Accreditation and Performance Improvement: Important for Board of Health Growth and Development
Welcome and Introductions
Session Objectives

- Discuss the value and benefits accreditation has brought to accredited health departments and the potential value to their own departments
- Explain the value and importance of the Board of Health dedicating resources and support toward accreditation
- Support and advocate for public health performance improvement as a health department priority
- Describe how the revised essential services will be incorporated into the PHAB Standards and Measures
PHAB Accreditation

Value and Benefits
What is Public Health Accreditation?

- Measurement of Performance
- Recognition of Achievement
- Continual Development of National Standards for Public Health
Accreditation looks at:

- Planning
- Community engagement
- Customer focus
- Workforce development
- Evaluation and quality improvement
- Governance
Why Seek Accreditation?

- Improve Agency Performance; Evaluate Services and Programs
- **Develop Strong Partnerships**
- Become Responsive to Change
- Shared Decision-Making
- Implement Workforce Development
NORC Evaluation Findings Related to Initial Accreditation

One year after they are accredited, health departments report the following benefits:

- **95%** Stimulated QI and performance improvement opportunities within the HD
- **89%** Improved our HD’s ability to identify & address gaps in employee training and workforce development
- **88%** Stimulated greater collaboration across departments or units within the HD
- **85%** Improved the HD’s overall capacity to provide high quality programs and services
- **75%** Increased the HD’s capacity to identify and address health priorities
Accreditation has improved Board of Health or Governing Entity’s working knowledge of health department roles and responsibilities. (*NORC* evaluation of accreditation)

73% Agreed or strongly agreed after being accredited
Accreditation has improved health department communication with Board of Health or Governing Entity. (NORC evaluation of accreditation)

Agreed or strongly agreed one year after being accredited: 67%
Reaccreditation: Internal Benefits

*(NORC evaluation of accreditation)*

The reaccreditation process required us to demonstrate how we used the resources/tools that we had and or developed from initial accreditation. The reaccreditation process required us to evaluate our work and efforts and tell the story of how we have advanced and improved upon our work within the community. Reaccreditation does not allow the health department to remain status quo, it definitely requires that the foundation be built upon to continue to excel and grow (i.e. CQI and PM).

Kept us on our toes, brought us more into areas of health equity, workforce development, performance management, and communications.

This was very valuable time to reflect on not only what we are doing, but how we are doing it. Reaccreditation challenged us to not rest on our laurels but to continually evaluate and improve upon our work.
“What better way to demonstrate accountability than an agency’s efforts to continuously improve the quality of its operations and service to the public, and to be able to demonstrate that it is making a difference in the health of the jurisdiction it serves […] In many ways, a board of health could not ask for a better process to meet these obligations of governance. As demonstrated by our agencies, accreditation can significantly improve a department’s overall management, operations, coordination of services, and efficiency. An accredited agency has a clear focus with programs and activities that support its vision and mission and that lead to tangible results.”

Public Health
Governing Bodies:
The Critical Link for System Improvement
Critical Roles of Public Health Governing Bodies in Improving Public Health

- Championing Public Health Policy and Practice in the jurisdiction
- Increasing the individual and collective capacity of governing bodies to develop effective policy
- Supporting Public Health Improvement Efforts of the Health Department and Public Health Staff
The COVID Elephant in the Room
The COVID-19 Spotlight on Public Health: The Fallout

- More than 250 local and state public health leaders have left their posts during the pandemic (NACCHO, May 2021 report)
- Additionally, hundreds of public health workers have left
- Lawmakers in at least 24 states have written legislation that would limit governmental public health powers
- In many cases, powers have been shifted to local and state elected officials
Where Do We Go from Here?
Strengthened Public Health Governance

- Active and Engaged Board of Health Members
- Strong Collaboration with Public Health Department Leadership
- PHAB Governance Standards Provides Framework for Improvement
Supporting Performance Improvement in the Health Department

Why PI should be a priority
What comes to mind when you hear ‘Performance Improvement’?
Defining Performance Improvement

Public health performance improvement is **positive change in public health** capacity, processes, or outcomes through the use of clear and aligned planning, monitoring, and improvement activities.

NACCHO

Defining Performance Improvement

A strong performance management system can help transform an agency’s practice so it is aligned, data driven, and focused on achieving improved outcomes for the population.

ASTHO

https://www.astho.org/Programs/Accreditation-and-Performance/Quality-Improvement/
Performance Management System

completely integrated into health department daily practice at all levels includes:

1) setting organizational objectives across all levels of the department
2) identifying indicators to measure progress toward achieving objectives on a regular basis
3) identifying responsibility for monitoring progress and reporting
4) identifying areas where achieving objectives requires focused quality improvement processes
Supporting and prioritizing performance improvement is a best practice for the Board of Health.
The Six Functions of Governance

1. Policy Development
2. Resource Stewardship
3. Legal Authority
4. Partner Engagement
5. Continuous Improvement
6. Oversight
Objective 5 for this conference

Identify best governance practices for all types of boards of health

COVID
Measurable Health Outcomes
Response Capability
Advocacy
Foundational Public Health Services
Accreditation
So Why Is PI Important?

- Drive Improvement
- Better use of time, staff, resources
- Better focus on what gets things done
- Resulting in better partnerships, accountability, transparency and ultimately health outcomes
Revising the PHAB Standards & Measures

Version 2022
Timeline

Psychometrics & Evidence Base
2017 & 2018

Commissioned Papers & Expert Panels
2018 & 2019 & 2020

Develop Drafts & Accreditation Improvement Committee
2020 - 2021

Feedback from the Field

Vetting Draft Standards & Measures
Fall 2021
Twelve PHAB Domains

1. Conduct assessments focused on population health status and health issues facing the community
2. Investigate health problems and environmental public health hazards to protect the community
3. Inform and educate about public health issues and functions
4. Engage with the community to identify and solve health problems
5. Develop public health policies and plans
6. Enforce public health laws and regulations
7. Promote strategies to improve access to healthcare services
8. Maintain a competent public health workforce
9. Evaluate and continuously improve processes, programs, and interventions
10. Contribute to and apply the evidence base of public health
11. Maintain administrative and management capacity
12. Build a strong and effective relationship with governing entity
Current Frameworks & Promoting Accountability

10 Essential Public Health Services (September 2020)

The 10 Essential Public Health Services provide a framework for public health to protect and promote the health of all people in all communities. To achieve optimal health for all, the Essential Public Health Services actively promote policies, systems, and services that enable good health and seek to remove obstacles and systemic and structural barriers, such as poverty, racism, gender discrimination, and other forms of oppression, that have resulted in health inequities. Everyone should have a fair and just opportunity to achieve good health and well-being.

Foundational Public Health Capabilities

- Communication
- Policy Development
- Assurance
- Equity
- Assessment
- Build a diverse and skilled workforce
- Improve and innovate through evaluation, research, and quality improvement
- Build and maintain a strong organizational infrastructure for public health
- Investigate, diagnose, and address health hazards and root causes
- Communicate effectively to inform and educate
- Strengthen, support, and mobilize communities and partnerships
- Create, champion, and implement policies, plans, and laws
- Utilize legal and regulatory actions

Foundational Public Health Services in Action

- Assessment/Surveillance
- Emergency Preparedness and Response
- Policy Development and Support
- Communications
- Community Partnership Development
- Organizational Administrative Competencies
- Accountability/Performance Management

Communicable Disease Control
Chronic Disease Prevention
Environmental Public Health
Maternal, Child, and Family Health
Access to and Linkage with Clinical Care

November 2018
For More Details and Feedback

- Tuesday session: Sneak Peek of PHAB’s Proposed Accreditation Standards

Questions???
Thank You!

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