to say that her health department believes the state and national accreditation process can only make CMDHD a better agency for the communities they serve.

Many health departments run into challenging steps along the way to PHAB

accreditation. For Allison the greatest challenge was making sure her accreditation team was submitting the best examples to represent their agency.



For other health departments preparing for PHAB accreditation, Allison has a few words of encouragement from her own experience, "I would assemble your

accreditation team, and set up meetings for your team to meet as a whole and work on domains together. It (is) easier to discuss as a team what they may have done in their division that would best fit (each) measure." Allison also recommends exchanging contact information with other accreditation coordinators at the PHAB training, "It can be very beneficial to discuss domains with other AC's to see how their health department may be approaching a certain measure."

Allison would like other ACs to feel free to contact her with questions about the PHAB accreditation process. In her own words, "national accreditation is a good thing for public health!" Allison can be reached at abradac@cmdhd.org.

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The content of this newsletter includes suggestions and examples intended as resources to assist readers. Use of the information in no way guarantees that health departments will meet PHAB requirements.

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