



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:

- PHAB Updates
- Example QI Plans
- TA in Action!
- Meet Michigan Accreditation Coordinators!

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## Greetings!



We hope you are having a great summer. Welcome to the fourth issue of AccREADYness. We would like to thank all those who participated in the accreditation readiness survey that went out in June. We conducted this survey to better understand how we can best support your performance improvement and accredi-

tation readiness efforts. While survey results are still being analyzed, some respondents indicated that incentives related to participation, lessons learned from other health departments and performance management are some of your primary topics of interest. We will use these survey results as we develop more opportunities for support and technical assistance. After all, the purpose of this newsletter is to provide you with some resources to improve agency performance and prepare for national accreditation by PHAB!

Regular readers know our goal is to support Michigan local health departments and tribal agencies to improve performance and/or prepare for national ac-

creditation 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 daily operations in your health department.

If you have questions or topics you would like covered in this newsletter please contact Debra Tews ([tewsd@michigan.gov](mailto:tewsd@michigan.gov)) or Rachel Melody ([melodyr1@michigan.gov](mailto:melodyr1@michigan.gov)).

Past issues of AccREADYness are now available at [www.mphiaccredandqi.org](http://www.mphiaccredandqi.org).

## PHAB In Focus



July brought the release of PHAB's proposed Standards and Measures version 1.5. Suggestions from public health practitioners were submitted in July and August to be incorporated in the new standards and measures. If you intend to apply for PHAB accreditation after July, 2014 you will be responsible for meeting the requirements in the new

version of the standards and measures. [Click here](#) to view the proposed Standards and Measures version 1.5.

In other news, on May 30th, 2013 PHAB announced the most recently accredited health departments! These health departments include Polk County Health Department in Balsam Lake, Wis.; Summit County

Combined General Health District in Stow, Ohio; and Wood County Health Department in Wisconsin Rapids, Wis. Congratulations to these health departments as they celebrate their PHAB accreditation status.

# Tips & Tools

## PHQIX posts “PHAB Accepted” QI plans on website!



A QI plan, which is a requirement in PHAB’s standards and measures version 1.0 (measure 9.2.1), is guided by the Department’s vision, mission, strategic plan, and health improvement plan.

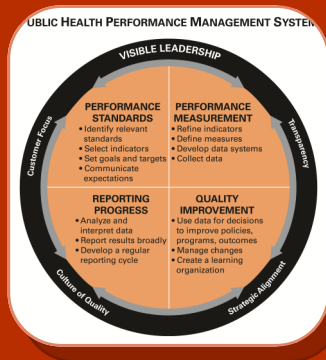
If your health agency is working toward developing a Quality Improvement (QI) plan, you should check out the QI plans that are posted on the PHQIX website!

Not only does PHQIX provide examples of real QI plans from other health departments, **all the QI plans posted on the website are from PHAB accredited health departments!** You can also view the comments and scores from PHAB reviewers to get a better idea of the type of feedback you can expect on your own documentation.

Whether you are looking for

guidance on how to select QI projects or which QI methods have worked in similar health departments you are likely to gain information that will help you develop an effective QI plan.

To view QI plans on the PHQIX website, [click here!](#)



## New Michigan-Specific Accreditation Readiness Webinars

Based on your recent survey feedback, we are developing two new webinars designed specifically for Michigan LHDs and Tribes.

The first webinar, scheduled to take place at 1pm on August 27th, 2013, will cover how to use the online, self-paced training, *Embracing Quality in Public Health: A Practitioner’s Performance Management Primer*. [Click Here](#) to register!

The second webinar, scheduled to take place at 2pm on September 6th 2013, will provide information about the PHAB accreditation process and how to communicate this information to your staff and BOH. [Click here](#) to register!

These webinar topics were chosen based on the results of your survey responses. You indicated that performance management and description of

the PHAB accreditation process are high priorities for many of your health agencies. It is our goal to provide you with practical information that will help advance your readiness for PHAB accreditation

Both webinars will be presented by the MPHI Office of Accreditation and Quality Improvement with support from MDCH. Stay tuned for more information!

## Technical Assistance Bank in Action

### How are Michigan LHDs and Tribes using TA?

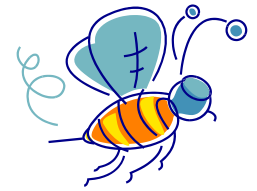
In June we announced a technical assistance opportunity for Michigan LHDs and Tribes. We thought you would like to hear that we are currently providing technical assistance to 9 local health departments and 2 Tribal health agencies!

Some examples of technical

assistance include review of a workforce development plan, development of a performance management system, review of and planning for prerequisites (CHA/CHIP/Strategic Plan) and determining a timeline for the PHAB accreditation process, as well as, education for staff

and board of health members. In total, we are providing nearly 400 hours of technical assistance at **NO COST** to LHDs and Tribes. We are certain that Michigan’s LHDs and Tribes are moving closer to achieving PHAB accreditation!

# What's the Buzz About SharePoint?



## Do I need SharePoint to store PHAB documentation?

If you are preparing to collect documentation for PHAB, you know it is no simple task. You also know that a good system to collect and store documents is vital for success. Various state, local and tribal health agencies throughout the country are using different systems for collecting documentation for PHAB. Some health departments are using their shared drive, while others, like Spokane Regional Health District, are using software

called MindJet. There appears to be a growing number of health departments that are utilizing Microsoft SharePoint to collect and manage their documentation. One benefit of using SharePoint is that it is part of the Microsoft Office Suite, so it may already be on your computer! There are also many features that allow users to know when a file is uploaded, by whom and if it is edited. There are different levels of permission that can be assigned to

individuals, which reduces the likelihood for unintended deletion or edits to documentation.

While there are benefits to using SharePoint to organize your documents, it is a decision that will be based on the needs of your agency. View the presentation from the Minnesota Department of Health (distributed with this newsletter) to learn how SharePoint was used at their health department!

## How Do You Measure That?



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

In public health, as in many other fields, data should play a key role in identifying measures and making informed decisions. Data should also drive your QI efforts.

Using data throughout your QI project can also help your team identify the root cause of the problem you are addressing, and also let you see if the solution you implemented was truly an improvement. To effectively use quantitative data for your QI project, you will need to use QI tools such as a check

sheet, histogram, run chart, Pareto diagram, or others in order to display data in a way that will help you identify problems or compare performance over time.

For example, a Pareto diagram is a specialized bar chart based on the 80-20 principle. Typically, 80% of all problems come from 20% of the process. This tool is useful when it is important to focus on a few vital issues instead of many less important issues. Frequency, cost, quantity and time are common

measurement categories for a Pareto Diagram.

You can find information on how to use Pareto diagrams and more in Embracing Quality in Public Health: A Practitioner's Quality Improvement Guidebook and The Public Health Memory Jogger. These QI resources both use data and measures geared for public health.

Access the QI guidebook at <https://www.mphiaccredandqi.org/qi-guidebook/>

*“Typically, 80% of all problems come from 20% of the process” and “frequency, cost, quantity, and time are common measurement categories”*

## Did You Know??? No-cost Pre-session at Michigan Conference

Did you know the Michigan Premier Public Health Conference is scheduled to take place October 17th & 18th, 2013 in Bay City, MI?

If you are unable to attend the full meeting, we will conduct a **no-cost pre-session** that will take place on October 16th. The pre-session will focus on quality improvement (QI)

and performance management (PM) in public health. After participating in the pre-session, you will be able to describe the importance and benefits of PM and QI and how they relate to your work. You will also be able to identify key components of a performance management system and describe the fundamentals of quality improvement.

Whether you are interested in learning about QI & PM to prepare for PHAB accreditation or simply to improve the functionality of your health department, please join us! Visit the [MALPH website](#) for more information.

# Accreditation Coordinator Spotlight

## Local & Tribal Colleagues . . . Meet Chelsey Chmelar!



Kent County Health Department (KCHD) completed its three prerequisites for the national accreditation process over the past two years – the community health needs assessment in 2011, the community health improvement plan in 2012, and the organizational strategic plan in 2013. KCHD has also developed a quality improvement plan, cultural competency policy, provided quality improvement training for staff, initiated quality improvement projects, and is currently finishing up a workforce development plan and establishing an enhanced performance management system. The Department submitted its application for national accreditation to the Public Health Accreditation Board in January 2013!

Chelsey says, “KCHD decided to pursue PHAB accreditation because it provides a “seal of approval” that indicates our Department is providing a level of public health programs and services that meet a national standard.” Additionally, KCHD believes that

PHAB accreditation will lead to operational improvements, such as increased standardization in policies, procedures, and practices, and will increase Department transparency and accountability to key stakeholders ranging from the Board of Commissioners to Kent County residents. Beyond these key reasons for pursuing accreditation, various other potential benefits of PHAB accreditation, like increased competitiveness for additional funding and resources, also makes the process very much worthwhile.

Chelsey believes the most challenging part of PHAB accreditation preparation to date has been coordinating and completing numerous large-scale projects, like the strategic planning process, workforce development plan, and CHIP implementation simultaneously, while still trying to collect evidence that conforms with the various other PHAB Standards and Measures. Chelsey offers, “One major tip for other accredita-

tion coordinators is very simple – communicate. While you may be serving as the accreditation coordinator, the success of the PHAB accreditation preparation process hinges greatly on the cooperation and involvement of others.”

Chelsey is interested in hearing from health departments that have successfully implemented a method for tracking and evaluating implementation of the CHIP. Contact Chelsey at [Chelsey.Chmelar@kentcountymi.gov](mailto:Chelsey.Chmelar@kentcountymi.gov)

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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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