



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**
- **Workforce Development Tools**
- **MI Grant Award Announcements**
- **Meet Michigan Accreditation Coordinators!**

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Greetings!



Welcome to the second issue of AccREADYness! Our goal is to support Michigan local health departments and tribal agencies as they prepare for national accreditation through the Public Health Accreditation Board

(PHAB). In each issue we will provide practical tips, tools, documents, and resources you can use now—regardless of where you are in the accreditation process. We know local and tribal public health practitioners are busy, so we’re going to help make preparing for PHAB accreditation easier. How? By sharing examples of documents, evidence, and tools, offering links to national resources, highlighting funding opportunities, and introducing you to other Michigan staff engaged in this work! Many local health departments and tribal agencies in Michigan and across the country have developed helpful documents that we will share from issue to issue. At times, we’ll describe how the things you already do to meet

Michigan Accreditation standards might apply to PHAB Accreditation.

Debra Tews and Rachel Melody, from the Public Health Administration at the MDCH, are the primary contributors to and editors of AccREADYness. So that we may better understand your accreditation readiness needs, we will gather your input via a survey soon. Please let us know what types of information are meaningful to you. We genuinely look forward to hearing more about your needs. If you have questions or topics you would like to see covered in this newsletter please contact Debra (tewsd@michigan.gov) or Rachel (melodyr1@michigan.gov). We hope that you will find value in this resource!

PHAB In Focus



The **FIRST** nationally accredited health departments were announced by the Public Health Accreditation Board on February 28th, 2013! Kaye Bender, president and CEO of PHAB expressed her excitement by saying, “This is a truly historic moment in public health.” To read the press release from PHAB, including a list of the newly-accredited health departments,

visit the [PHAB website](#).

PHAB is maintaining momentum toward accrediting more qualified health departments, but they need your help! If you are a public health professional and you are interested in becoming a site visitor for PHAB, [click here](#) for more information about how to apply. Support from public health peers is essential to the success of PHAB and national accredita-

tion in public health.

On April 23-24, 2013 the Public Health Improvement Training (PHIT): Advancing Performance in Agencies, Systems and Communities will take place in Atlanta, Georgia. This training is a great opportunity to learn more about how PHAB accreditation can improve performance in your agency. For more information [click here](#).

Tips & Tools

Creating a QI Team Charter?

Does your agency want to begin a quality improvement (QI) project, but doesn't know where to start? A QI team charter can help your team select a problem/opportunity for improvement, define team member roles, identify measures for success and set a timeline. A team charter is also a useful way to identify internal and external customers. By identifying your customers and

their needs, your QI project is more likely to result in improved customer satisfaction.

QI activities, such as developing a team charter, may serve as appropriate documentation for measure 9.2.2A of the PHAB standards and measures (Implement quality improvement activities).

Michigan's *Embracing Quality in*



Public Health: A Practitioner's Quality Improvement Guidebook provides a QI Team charter that can be printed and used at your QI team meeting. The guidebook is available at no cost on MPH's Office of Accreditation and Quality Improvement [website](#).

"We expect this new online resource to be a dynamic destination for health departments and their partners to learn and share best practices for quality improvement."

- Pamela Russo

Public Health Kicks!



The Public Health Quality Improvement Exchange (PHQIX, pronounced P-H kicks) just launched! PHQIX is a free, publicly available online communication platform dedicated to improving the performance, effectiveness, and effi-

ciency of public health systems. Practitioners can search and upload real-world quality improvement (QI) examples in a standardized format. Users can refine their search by QI methods, size of agency, population served, PHAB domain and

many other filters to make finding specific resources easy.

PHQIX provides an excellent resource for public health agencies to incorporate evidence based practices into QI activities, which are required in PHAB standards 9.1 and 9.2. To learn more visit the [PHQIX website](#).

Mini-Grants for Big Winners!

On February 1st, MPH and MDCH announced that 3 local health departments and 1 tribal agency will receive mini-grants. The grants are provided by MDCH, with funding from the Centers for Disease Control and Prevention, Office for State, Tribal, Local, and Territorial Support.

Award recipients will use funds to complete PHAB prerequisites or support other accreditation readiness activities.

The award recipients are Barry-Eaton District Health Department, Mid-Michigan District Health Department, Kent County Health Department, and Match-E-Be-Nash-She-

Wish Band of Pottawatomini Indians (MBPI) Health and Human Services Department. AccREADYness congratulates these organizations and wishes them much success on their journey to national accreditation. They will be PHAB-ulous!

Accreditation Resources

Worked Up Over Workforce Development?...Help is here!

Creating a workforce development plan can be a challenge. It certainly was for local health departments in Ohio until The Center for Public Health Practice at Ohio State University responded with workforce development tools in 2012. Included among the tools is a workforce development plan template. The template has fields highlighted in red, where modifications can be made to customize a workforce development plan to fit your health department. A user guide and re-

source manual accompanies the template to help the user get the greatest benefit from the tool.

Why participate in workforce development? Great question! Meas-



ure 8.2.1A of the PHAB standards and measures requires that health departments maintain, implement and assess the health department workforce development plan that addresses the training needs of the staff and the development of core competencies. Ohio's template (distributed with this newsletter) can help your organization create a great workforce development plan without requiring you to reinvent the wheel.

Performance measures help organizations objectively assess whether they are meeting goals.

How Do You Measure That?



Michigan Public Health Institute: Office of Accreditation & Quality Improvement

As public health uses more quality tools, you may hear the terms performance management or performance measures. Performance measures help an organization objectively assess whether it is meeting its goals, and they help identify opportunities for quality improvement. Performance measures are "quantitative measures of capacities, processes, or outcomes" related to agency goals (Turning Point, 2004). For example, if your goal was to

increase immunization rates and reduce preventable infectious diseases in children, you might use "Percentage of children in the service area with age-appropriate immunization levels at age two," as a performance measure to see how you are performing in relation to that goal. Good performance measures are agreed upon by staff, connected clearly and logically to agency goals, feasible to collect, and within the scope of an agency's

influence. Performance measures are collected routinely over time as part of an agency's performance management system, and they are used to identify trends. For more information on how to develop performance measures, check out our newly released online [Performance Management Primer](#).

Did You Know??? QI and PM Online Tutorial Now Available!

Did you know a new Quality Improvement (QI) and Performance Management (PM) online training is now available at no cost to local health departments and tribal agencies? The Michigan Department of Community Health and the Michigan Public Health Institute have developed this online training to provide technical assistance in QI

and PM for public health agencies. 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 health agency. By participating in this online training you will be better equipped to meet PHAB standards 9.1 and 9.2. The quality improve-

ment and performance management online training can be used with or without the [Embracing Quality in Public Health Guidebook](#).

The no-cost online training is now available on MPH's Office of Accreditation and Quality Improvement [website](#).



Accreditation Coordinator Spotlight

Local & Tribal Colleagues . . . Meet Andrea Tabor!

Andrea Tabor is the accreditation coordinator for the Mid-Michigan District Health Department (MMDHD). MMDHD submitted their Statement of Intent (SOI) to PHAB on December 21st, 2012! Andrea says that MMDHD's goal is to be accredited by fall 2014.

When asked why MMDHD decided to apply for PHAB accreditation, Andrea said her health department looked at it as an opportunity to highlight their strengths and identify areas for quality and performance improvement. Also, by going through the process, staff will gain a better understanding of how their role contributes to the health department's mission.

Andrea believes it is important to get all staff engaged at the very beginning of the accreditation process. "Often times it is the WIC public health representative or



Sanitarian who has the knowledge on the type of documentation to submit in order to meet the Standards and Measures." Andrea also suggests that local health departments and tribal agencies identify and pursue resources that support national accreditation efforts. MMDHD received a "National Network of Public Health Institutes; Strengthening the Community of Practice for Public Health Improvement" grant which supported QI training for staff and provided technical assistance for QI

projects. MMDHD also received a "MI PHAB Accreditation Readiness Grant" to support the enhancement of their agency's strategic plan and the development of a performance management system. MMDHD will also be completing a workforce development plan with support from this grant.

Andrea admits MMDHD has been very busy with MI accreditation and, at the same time, they are steadily moving forward toward meeting national standards.

Andrea is interested in hearing from other accreditation coordinators about their "lessons learned" during the documentation selection and submission process. In reference to preparing for accreditation, Andrea believes, "It's definitely a team process!!" Andrea can be reached at atabor@mmdhd.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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