



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*



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SPECIAL POINTS OF INTEREST

- PHAB Updates
- Mini-Grant and TA progress
- QI Plan Toolkit!
- Meet Local Colleagues

INSIDE THIS ISSUE:

| | |
|-------------------------------------|---|
| Quality Matters! | 2 |
| MPHA Webinars Archived | 2 |
| Mini-Grants and TA! | 2 |
| New ASTHO QI Plan Toolkit | 3 |
| How Do You Measure That? | 3 |
| Did You Know? | 3 |
| Accreditation Coordinator Spotlight | 4 |

Greetings from OPIM!



Spring finally brought warm weather to Michigan! It also brought new opportunities for MI local health departments to advance their accreditation readiness activities!

The Office of Performance Improvement and Management at MDCH sent a request for applications for mini-grants and technical assistance hours to local and tribal health departments. We heard from a

number of LHDs! To read more about accreditation readiness activities supported by the mini-grant and TA bank, check out the article on page 2.

The National Network of Public Health Institutes (NNPHI) is hosting a meeting in Kansas City, MO June 12th & 13th for the Community of Practice for Public Health Improvement (COPPHI). A record number of MI LHDs and Tribal agencies are attending! We hope to see you there! This meeting is a good source for performance improvement and PHAB accreditation preparation resources. You may see some COPPHI resources in the next issue of AccREADYness! The conference isn't the only place to find great resources. State &

national partners are working to create tools, guidance, repositories of documentation, etc... to help local health departments and tribal agencies advance their accreditation efforts. We have highlighted some recently developed tools in this issue of AccREADYness, but we encourage you to visit the NACCHO, ASTHO and NNPHI websites for more. These organizations are constantly updating the QI and accreditation resources on their websites.

As always, please feel free to contact Rachel Melody (Melodyr1@michigan.gov) or Debra Tewws (Tewsd@michigan.gov).

PHAB In Focus

LHDs Leading the Way!

PHAB accredited 9 new health departments in March, increasing the number of accredited health departments across the country to 31! All of the health departments who were awarded accreditation in March were local health departments, making the total count 29 LHDs and 2 state health departments. Local health departments are paving the way

and providing excellent examples of processes and documentation to meet PHAB standards.

March was a busy month for PHAB as they also rolled out a new training program for site visitors on March 12th and 13th. Trainees spent time assessing documentation, writing conformity comments, and receiving in-depth instruction in

the use of e-PHAB. PHAB continues to thank all volunteer site visitors for their commitment saying, "The accreditation process would not work without the dedication of these volunteer peer Site Visitors. PHAB appreciates their commitment to making public health better."



Tips & Tools

Check out Resources in PHQIX Newsletter “Quality Matters”!

We know that quality improvement resources are out there, but we don't always have time to go out and find them! The Public Health Quality Improvement Exchange or PHQIX (pronounced PH-Kicks) has done some of the “hunt and peck” for you in their monthly e-newsletter “Quality Matters.” The newsletter

shares new quality improvement initiatives from across the country. A growing number of projects are from LHDs!

Quality Matters also shares helpful resources in the “Featured Resources” section. In the past, PHQIX featured Michigan's own QI guidebook “Embracing Quality in Public Health: A Practitioner's QI

Guidebook.”

Popular topics in their community forum are featured in the newsletter and upcoming meetings and trainings relating to performance improvement and PHAB accreditation are highlighted as well.

Check out Quality Matters on the [PHQIX website!](#)



Accreditation Webinars Archived on MPHA Website MPHA Learning Community Webinar Series!

Did you miss the “Learning Community Webinar Series” hosted by the Michigan Public Health Association? You still have a chance to listen in! The three webinars in the series were held this spring with presenters from local health departments across Michigan. Webinar topics include MI accreditation coordinators' experiences undertaking PHAB prerequisites, performance management and workforce development.

The presentation on PHAB prerequisites features Anne Barna from the Barry-Eaton District Health Department and Allison Dunn from the Central Michigan District Health Department.

The second webinar, covering performance management, features Jan Wiltse from District Health Department #10 and Mary Kushion from Mary Kushion Consulting, LLC. The third and final webinar in

the series on workforce development features Chelsey Chmelar from Kent County Health Department.

All 3 webinars are available with audio recordings on the [MPHA website](#). They can also be found on [MPHI's Office of Accreditation and Quality Improvement website](#).

Mini Grants & Technical Assistance: Don't Miss Out!

Work on mini-grant activities is well underway at The Health Department of Northwest Michigan and Berrien County Health Department.

The Health Department of Northwest Michigan is making strides toward completing an agency strategic plan, while the Berrien County Health Department is building a strong foundation for their

community health assessment (CHA) to be truly representative of the whole county.

The MDCH technical assistance bank is also underway and Michigan's LHDs are hard at work utilizing TA hours to advance their performance improvement and PHAB readiness activities. LHDs have requested

assistance with document review, developing a QI plan, general guidance for developing a performance management system, and resources for CHA best practice models.

It's not too late to apply for technical assistance hours! If you would like to apply, contact Rachel Melody (MelodyR1@michigan.gov).

New: ASTHO QI Plan Toolkit!

Is your health department in the process of developing a quality improvement plan? The Association of State and Territorial Health Officials has developed a toolkit to guide users through the process of developing and implementing a QI plan!

This new tool provides examples from various state and local health agencies, including Michigan. The steps and examples provided in this toolkit are applicable to any size

and type of health department.

The toolkit is divided into 6 sections:

Section I: Offers a QI plan development checklist.

Section II: Sets the stage for creating a QI plan, and provides information on areas to consider before writing a QI plan.

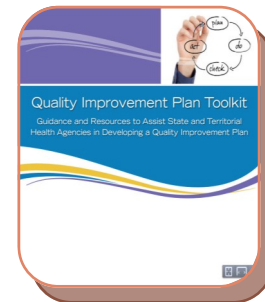
Section III: Provides detailed information and resources that align with ten recommended

essential elements of a QI Plan.

Section IV: Includes examples of existing QI plans and templates submitted by state and local health agencies.

Sections V and VI: Provides additional resources and references.

Visit the [ASTHO website](#) to learn more and download the toolkit!



How Do You Measure That?



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

Measuring Customer Satisfaction: New Tool Makes it Easy!

Want to know if your LHD services are high quality? A key quality improvement (QI) principle from the QI Guidebook is “Develop a strong customer focus.” Using customer feedback is crucial—quality is defined by customers. Measuring customer (or client) satisfaction not only determines the quality of your services and programs, it identifies areas for improvement, and uncovers root causes of existing issues. And, did you know that measuring

customer satisfaction is required by PHAB? Measure 9.1.4A requires 2 examples of how feedback was collected and analyzed from 2 different types of customers. Even if you are not preparing for PHAB, measuring customer satisfaction is good for public health. In fact, a RWJF Accreditation Coalition Workgroup identified involving customers, clients & stakeholders in QI processes as a public health best practice.

Wondering where to start? A customer satisfaction survey can drive your measurement efforts. No time to develop one? We’ve done the

work for you—see our [QI Guidebook](#) sample survey, on page 21! Additionally, ASTHO just released “[Measuring Customer Satisfaction: 9 Steps to Success](#),” a new toolkit that helps users implement surveys and act on the results. And it includes Michigan examples! No matter which tool you use—collecting, analyzing, and using data from your customers is key. That way you’ll improve quality, measure satisfaction, and meet customer needs. How easy is that?

“No matter which tool you use—collecting, analyzing, and using data from your customers is key.”

Did You Know??? NACCHO has a learning community for PHAB preparation!

The National Association for City and County Health Officials (NACCHO) has developed a learning community for local health department accreditation coordinators. The learning community is a network for accreditation coordinators to share experiences and lessons learned about preparing for PHAB accreditation. The learning

community is only open to health departments that have submitted their application to PHAB, however, there are many PHAB resources available to everyone on the NACCHO website.

NACCHO has recently updated their Accreditation Preparation and Quality Improvement website. The website has many resources for PHAB preparation including

prerequisites, quality improvement, performance management, QI plan development, and workforce development. Past webinars and more can also be found on the website. Also, NACCHO’s accreditation library contains example documentation from other local health departments.

Check out all [NACCHO’s helpful resources](#) to find out how they can help your health department!





Accreditation Coordinator Spotlight

Local and Tribal Colleagues... Meet Kevin Hughes!



Kevin Hughes is the accreditation coordinator for District Health Department #10 (DHD#10). Kevin indicated that DHD#10's statement of intent was submitted in April, 2013 and their PHAB application in December, 2013! They completed their Community Health Needs Assessment in November, 2012 and their Community Health Improvement Plan in November, 2013. The agency's Strategic Plan was completed in October, 2013. The Leadership Team and staff have been working to collect documentation since October, 2013. Kevin says, "Our goal is to have all our documentation selected and uploaded to the e-PHAB system no later than August 31, 2014."

Kevin also states that, "DHD #10 sees achieving national accreditation as recognition of the high level of quality and professionalism that goes into all the work we do in the health jurisdiction. Being nationally accredited will demonstrate to our partners and stakeholders that DHD#10 is committed

to doing what is best to improve and maintain the health of our communities. Finally, achieving national accreditation will be an acknowledgement of the staff's efforts. Without them we can't accomplish any of this."

The most challenging part of preparing for PHAB accreditation is, "Having enough time for the process to meet our goal and being able to locate appropriate documentation. DHD #10 does a lot of good things, we just don't necessarily save, store or categorize things efficiently. Going through this process has taught us that we need a better system for this. As for the time piece, you have to recognize that other priorities will come up and that you have to make sure this work doesn't get lost. The completion of the community health assessment and improvement plan was also a time consuming project with ten counties and eight hospital, the challenge being how do we assure a local county flavor and be inclusive of the hospital data."

Kevin suggests making a plan with goals and deadlines for how you will complete the process and stick to it. Make sure that you spend at least a couple of hours each week, if not a day a week, to assure you can meet all deadlines. Look at the domains and measures and think about things you presently do that you think would fit and start making notes. On a daily basis we talk about projects or responses to a situation and then question whether that would assist with a PHAB measure – making this a habit.

If you have any questions for Kevin about his work at DHD#10 he can be contacted at khughes@dhd10.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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For past issues of AccREADYness [CLICK HERE!](#)

