UPDATE ON THE NATIONAL PUBLIC HEALTH ACCREDITATION PROCESS
AND
GENERAL DOCUMENTATION TIPS

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Presentation Objectives

• Discuss the current status of the PHAB national accreditation program

• Discuss some of the lessons learned from other health departments

• Describe some general documentation preparation tips
Current Status
New Accreditation Items

- The Guide to Health Department Accreditation has been revised and will be published this summer.
- The draft Army standards and measures are out for public comment – on PHAB’s website.
- PHAB has just initiated an exploratory process for small health departments.
- PHAB will post a new video about the benefits of accreditation – stories from three health departments in the summer.
- New fee structure will be available January 2016 for July 2016.
Selected Lessons Learned
Getting Started: What Others Have Told Us

• Get started early and work consistently on preparing.
• The CHA/CHIP/Strategic Plan take the longest to do if you haven’t ever done them.
• The QI and Workforce Plan can also take some time.
• Work with others, both inside your health department and with other health departments.
• Don’t hesitate to ask questions as you go along.
• Make sure your leadership is involved.
• Make it fun!
Keeping the Momentum Going: What Others Have Told Us

• Schedule regular times to work on selected things
• Create a file system that you can add to as you see things that would work
• It’s ok to take one domain at the time
• Combine this work with your daily work as much as possible
• Attend to staff getting discouraged
• Don’t stop – but ok to take some breaks
• Make it fun!
What have I gotten myself into?
Whoo-hoo!
Early Evaluation Results

• 97% of health departments that have had their PHAB site visit strongly agree that “Going through the accreditation process has improved the performance of our health department.”

• According to HDs that have had their site visit, accreditation:
  – Identifies strengths and areas for improvement
  – Strengthens internal and external partnerships
  – Encourages HDs to prioritize and address long-standing concerns
  – Acts as a “stimulus…for continuous quality improvement and performance management in our daily practice”

^ From PHAB evaluation of 33 health departments.
Why Were the Accredited Health Departments Interested in Accreditation?

- Transparency and Accountability
- Most other governmental and health related services are accredited: hospitals, schools, child care centers, police departments, fire departments, etc.
- Provides a priority setting framework
- Commitment to improving their services
- Increased public engagement and support
- Increased staff morale
- Risk Management
- Potential for increased funding in the future; already using their accreditation certificate in grant proposals
Documentation Tips
Selection of Examples for Documentation

The focus of PHAB’s Standards and Measures is population-based disease prevention, health protection, and health promotion.

Population-based health are interventions aimed at disease prevention and health promotion that effect an entire population and extend beyond medical treatment by targeting underlying risks, such as tobacco; diet and sedentary lifestyles; and environmental factors. (Turnock BJH. Public Health: What It Is and How It Works. Gaithersburg, MD: Aspen Publishers, Inc.; 1997)
General Guidance

- Current & in use when submitted
  - Policies, procedures, plans

- Draft documents not accepted

- No confidential information

- Paperless process
  - “hard copy” submitted electronically in e-PHAB

- Submit in acceptable file formats
Consider example options from programs:

- Best reflects health department operation
- Meets specifics of the Required Documentation
- Demonstrates conformity with measure (Context and intent of M & S & D)
- A variety of programs
What’s the intent?

- Keep in mind the domain, standard & measure
- Review the purpose statement
- Quality not quantity
- Documents should directly apply to the stated requirements
Organizing Documents

Each Health Department should develop:

- An electronic file system
- A system to name document files
- A process to manage paper copies
Dates and Signatures

Review your HD’s:

- Policies
- Procedures
- Plans
- Directives
- Public Information
- Protocols

Dates:
- Created date
- Revised date
- Reviewed date
- Amended date
- Effective period

Evidence of Authenticity:
- HD logo
- HD Director signature
- HD Abbreviation
- HD e-mail address
- Membership list
Confidential Information

- Cover or delete
- Templates or blank forms can be submitted
- Hold records for review on site
- Site Visitors only need documents as it relates to measure requirements.
More General Stuff

- Use PDF’s when possible
- Open uploaded documents to check for readability
  - No sideways or upside down PDF documents
- No blank signature lines

Remember to make the job of the Site Visitors as easy as possible.
Time Frames

• How long does it take to get the pre-requisites ready?
• How long does it take to get the rest of the documentation ready?
• After we apply, how long will it be until our site visit?
• In total, how long does the whole process take?
Questions
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