



Public Health Administration
Office of Performance
Improvement and
Management (OPIM)

AccREADYness

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

VOLUME 2, ISSUE 1

NOV/DEC 2013



SPECIAL POINTS OF INTEREST

- PHAB Updates
- MPHI QI Resource Webpage Refresh
- Funding Opportunity!
- COPPHI Meeting Materials

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Happy Holidays from OPIM!



Happy Holidays from the PHA Office of Performance Improvement and Management! During the busy holiday season it is nice to take time and reflect on the accomplishments of the past year. Here at OPIM we had a very productive year! This was the first year we produced AccREADYness; other accomplishments include the comple-

tion of the Public Health Administration's strategic plan and self-assessment against PHAB standards.

One way that OPIM reached out to LHDs & tribal agencies this year is through the accreditation readiness survey sent out in July. In this survey we asked for information about where you are in your accreditation journey, what are your greatest barriers and how OPIM can help you prepare for PHAB. Through this survey we learned that 65% of respondents are very familiar or familiar with the PHAB accreditation process. You reported the greatest potential benefits of PHAB accreditation are enhanced credibility and improved quality of your health department. You also

said the greatest barriers to applying for PHAB accreditation are cost of accreditation fees and overall cost of preparing for accreditation. The greatest barriers to completing PHAB prerequisites are reported as lack of financial resources and staff capacity, followed by lack of expertise. Another important piece of information gained is 78% of respondents think it would be useful to update the Quality Improvement Supplement in Michigan's accreditation program to align with PHAB's Domain 9. We will use survey data in the coming months to guide our support of local & tribal public health. Thank you for participating in the survey! Additional ways we supported your work toward PHAB accreditation are highlighted in the "Did You Know?" article (page 3). Have a safe and healthy holiday!

PHAB In Focus



A BOH Perspective

PHAB announced the accreditation of 3 new health departments on November 20th! Kane County Health Department in Aurora, Ill, Kenosha County Division of Health in Kenosha, WI, and Licking County Health Department in Newark, OH all achieved PHAB accreditation on Nov 19th, bumping the total number of PHAB accredited health depart-

ments up to 22. Of the PHAB accredited health departments, 20 are local health departments and 2 are state health departments.

Many health departments across the U.S. are making strides toward achieving national accreditation, but PHAB is still focused on providing support to those health departments who are in

the early stages of preparation. The Oct/Nov issue of PHAB's newsletter features a Q/A with a board of health (BOH) member from Three Rivers District Health Department in Owenton, KY. The Q/A shares the benefits of becoming PHAB accredited from the perspective of a BOH member. To view the Q/A and share with your BOH [click here!](#)

Tips & Tools



MPHI Office of Accreditation and QI Resources: Revamped Webpage

The Michigan Public Health Institute Office of Accreditation and Quality Improvement has collaborated with MDCH's Office of Performance Improvement and Management on several projects to advance quality improvement and PHAB accreditation readiness efforts within MDCH and among LHDs and tribal agencies. To provide greater access to the resources created

through this partnership, MPHI has archived many quality improvement, performance management and PHAB accreditation readiness documents on their [website](#).

The resources available range from webinar slides on performance management to PHAB pre-requisite checklists. Also available are presentation slides on how to use quality improvement tools and other

practical resources.

This website also houses Embracing Quality in Public Health: A Practitioner's Quality Improvement Guidebook and Embracing Quality in Public Health: A Practitioner's Performance Management Primer. All resources posted on this webpage are free to Michigan's local health departments and tribal agencies. Check it out!



NACCHO Podcast with Pamela Russo

NACCHO has spearheaded many initiatives to prepare local health departments throughout the country for national accreditation. NACCHO continues to provide valuable resources for local health practitioners who are working to advance accreditation efforts within their agency.

Did you know that NACCHO produces a podcast hosted by

Ilan Goldstein which discusses topics relevant to local public health? The most recent podcast features an interview with Senior Program Officer at the Robert Wood Johnson Foundation, Pamela Russo. In this podcast Dr. Russo discusses local public health collaboration and the impact it has on community health and preparing for PHAB accreditation. Dr. Russo also shares some of

the benefits of accreditation from the perspective of local health departments who have achieved PHAB accreditation. To listen to the podcast with Pamela Russo and learn more about local public health and PHAB accreditation [click here!](#)

New Funding Opportunity Announced for MI!

This is for You!

On December 3rd, MPHI announced a funding opportunity provided by MDCH for Michigan's local and tribal health agencies. Two local and/or tribal health agencies will be awarded \$10,000 each to advance their PHAB accreditation readiness activities.

There are three activity categories an applicant may select

from. Category 1: Complete one or more PHAB prerequisites, Category 2: Complete a self-assessment against PHAB standards and address gaps, Category 3: Complete other accreditation readiness activities. A statement of intent should be submitted to Jessie Jones (jjones@mphi.org) by **December 20th, 2013** and

proposals are due **January 10th, 2014**. The RFP can be found on MPHI's Office of Accreditation and Quality Improvement [website](#). If you have questions about this funding opportunity or the application process please contact Jessie Jones at MPHI.

NNPHI Meeting Materials Available!

Practical Resources from COPPHI!



OPIM and several MI LHD & tribal staff attended the NNPHI Open Forum meeting Nov 20th and 21st in Memphis, TN. If you were unable to attend NNPHI's Open Forum meeting have no fear! All the meeting materials are now posted on the NNPHI [website](#) and available to everyone.

Presentation topics cover basic quality improvement tools, developing performance measures, and fitting together CHIPs, strategic plans, and QI plans to name a few.

The Open Forum presentations provide practical tips and tools for all agencies preparing for PHAB accreditation. One example is the Ask The Expert session, "[Preparing for Accreditation: Learn from Those Who Have Done It](#)". Presenters for this session include accreditation coordinators from 3 accredited local health departments. Lessons learned from accreditation coordinators who have completed the PHAB accreditation process can be very useful in navi-

gating your own PHAB accreditation process!

Another presentation of interest to all health departments considering PHAB accreditation is Kaye Bender's (president and CEO of PHAB) presentation on upcoming changes for PHAB in 2014. The slides from her presentation at the Open Forum are included on the NNPHI website and can be found [HERE](#). We believe these very helpful topics will be a great resource for your health department!

How Do You Measure That?



By the Michigan Public Health Institute: Office of Accreditation & Quality Improvement

Quality improvement (QI) can result in increased efficiency for public health agencies, but it can be tough to identify appropriate measures of efficiency, especially if saving time or money seems out of reach. Lean, a common approach to QI, focuses on reducing waste and offers great ideas for measuring efficiency. Waiting (for staff or clients), over-processing (filling out the same info again and again), rework (fixing mistakes), misuse of

talent, poorly placed inventory, and over transporting people or supplies can all be sources of inefficiency in public health. Process maps or flowcharts are a great tool for identifying inefficiencies. For example, decision boxes point out areas in a process where rework might be happening. Waiting can be identified by assigning timeframes to steps in a process – if time spent waiting is not adding value it might point out an opportunity to im-

prove efficiency. Finally, work flow diagrams can be used to identify poorly placed inventory and over transporting. Improving efficiency through QI is all about making the most of the resources you have to do your job well. At a time when public health professionals have way too much on their plates, using QI tools to find efficiencies makes a lot of sense! Common QI tools for public health can be found in MI's QI Guidebook on MPH's [website](#)!

"...if time spent waiting is not adding value, it might point out an opportunity to improve efficiency."

Did You Know???

What is the Office of Performance Improvement & Management?

The Office of Performance Improvement and Management (OPIM) plays various roles within MDCH's Public Health Administration (PHA). Our primary responsibility is to improve performance and prepare the PHA for PHAB accreditation.

Additionally, our office provides local and tribal public health agencies with tools to improve perfor-

mance and prepare for PHAB accreditation. With CDC grant funding, OPIM provides mini-grants and technical assistance to MI's LHDs and tribal agencies. OPIM, in collaboration with MPH, also develops PHAB accreditation readiness webinars and a performance management online primer now being used in more than 30 states! The Premier Public Health Conference QI

pre-sessions and AccREADYness are other examples of how OPIM continues to support local and tribal accreditation efforts.

If you have other ideas of how OPIM and MI's LHDs and tribal agencies can collaborate to advance PHAB accreditation efforts in MI please contact Rachel Melody (Melodyr1@michigan.gov).





Accreditation Coordinator Spotlight

Ever wondered who your accreditation counterparts are? The individuals listed below serve as agency accreditation coordinators. We hope that providing this list will encourage you to contact your Michigan colleagues about PHAB accreditation! (Please let Rachel Melody know if you have any updates to this list).

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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.

AccREADYness was supported by funds made available from the Centers for Disease Control and Prevention, Office for State, Tribal, Local and Territorial Support, under 5U58CD001309-04. The content of this newsletter is that of the authors and does not necessarily represent the official position of or endorsement by the Centers for Disease Control and Prevention.

