



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**
- **NACCHO Funding Opportunity!**
- **PM Toolkit**
- **Colleagues Give Rave Reviews on MI's Primer!**

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Greetings from OPIM!



Hello public health colleagues! We hope you all had a wonderful summer and are ready for the colorful leaves, apple cider and pumpkin flavored everything that will soon be here!

Over the past few months many of your peers from MI LHDs and tribal agencies have received technical assistance from MDCH and MPHI to advance PHAB accreditation readiness activities. Health departments received

assistance with topics including review of prerequisites, QI plans, workforce development plans and performance management systems against the PHAB Standards and Measures. Two health departments completed activities related to PHAB readiness mini-grants that were awarded early this year.

In 2015, the Michigan Department of Community Health will offer new technical assistance and mini-grant opportunities to help your organization prepare for PHAB accreditation. Many health departments who received mini-grants and technical assistance in the past said they found it helpful.

If you are not planning to apply for PHAB accreditation in the immediate future we still

encourage you to apply for mini-grants and technical assistance. Moving toward meeting PHAB's standards is good for public health, whether you apply or not! Implementing quality improvement and performance management in your agency can help your programs run more efficiently and effectively with your existing staff and budget.

As always, if there are specific topics related to PHAB accreditation, quality improvement or performance management that you would like more information or resources on please feel free to contact Rachel Melody (melodyRI@michigan.gov) or Debra Tews (TewsD@michigan.gov).

PHAB In Focus



Do you know how many health departments became nationally accredited in June? The answer is 13! 10 of these were local health departments. PHAB also announced that the number of PHAB-accredited health departments now totals 44! There are many more to come, as dozens of health departments have submitted their applications and are uploading documents to PHAB's online document

management system, ePHAB.

For those health departments that submitted their application after July 2014 or have yet to apply, printed versions of the Standards and Measures Version 1.5 are now available for purchase, through PHAB, as is the revised Acronyms and Glossary of Terms. The 1.5 Version of the PHAB Standards and Measures Documentation Selection Spreadsheet is also

available on the PHAB website.

Did you know PHAB also has a page on its website with documents to help guide you through the accreditation process? You will find readiness checklists, the accreditation coordinator handbook and much more on the Accreditation Materials page. This page can be found under the Accreditation Process tab on the home page. [Click here](#) to check it out!

Tips & Tools

MPHI Survey Development Training

How are your efforts to measure customer satisfaction coming along? If you need help, the Michigan Public Health Institute has developed a customer satisfaction survey training. The slides are available online **for free!** The training can help you answer questions like: Who do we want to survey? What do we want to know? How will we use the data that are collected?

The training will help you design and implement surveys that will help get accurate and usable data for your programs.

This training may also help your health department meet PHAB standard 9.2 which requires a health department to conduct customer satisfaction surveys. Check out the training and other resources on the [MPHI OAQI website](#).



Michigan Premier Public Health Conference Orientation to QI & PM in Public Health: Join Us in October!



Have you ever been to beautiful Bellaire, MI? Bellaire will be the site of the 2014 Michigan Premier Public Health Conference (MPPHC). Once again, we invite you to join us, for this **free** pre-session on Tuesday October 21! The pre-session will provide an orientation to performance management and quality improvement in public health and assist your LHD or tribal agency as you think about and prepare for National Public

Health Department Accreditation (Domain 9). You will learn about building systems and implementing tools that improve quality. Also, you will do hands-on activities and share experiences and lessons learned from your own work with peers.

After learning about the basics of QI and PM from the presenters and hearing real-life examples and lessons learned

from MI peers, you will leave the presentation with a better idea of how to implement performance management in your own agency.

For more information about the Michigan Premier Public Health Conference, visit the [MALPH website](#).

New NACCHO Funding Opportunity for LHDs!

NACCHO released an RFA, with funding from the CDC's Office for State, Tribal, Local, and Territorial Support for local health departments (LHDs) to engage in accreditation readiness activities.

Awards up to \$15,000 will be provided to selected LHDs to engage in activities that will demonstrate a measurable

increase in readiness to achieve Public Health Accreditation Board (PHAB) accreditation. Selections will be made in late October and the project period will run through May 29, 2015. Applications are due by **5 PM ET on Friday, 9/12/14.**

Don't miss this opportunity to apply for funding that will advance PHAB accreditation

readiness activities in your LHD!

To view the RFA and learn more about this opportunity [click here](#).





New: PHF Performance Management Toolkit!

The Public Health Foundation recently released a new performance management toolkit to respond to public health organizations' needs regardless of where they are on the road to effective performance management.

The toolkit includes a performance management self-assessment to understand what is already in place and effective. The self-assessment prompts agencies and programs to identify strengths and areas for

improvement.

Papers, graphics, presentation slides, tools, articles, web links, case studies and more provide health departments with practical resources and examples for implementing performance management within their agency.

Michigan's own *Embracing Quality in Public Health: A Practitioner's Performance Management Primer* is also included as a resource in the

"Getting Started with Performance Management" section of the toolkit.

If your health department is preparing to meet PHAB standard 9.1, working to implement a performance management system, or just hoping to improve your agency's ability to write performance measures you will find value in this resource. Check it out today on the [PHF website!](#)

How Do You Measure That?



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

Writing Good Performance

Measures: Do Yours Pass Muster?

Many health departments find the hard part of building a performance management system is writing good performance measures. Wouldn't it be great to have an easy no-fail method? We have one! Once you know what you want to measure, there is a simple three-step method for writing clear, concise performance measures that tells anyone exactly what you are measuring. First, start

with a unit of measure. For instance, "the number of..." or "the percentage of..." or "the ratio of..." are possibilities. Then describe what is being measured, such as "low-income children with Medicaid dental coverage." Last, use the word "per" to clarify the reporting cycle, such as "per quarter," or "per year." Put it all together and you'll have a performance measure that anyone can understand: **"the percentage of low-income children with Medicaid dental coverage per**

year." Are your measures this clear? For more guidance, check out Washington's online "Performance Measurement Guide," available [HERE](#).



Did You Know??? James Butler & Associates Provides Peer Consultation!



Did you know that James Butler & Associates (JBA) includes Michigan-based local health department consultants who can provide technical assistance related to

accreditation readiness and quality improvement? Founded in 2008, JBA is dedicated to providing public health departments with just-in-time consultation and technical

support. Consultants have MI experience working in a local public health setting and can help with national & state accreditation, community health assessment, community health improvement planning, performance management & strategic planning. Contact JBA at jbutlerassoc@voyager.net to learn more!



Michigan's Online PM Primer Goes Global!!!

Hear what your peers are saying about MI's online Performance Management Primer!

Michigan's *Embracing Quality in Public Health: A Practitioner's Performance Management Primer* was developed to augment the MI QI Guidebook and meet the need among Michigan's local health departments and tribal agencies for accessible, no-cost training in performance management.

Since the release of the web-based primer in 2013, it has been used in 38 state health departments and 159 local health departments across the country! Public health institutes, hospitals, tribal agencies, territorial and foreign health departments, and universities have also utilized the primer to train staff in performance management. Some health departments have made the primer mandatory for all staff to help develop a culture of quality.

The customer satisfaction survey at the end of the primer has provided positive feedback from primer users:

"The training was excellent, easy to follow. I

especially liked how subject areas are broken down with ample examples to further demonstrate content."

"Thank you for making this training available. 'Embracing Quality in Public Health' is a valued resource for me and now this training will be also. I plan to share it with those around me."

I think it is an excellent introduction to performance management. It does not overwhelm the viewer and is readily understandable. Examples are on point. Excellent way to present performance management using baby steps. Thank you."

"Very nicely done! This topic can be a bit unwieldy at times and the content was presented in a very clear and straightforward manner."

Health departments and other agencies have benefited from using this online primer as a practical way to train more than 870 health professionals around the world on performance management. Of

the users who completed the customer satisfaction survey (n=474), 95% said they are likely or very likely to recommend this online training to a colleague!

While we are excited about the success this primer has had around the world, our focus is still Michigan's own health departments and tribal agencies. Use the primer today and help build capacity for performance management in your agency and throughout Michigan's public health system! To access the primer [click here!](#)



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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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