Talking to your Staff & Governing Entity about PHAB

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The Public Health Accreditation Board

The Public Health Accreditation Board, or PHAB, is a nonprofit organization dedicated to advancing the quality and performance of state, local, tribal, and territorial public health departments by providing a national framework of standards. PHAB has a vision of improving the quality and performance of all health departments in the U.S. through voluntary accreditation.
The Public Health Accreditation Board

❖ **PHAB Purpose:** Accreditation looks at leadership, strategic planning, community engagement, customer focus, workforce development, evaluation, and quality improvement

❖ **Goal:** To improve and protect the health of every community by advancing the quality and performance of LHD’s

❖ **Vision:** High-performing governmental public health system that will make us a healthier nation
Talking to your Staff and Governing Entity about PHAB

*Staff and Local Governing Entity support is essential for successfully preparing for PHAB*

*Each has an important role in preparations*

- Staff help identify strengths and gaps, identify and develop evidence, and organize for success
- Key staff from across the organization should be involved, plus an accreditation coordinator
- Local governing entity provides needed support and approves funding for fees and PHAB preparations
Talking to your Staff and Governing Entity about PHAB

Tips for increasing buy-in:

- Provide detailed information so that they know exactly what will be involved in preparing for PHAB
- Make clear the potential benefits of accreditation for the Health Department overall and for staff
- Note clear expectations for roles in preparation and the process
Talking to your Staff and Governing Entity about PHAB

Key Messages for Staff and Governing Entity:

- What is the Public Health Accreditation Board?
- Benefits of Accreditation
- Overview of PHAB Process
- Brief Overview of Domains
- Fees
- LGE’s Role in Accreditation
- Staff Role in Accreditation

Resources
Benefits of Accreditation

- High performance and Quality Improvement
- Recognition, Validation, and Accountability
- Potential increased access to resources
- Improved communication and collaboration
  - Encourages better communication and collaboration among staff, governing entities, partners, community members, and other external stakeholders
Overview of PHAB Process

Step 1: Pre-application

 Assess readiness: Prepare and complete optional PHAB readiness checklists

Training

 View online orientation to accreditation
Overview of PHAB Process –
The Seven Steps of Public Health Accreditation

Step 1 continued: Submit Statement of Intent

- Online form that collects contact and other basic information about LHD

- Valid for 12 months

- Non-binding and does not commit LHD to submit an application
Overview of PHAB Process –
The Seven Steps of Public Health Accreditation

Step 2: Application

- Formal notification of LHD’s official intent to proceed with the accreditation process
- Done completely online
- Fee due at time of application
- Accreditation Coordinator Training
- Submit prerequisites along with application
- PHAB will conduct a completeness review of application and pre-requisites and grant access to e-PHAB
Overview of PHAB Process – The Seven Steps of Public Health Accreditation

Step 3: Documentation Selection and Submission

- Agency-wide effort to collect documentation
- Must be completed within 12 months of e-PHAB access
- Use Guidance in the Standards and Measures document
- Upload documentation to e-PHAB
- PHAB staff conduct Completeness Review of submitted documentation
Overview of PHAB Process –
The Seven Steps of Public Health Accreditation

Step 4: Site Visit

冕 2-3 day visit by 3-4 reviewers

冕 Site Visit Purpose: Verify the accuracy of documentation submitted by the health department, seek answers to questions regarding conformity with the standards and measures, and provide opportunity for discussion and further explanation

冕 Site visitors report developed and provided to PHAB
Overview of PHAB Process –
The Seven Steps of Public Health Accreditation

Step 5: Accreditation Decision

- PHAB Accreditation Committee will determine status
  - Decision based on site visit report, LHD self-assessment, and documentation

- Two status options: Accredited or Not Accredited
  - Accredited status lasts for 5 years

- Committee will provide all applicants with list of opportunities for improvement

*NOTE: Accreditation status will be public, even if not accredited.*
Overview of PHAB Process –
The Seven Steps of Public Health Accreditation

Step 6: Reports

- LHD must submit annual reports while accredited
- Reports address areas for improvement and activities taken
Overview of PHAB Process –
The Seven Steps of Public Health Accreditation

Step 7: Reaccreditation

- Restart application process at Step 1
PHAB Prerequisites

- Community Health Assessment
  - Standard 1.1: Participate in or lead a collaborative process resulting in a comprehensive community health assessment

- Community Health Improvement Plan
  - Standard 5.2: Conduct a comprehensive planning process resulting in a Community Health Improvement Plan

- Agency Strategic Plan
  - Standard 5.3: Develop and implement a health department organizational strategic plan
Assess

Organizational Self-Assessment

Community Health Assessment

Prioritize

3 Standards Most in Need of Improvement

10 Most Important Community Health Issues

Plan

Quality Improvement Planning Process

Organizational Strategic Planning Process

Community Health Improvement Planning Process

Implement

Implement Plans • Monitor Progress • Revise Plans as Needed

Image Source: NACCHO http://www.naccho.org/topics/infrastructure/CHAIP/chachip-online-resource-center.cfm
PHAB Domains

- 12 Domains
- Modeled after the 10 Essential Public Health Services, plus one domain focusing on health department administration and one focusing on the local governing entity.
Brief Overview of PHAB Domains

Domain 1
- Conduct and disseminate assessments focused on population health status and public health issues facing the community

Domain 2
- Investigate health problems and environmental public health hazards to protect the community
Brief Overview of PHAB Domains

Domain 3
- Inform and educate about public health issues and functions

Domain 4
- Engage with the community to identify and address health problems
Brief Overview of PHAB Domains

Domain 5
- Develop public health policies and plans

Domain 6
- Enforce public health laws and regulations
Brief Overview of PHAB Domains

Domain 7
- Promote strategies to improve access to healthcare services

Domain 8
- Maintain a competent public health workforce
Brief Overview of PHAB Domains

Domain 9
- Evaluate and continuously improve processes, programs, and interventions

Domain 10
- Contribute to and apply the evidence base of public health
Brief Overview of PHAB Domains

Domain 11

- Maintain administrative and management capacity

Domain 12

- Maintain capacity to engage the public health governing entity
Fees

- Population Based
- Payment options: lump sum, 3 years, 5 years
  - For payment schedules, 40% is due the first year and the remaining 60% is paid over the remaining years
  - Health departments can receive a discount by paying in one lump sum

<table>
<thead>
<tr>
<th>Health Department Category</th>
<th>Population Size of the Jurisdiction Served</th>
<th>2013 Total Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category 1</td>
<td>Less than 50,000</td>
<td>$12,720</td>
</tr>
<tr>
<td>Category 2</td>
<td>50,000 to 100,000</td>
<td>$20,670</td>
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<td>Category 3</td>
<td>&gt; 100,000 to 200,000</td>
<td>$27,030</td>
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<td>Category 4</td>
<td>&gt; 200,000 to 1 million</td>
<td>$31,800</td>
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<td>Category 5</td>
<td>&gt;1 million to 3 million</td>
<td>$47,700</td>
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<tr>
<td>Category 6</td>
<td>&gt; 3 million to 5 million</td>
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<tr>
<td>Category 7</td>
<td>&gt; 5 million to 15 million</td>
<td>$79,500</td>
</tr>
<tr>
<td>Category 8</td>
<td>Greater than 15 million</td>
<td>$95,000</td>
</tr>
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</table>
LGE’s Role in Accreditation

- Sign a letter of support
- Place public health programs and services high on LGE priority list
- Support LHD in its efforts to become or remain accredited
- Participate in LHD’s on-site review visit
- Read the on-site review report describing the results of the accreditation process
- Celebrate the successes of LHD’s accomplishment when it receives accreditation
Accreditation is the beginning

Improving the public’s health through continuous quality improvement

Image Source: NACCHO Presentation “Accreditation for LHD Staff” 8/11/2011
http://www.naccho.org/topics/infrastructure/accreditation/upload/Accreditation-for-LHD-staff-8-11-11.pptx
Staff Preparation

- Appoint Accreditation Coordinator
  - Can be full or part time position
  - Can have other duties outside of accreditation such as QI leadership and other special projects

- Select Accreditation Team
  - Should include those from all divisions of LHD
  - Establish meeting schedule
Staff Preparation

- Complete Readiness Checklist/Initial Self-Assessment
- Develop a work plan/timeline for preparation
- Software:
  - Internal share drive
  - Google
  - Dropbox
  - Microsoft SharePoint
  - Mind Manager by MindJet ($350)
Resources

- Public Health Accreditation Board (PHAB): [www.phaboard.org](http://www.phaboard.org)

- Association of State and Territorial Health Officials (ASTHO): [www.astho.org](http://www.astho.org)

- National Association of County and City Health Officials (NACCHO): [www.naccho.org](http://www.naccho.org)

- National Association of Local Boards of Health (NALBOH): [www.nalboh.org](http://www.nalboh.org)

- National Indian Health Board (NIHB): [www.nihb.org](http://www.nihb.org)

- National Network of Public Health Institutes (NNPHI): [www.nnphi.org](http://www.nnphi.org)

- Public Health Foundation (PHF): [www.phf.org](http://www.phf.org)

- Public Health Quality Improvement Exchange (PHQIX): [www.phqix.org](http://www.phqix.org)
Resources

 MPHI Office of Accreditation and Quality Improvement: [www.mphiaccredandqi.org](http://www.mphiaccredandqi.org)

 PM Primer
 Guidebook
 AccREADYness
 Full Presentation for Staff and Governing Entity (under Resources tab)

 Follow us: @MPHIAccredandQI
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