



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**
- **NACCHO's ACLC**
- **Technical Assistance**
- **Meet Michigan Accreditation Coordinators!**

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Greetings... Momentum is Building!



Welcome to the third issue of AccREADYness! Regular readers know our goal is to support Michigan local health departments and tribal agencies improve performance and/or prepare for national accreditation through the Public Health Accreditation Board (PHAB). In each issue we provide practical

tips, tools, documents, and resources you can use now—regardless of where you are in the accreditation process. Even if pursuit of PHAB Accreditation is not in the near future for your health agency, the tips, tools, & resources presented here relate to good public health practice. We hope you will use them to improve performance.

Speaking of performance, the National Network of Public Health Institutes (NNPHI) held the annual Public Health Improvement Training (PHIT) in Atlanta, April 22nd & 23rd. It was wonderful to see some Michigan local health department staff in attendance! The meeting provided opportunities to learn about best practices implement-

ing quality improvement, performance management and accreditation readiness activities in public health agencies. Attendees also participated in skill building workshops. State, local and tribal public health practitioners used the opportunity to network with peers and share experiences from the field. We will share some resources from the PHIT training in this issue and in issues to come. If you have questions or topics you would like covered in this newsletter please contact Debra Tews (tewsd@michigan.gov) or Rachel Melody (melodyr1@michigan.gov). We hope that you will find value in this resource!

PHAB In Focus



Since the announcement of the first PHAB accredited health departments on February 28th 2013, PHAB has been busy spreading the good news! PHAB's April newsletter shares stories and photos of the 11 accredited health departments celebrating their achievement. Of the 11 health departments accredited by PHAB, 9 are local

health departments much like you! All throughout the nation a culture of quality is weaving its way into public health.

As more health departments begin their accreditation process, more questions are rolling into PHAB's office. Many of these questions are answered in the Word on the Street section of the PHAB newsletter. If you have

a question about PHAB, this section is a great place to look for answers. For example: "To be accredited, what percentage of the measures must a health department fully demonstrate? Is there a "cut off" number of measures that must be demonstrated? Is there a formula?" [Click here](#) to find out the answer!

Tips & Tools

Ohio's CQI in Public Health: The Fundamentals

Looking for convenient, no-cost ways to train your staff in Quality Improvement? Look no further! Ohio State University's College of Public Health has released a series of online training modules in continuous quality improvement (CQI) for public health practitioners. The first module is an introduction to the principles of quality improvement. Module 2 trains participants in completing the

Plan, Do, Study, Act (PDSA) cycle. The third module teaches participants how to select QI projects and teams.

Each module takes approximately 1 hour to complete and provides a comprehensive overview of quality improvement basics. Upon completion of the 3 training modules, the participant receives a certificate of completion.



PHAB measure 9.2.2 requires evidence of staff participation in quality improvement activities. The certificate that is provided upon completion of this training may serve as documentation to meet this requirement. To learn more visit OSU College of Public Health.

EMBRACING QUALITY IN PUBLIC HEALTH



Michigan PM/QI Tutorial Gets Rave Reviews!

A brand new online training, Embracing Quality in Public Health: A Practitioner's Performance Management Primer, was recently launched by MDCH and MPH! This tutorial was purposely designed to meet your needs. You indicated that travel and training budgets are tight and that your staff are needed on-site to meet daily demands.

With that in mind, we've made

this training available at **no cost** and it can be completed by all staff in your agency from their desktops, as time permits.

Upon completion of this training, you will be able to describe the basic principles of Performance Management (PM), state how they can be used in public health, describe the basic principles of QI and use the tools introduced to

start working toward implementing PM in your agency.

Since this training was released, public health professionals at the federal, state, local and tribal levels, as well as other national public health partners, have praised Michigan's primer for its easy-to-follow format and comprehensive overview of PM in public health. To access the primer visit MPH's [website](http://MPH website).

Technical Assistance Bank

No Cost to Locals and Tribes in Michigan!!!

Are you stuck on one of the steps of the Plan-Do-Study-Act cycle? Maybe you are stumped by strategic planning or how to engage community partners. If this sounds like you, we can help! MDCH, in collaboration with MPH, has created a 400 hour technical assistance bank

for LHDs and tribal agencies related to PHAB accreditation activities, quality improvement and performance management...at no cost to you! More information will be provided in June about how to apply and the type of support we will be able to provide. Stay tuned for

more information about utilizing technical assistance to keep your health department moving toward a culture of quality.

NACCHO's ACLC

Network with locals nation-wide in NACCHO's Accreditation Coordinator Learning Community!

Are you a local accreditation coordinator looking for ways to connect with peers who are also working toward achieving PHAB accreditation? NACCHO's accreditation coordinator learning community (ACLC) can provide you with the support you need to succeed!

NACCHO's ACLC aims to connect local accreditation coordinators who are navigating PHAB's system and provide access to a private forum for sharing information and

resources. Also, opportunities to network and share knowledge with peers and NACCHO staff via con-



ference calls and an in person meeting. An additional benefit

includes assistance from NACCHO staff through the review of select documentation prior to submission to PHAB. ACLC members are paving the way for other local health departments by contributing to the body of work and knowledge around accreditation.

If you are interested in learning more about NACCHO's ACLC and how to register, visit the NACCHO [website](#).

Your agency will want to use performance measures that align with your strategic plan and health improvement plan so you can track performance over time...

How Do You Measure That?



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

Performance measures are a critical component of a performance management system. These "quantitative measures of capacities, processes, or outcomes relevant to assessment of your performance," let you know if your agency is meeting its goals. The performance measures your agency selects should be connected to your agency's goals, realistic to collect, and within your agency's scope of control. Real-world examples of performance measures are online and can be a great resource for formu-

lating your own performance measures. Jefferson County Public Health in Washington State has posted their performance measures at <http://www.jeffersoncountypublichealth.org/index.php?performancemeasures>. Performance measures from the Maternal and Child Health Title V Block Grant are listed on the Health Resources and Services Administration's website (http://mchb.hrsa.gov/training/performance_measures.asp). Ultimately, your agency will want to

use performance measures that align with your strategic plan and health improvement plan so you can track performance over time, identify progress toward goals, and implement quality improvement activities to help improve performance. You can find more information on developing performance measures in Embracing Quality in Public Health: A Practitioner's Performance Management Primer (<http://mphiaccredandqi.org/PMQITraining/>). Best wishes on your quality journey!

Did You Know??? Public Health is ROI!

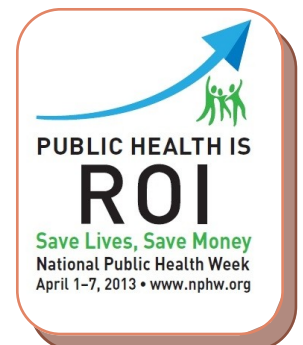
Public health agencies are increasingly incorporating quality improvement methods into their work. The burden of population health issues and health disparities in the U.S. has heightened the need for public health agencies to undertake performance improvement. Return on Investment (ROI) is a tool to determine and display project success.

Calculating ROI for public health services is also a useful way to justify budgets in a climate of dwindling resources. Calculating ROI is a quality improvement tool that may help a public health agency meet required documentation for PHAB accreditation in standard 9.2.

April 1-7, 2013 was National Public Health Week and ROI was the

focus. The Center for Public Health Quality has many online resources to help public health agencies understand the value of ROI in public health and tools to get started. To learn more about ROI visit The Center for Public Health Quality [website](#).

$$ROI = \frac{Gain - Cost}{Cost}$$



Accreditation Coordinator Spotlight

Local & Tribal Colleagues . . . Meet Anne Barna!

Anne Barna is the accreditation coordinator (AC) for Barry-Eaton District Health Department (BEDHD). BEDHD completed its community health assessments, is currently working on the community health improvement plans for both counties, and formulating the agency’s strategic plan! Anne says they have begun to implement quality improvement (QI), performance management (PM), and staff development (SD) throughout their department. When asked why BEDHD decided to pursue PHAB accreditation, Anne said her health department believes that accreditation helps improve the quality of a public health system. “Many of us are motivated by doing the best job possible, and being accredited shows the department is striving towards providing the highest service quality for its residents.”

BEDHD is also confident that updating processes and systems using QI and PM will



make them more effective. Anne added, “We believe that being accredited through PHAB will allow us to be more competitive and eligible for additional funding opportunities.” The most challenging aspect of PHAB preparation, from Anne’s perspective, has been developing and setting up a successful structure to implement the CHIP.

Anne is proud of the work BEDHD has done with the Healthy! Capital Counties CHA/CHIP to incorporate health equity and social determinants into health assessment and improvement planning. BEDHD collaborated with Ingham County Health Department and Mid-Michigan District Health Department to pool data and plan together as a region. This effort helped the health department examine how different health is in rural areas, suburban areas, and urban areas. This painted a more accurate and compelling story than looking at data solely at the county level.

Anne wants to learn more about how other health departments structure their QI and PM efforts, particularly once staff has been trained in the basics of QI and PM. She would also like to learn more about structuring an accreditation team and selecting evidence. Anne believes accreditation is important because “every person deserves to live in an area with an excellent public health system.” Anne can be reached at abarna@bedhd.org.

**Michigan Department of
Community Health
Public Health Administration
Office of Performance Improvement
& Management**

Capitol View Building
201 Townsend Street
6th Floor
Lansing, MI 48913

Phone: 517-335-9982
E-mail: tewsd@michigan.gov

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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