IMPRESSIONS OF A PHAB SITE VISITOR

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Disclaimer

- The experiences, comments, and opinions expressed in this presentation belong to the presenter, who no way claims authorization or approval by PHAB, EBCI, PHHS, NIHB, or anyone besides the presenter.
Objectives

- Review the purpose of PHAB with emphasis on Tribal communities
- Share informally experiences from 1 ½ PHAB site visits
- Convey tips on preparation for PHAB accreditation
Scope

- Includes:
  - Discussion of how and why to become a PHAB Site Visitor
  - General Site Visit process
  - Tips on Site Visit process

- Does NOT include:
  - Exhaustive discussion on steps in PHAB accreditation
  - PHAB internal documents or privileged communications
  - References to applications by particular health departments
What is Public Health Accreditation?

O “The measurement of health department performance against a set of nationally recognized, practice-focused and evidence-based standards

O The issuance of recognition of achievement of accreditation within a specified time frame by a nationally recognized entity

O The continual development, revision, and distribution of public health standards”

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[PHAB]
In short...

- “To improve and protect the health of the public by advancing the quality and performance of Tribal, state, local, and territorial public health departments”

[PHAB]
What is PHAB?

- Public Health Accreditation Board
- Voluntary accreditation of Public Health agencies (state, local, Tribal, territorial)
- Peer volunteer site reviewers
PHAB Site Visitors

- Apply through PHAB website
- Meet prerequisites
- Complete online and in-person training
- Commit to one site visit/ year
- Review documents, visit site, interview health department staff, create report for PHAB Accreditation Committee
Why become a Site Visitor?

- Invaluable experience in dealing with the nuts & bolts of PHAB accreditation
- Great training opportunity
- Excellent networking and exposure to other health departments
- Contribute to the movement for PH accreditation and quality improvement in all communities, including Tribes
- It’s free
Where do Site Visitors come in?

- After PHAB has completed initial review of all documents and you have had a chance to respond
  - CONFIDENTIAL review of documentation using strict guidelines from PHAB (Pre-Site Visit Review)
  - Site visit (2-3 days)
  - Site visit report
Cutting to the chase: Preparing for Accreditation

- The **most important take-aways:**
  - READ AND UNDERSTAND THE GUIDANCE before you start to collect documentation
  - CHOOSE RESOURCES WISELY
  - GET A USER-FRIENDLY TOOL to store and track your documents
  - USE YOUR TEAM to keep from being overwhelmed
  - HAVE AS MUCH DOCUMENTATION IN HAND as possible BEFORE APPLYING
Provide vs. Assure
Read & understand the guidance

- Standard 12.3: Encourage the governing entity’s engagement in the public health departments overall obligations and responsibilities.
Read & understand the guidance

- Standard 12.3: Encourage the governing entity’s engagement in the public health departments overall obligations and responsibilities.

  - Required Documentation 1, Guidance: ...must document communications with the governing entity on plans and processes for improving health department performance.
Read & understand the guidance

- Standard 12.3: Encourage the governing entity’s engagement in the public health departments overall obligations and responsibilities.

- Required Documentation 2, Guidance: ...must document communication with the governing entity on its performance improvement efforts as a result of performance improvement processes and/or activities.
What’s the difference?

- ...must document communications with the governing entity on plans and processes for improving health department performance.

- ...must document communication with the governing entity on its performance improvement efforts as a result of performance improvement processes and/or activities.
Gotta vs. nice to have

Must document communication with the governing entity on its performance improvement efforts as a result of performance improvement processes and/or activities.

- Look for “must,” “will,” and even “should”
- Look for “may,” “and/or,” “could be,” “for example”
representation of two or more populations that are at higher health risk or have poorer health outcomes must be included.

documentation could be, for example, a membership list and meeting attendance records.

2. the health department must document that the partnership meets and communicates on a regular basis to consider new data sources, review newly collected data, consider assets and resources that are changing, and conduct additional data analysis.

the frequency of meetings and communications is determined by the partnership and may change, depending on the stage of the process.

meetings and communications may be in-person, via conference calls, or via other communication methods, for example, list-serves or other digital communication methods.

documentation could be, for example, meeting agenda, meeting minutes, and copies of emails. documentation could also be reports or other documents that show meeting frequency.

| 2 examples of meetings and communications or documentation that identifies the frequency of meetings | 5 years |
Prove it!

- Agenda
- Roster
- Minutes
- Emails
What is “authenticity”?

- Showing that documentation actually comes from your agency
- ... DURING the timeframe of your application
- NO drafts
Use resources wisely

Accreditation Preparation

NACCHO provides tools, resources, and training opportunities to local health departments to assist in their preparation for accreditation, performance and quality improvement efforts.

Local health departments (LHDs) have different technical assistance needs based on their level of accreditation readiness. While some are just beginning to learn about the Public Health Accreditation Board's (PHAB's) national, voluntary accreditation program, others may be just about ready to apply. Listed below are key steps in the accreditation preparation process which LHDs must undertake prior to the PHAB application process. Determine which phase in the accreditation preparation process your LHD is in and visit the listed websites to access:

Use resources wisely

Your PHAB Accreditation Specialist
Get a user-friendly tool
EBCI PHHS PHAB Accreditation Progress

Domain Champions

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PHAB Accreditation Overall Progress

0.00%

Domain Percent Complete

100.00%
Use your team

- Choose team members wisely
- Schedule regular check-ins ahead of time
- Keep excruciatingly accurate & up-to-date timelines and accountabilities
- Assure that you have authority and that everyone believes it
- Train and motivate your team!
The clock starts when your Accreditation Coordinator has completed (& evaluated) your required training.
You have 12 months to complete your upload.

THIS IS NOT THE BEST TIME TO CREATE NEW DOCUMENTS!!

If you can have most or all of your documentation assembled before PHAB accepts your application, you’re in good shape.
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- Have as much documentation in hand as possible before applying
...or not
...or not
Thank you!

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A Few Resources

- PHAB site: www.phaboard.org
- PHAB Site Visitor roles, responsibilities, & contact info: http://www.phaboard.org/about-phab/volunteer-site-visitor-opportunities/