

Talking to your Staff & Governing Entity about PHAB

Jessie Jones

Friday, September 6, 2013

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

- ❖ 2-3 day visit by 3-4 reviewers
- ❖ 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
- ❖ 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

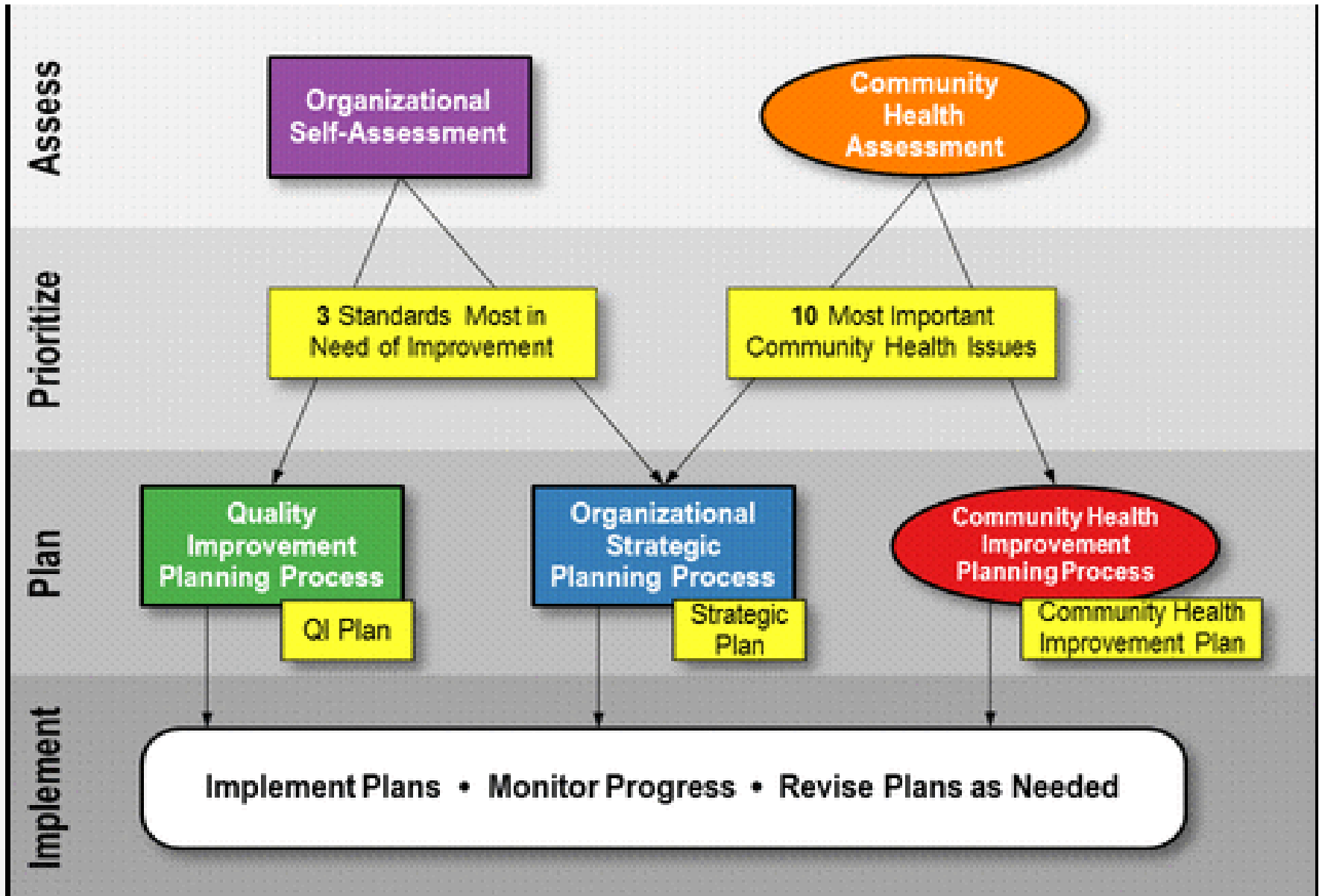
Overview of PHAB Process – The Seven Steps of Public Health Accreditation

Step 7: Reaccreditation

- ☉ Restart application process at Step 1

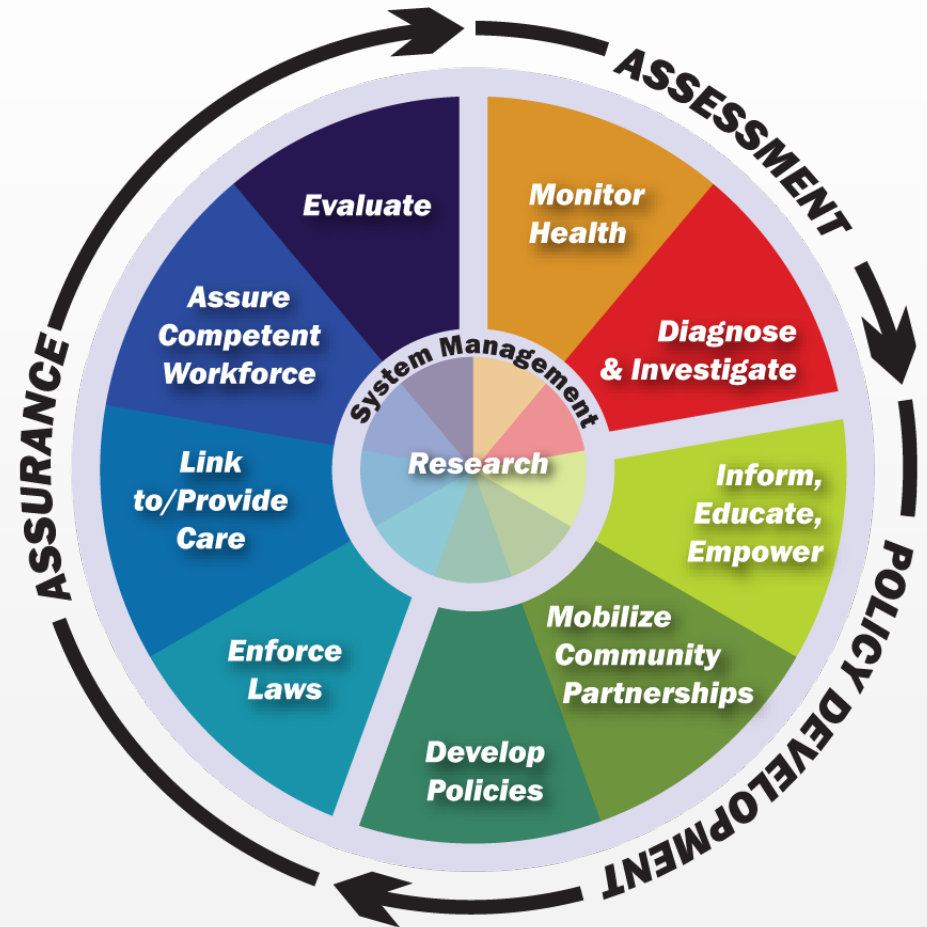
PHAB Prerequisites

- ❖ 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



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

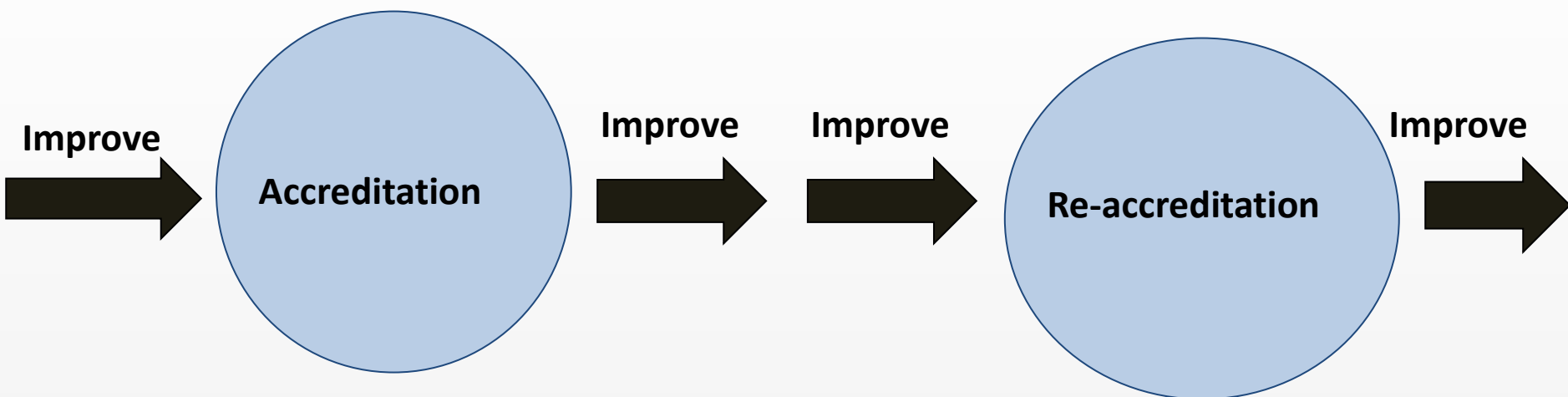


Health Department Category	Population Size of the Jurisdiction Served	2013 Total Fee
Category 1	Less than 50,000	\$12,720
Category 2	50,000 to 100,000	\$20,670
Category 3	> 100,000 to 200,000	\$27,030
Category 4	> 200,000 to 1 million	\$31,800
Category 5	>1 million to 3 million	\$47,700
Category 6	> 3 million to 5 million	\$63,600
Category 7	> 5 million to 15 million	\$79,500
Category 8	Greater than 15 million	\$95,000

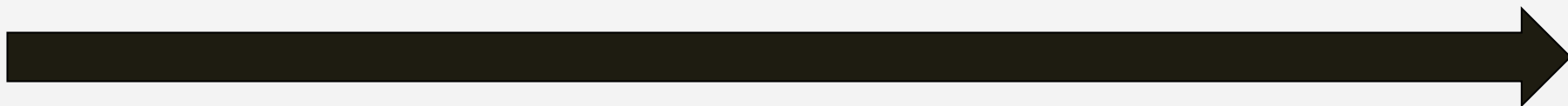
LGE's Role in Accreditation

- ❁ 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



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
 - ❁ Check out “9 Things Every Health Department Should Know about Public Health Department Accreditation” <http://www.phaboard.org/wp-content/uploads/9-Things-Every-HD-Should-Know...pdf>
- ❁ Association of State and Territorial Health Officials (ASTHO): www.astho.org
- ❁ National Association of County and City Health Officials (NACCHO): www.naccho.org
- ❁ National Association of Local Boards of Health (NALBOH): www.nalboh.org
- ❁ National Indian Health Board (NIHB): www.nihb.org
- ❁ National Network of Public Health Institutes (NNPHI): www.nnphi.org
- ❁ Public Health Foundation (PHF): www.phf.org
- ❁ Public Health Quality Improvement Exchange (PHQIX): www.phqix.org

Resources

- ❁ MPHI Office of Accreditation and Quality Improvement: www.mphiaccredandqi.org
- ❁ PM Primer
- ❁ Guidebook
- ❁ AccREADYness
- ❁ Full Presentation for Staff and Governing Entity (under Resources tab)

❁ Follow us: @MPHIAccredandQI



This webinar was supported by funds made available from the Centers for Disease Control and Prevention, Office for State, Tribal, Local and Territorial Support, under 5U58CD001309-02. The contents of this training are those of the authors and do not necessarily represent the official position of or endorsement by the Centers for Disease Control and Prevention.

Contact Information

MPHI Office of Accreditation and Quality Improvement

<https://www.mphiaccredandqi.org/>

Jessie Jones - Program Coordinator

jjones@mphi.org

MDCH Office of Performance Improvement and Management

Debra Tews, Performance Improvement Manager

TewsD@michigan.gov

Rachel Melody

MelodyR1@michigan.gov