Accreditation 101

Public Health Accreditation Board
An Introduction to PHAB
What is Accreditation?

Standards
Assessment
Decision
Performance
The Public Health Accreditation Board (PHAB)

- Non-profit
- Voluntary
- Chartered in 2007
- Launched September 2011
- First Accredited – Feb. 2013
The goal of the voluntary national accreditation system is to improve and protect the health of the public by advancing and ultimately transforming the quality and performance of state, local, Tribal and territorial public health departments.
Why Accreditation?
**Public Health Agency Accreditation System**

**Inputs**
- Organizational structure
- Board, committees and work groups
- Staffing and expertise
- Principles for standards, measures, and assessment process
- Site visitors
- Funders
- Partners at national, state, regional, and local levels
- Funding
- Incentives
- Technical Assistance
- Researchers and research networks
- Interest, buy-in and commitment to seek accreditation
- Appropriate stability, resources, and readiness to apply
- Previous quality improvement and assessment experience

**Strategies**
- Market program
- Implement the 7 steps of accreditation
- Train agencies and site visitors
- Develop e-PHAB
- Evaluate program and improve quality
- Promote research
- Promote national accreditation
- Encourage agencies to meet national standards and seek accreditation
- Support agencies through TA before, during, and after process
- Conduct and disseminate research
- Participate in training and TA
- Assess readiness
- Submit application and documentation
- Host site visit
- Review and share findings
- Develop and implement improvement plan
- Implement QI
- Mentor other agencies
- Participate in reaccreditation process

**Outputs**
- Accreditation program: marketed, implemented, evaluated, and improved
- e-PHAB developed and data captured
- National consensus standards for public health agencies
- Communication efforts delivered
- Technical assistance, trainings, and QI tools provided
- Research conducted and disseminated

**Proximate Outcomes**
- Strong, credible and sustainable accreditation program in place
- Standards adopted as performance measures
- Increased support for accreditation
- Increased use of benchmarks for evaluating performance
- Improved communication about public health
- Enhanced internal and external collaboration
- Increased organizational accountability
- Increased knowledge of organizational strengths and weaknesses
- Increased awareness of importance of QI and a supportive culture
- Public health agencies more effectively and efficiently use resources
- Improved responsiveness to community priorities

**Intermediate Outcomes**
- Increased identification and use of evidence-based practices and policies
- Increased consistency in practice
- Increased use of proven QI methods and tools resulting in improvements in practice
- Standards drive public health transformation
- Increased inter-agency and inter-sectoral collaboration
- Increased visibility and credibility of public health agencies
- Increased science base for public health practice

**Ultimate Outcomes**
- Increased awareness and credibility of public health agencies and systems
- Improved conditions in which people can be healthy
- Improved community health indicators / reduced health disparities
- Increased capacity for optimal investment in public health
- Increased public recognition of public health role and value
Improved conditions in which people can be healthy

Improved community health indicators / reduced health disparities

Increased capacity for optimal investment in public health

Increased public recognition of public health role and value

Standards drive public health transformation

Increased inter-agency and inter-sectoral collaboration

Increased visibility and credibility of public health agencies

Increased science base for public health practice

Public health agencies more effectively and efficiently use resources

Strengthened organizational capacity and workforce

Improved responsiveness to community priorities

Increased use of proven QI methods and tools resulting in improvements in practice

Legend

- Accrediting Agency
- Individual Public Health Agencies
- Stakeholders and Partners
- Public Health Field
What do you invest?

- Internal Process
- Time & Resources
- Documentation
Benefits of Accreditation

- Credibility
- Visibility and Accountability
- New Funds
- Streamlined Reporting
- Knowledgeable Peers
- A Better Health Department
PHAB Accreditation

- Successes
- Quality Improvement
- Accountability
- Energizes Staff
- New Partnerships
- Understanding of Public Health
- Communication with Governance
Getting Started with Accreditation
Getting Started Framework

1st - Review PHAB Documents
2nd - Build Support
3rd - Seek the “Why”
4th - Find the Resources
5th - Create the Internal Process
6th - Prepare! Prepare! Prepare!

Throughout – Gaining Knowledge About the Process

9/27/16 Public Health Accreditation Board
• Guide to Accreditation
• Standards and Measures
• Glossary & Acronyms
• Agreement Language

Overarching Question:
What is your understanding of the accreditation process and the requirements?
• Leadership
• Governance
  • Elected Officials
• Staff

Overarching Question:
What is the amount of leadership and governance support?
3rd – Seek the “Why“

• Determine why the Health Department is going through the process
• Determine the goals for the department
• Determine what is to be achieved
• Determine the benefits you see for the department

Overarching Question:
Why you are seeking accreditation?
• Staff time for accreditation preparation and activities
• Funds for the fees
• Funds for department material needs

Overarching Question:

Does the department have the resources needed to undergo the process?
5th - Internal Process

- Select Accreditation Coordinator
- Appoint Accreditation Team
- Use the Readiness Checklists
- Watch the PHAB Orientation
- Determine how Documents will be Managed

Overarching Question:

How will the department set up for the process of accreditation?
• Draft a flexible timeline
• Know the Standards & Measures
  • Assign Domains
• Begin to Collect, Assess and Create Documents

Overarching Question:
Are you fully prepared before you apply?
The Accreditation Process
1. Preparation

- Applicant Assesses Readiness
- Learn the Standards
- Completes Orientation

For more details, see page 7 – Guide to NPHD Initial Accreditation
2. Registration and Application

- Registration in e-PHAB
- Submit Application
- Send Fee
- Attend In-person Learning Event

For more details, see page 8 – Guide to NPHD Initial Accreditation
3. Documentation

• Access to e-PHAB
• Assess and Select Documents
• Submit Documentation
• Completeness Review

For more details, see page 11 – Guide to NPHD Initial Accreditation
4. Site Visit

- Site Visit Team is Assigned
- SVT Conducts Pre-site Visit Review
- Measures Reopened if Necessary
- SVT Conducts the Site Visit
- SVT Submits the Site Visit Report

For more details, see page 13 – Guide to NPHD Initial Accreditation
5. Accreditation Decision

- Accreditation Committee Reviews
- Accreditation Status:
  - Accredited (5 years)
  - Action Plan
  - Not Accredited

For more details, see page 23 – Guide to NPHD Initial Accreditation
6. Annual Reports

2 Parts

• Part 1: Continued Accreditation Status

• Part 2: Continuous Quality Improvement

For more details, see page 29 – Guide to NPHD Initial Accreditation
7. Re-Accreditation

- Standards Being Vetted
- Process Drafted
- Fees Being Determined
- Must Complete by Expiration Date

For more details, see page 31 – Guide to NPHD Initial Accreditation
Accreditation Fees
What Do the Fees Cover?

- An assigned accreditation specialist
- The Site Visit
- Applicant training
- Access to the information system
- Annual support
- A network of accredited health departments
## 2016-2017 Fees

<table>
<thead>
<tr>
<th>Health Department Category</th>
<th>Initial Accreditation Review Fee*</th>
<th>Effective July 1, 2016-June 30, 2017</th>
<th>Annual Accreditation Services Fee*</th>
<th>Effective July 1, 2016-June 30, 2017</th>
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<tr>
<td>Category 1</td>
<td>Health Departments with populations of 100,000 or fewer</td>
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<td>$5,600</td>
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<tr>
<td>Category 2</td>
<td>Health Departments with populations greater than 100,000 to 500,000</td>
<td>$21,000</td>
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<td>$8,400</td>
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<tr>
<td>Category 3</td>
<td>Health Departments with populations greater than 500,000 to 1,000,000</td>
<td>$28,000</td>
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<td>$11,200</td>
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<td>Category 4</td>
<td>Health Departments with populations greater than 1,000,000 to 5,000,000</td>
<td>$35,000</td>
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<td>$14,000</td>
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<td>Category 5</td>
<td>Health Departments with populations greater than 5,000,000</td>
<td>$56,000</td>
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<td>$22,400</td>
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*Fees are subject to review for potential annual expense adjustments to take effect on July 1st of each year. Any changes to the fee amount will be announced in January of that same year.
e-PHAB
Welcome to e-PHAB

The Public Health Accreditation Board (PHAB) is the official accrediting body for national public health department accreditation. e-PHAB is PHAB’s online information system that health departments, site visitors, PHAB staff, and PHAB’s Accreditation Committee use throughout the accreditation process. Users are granted access to different information, depending on their role and the step in the accreditation process.
## Edit Domain Staff Assignment

### Domain 7: Conduct and Disseminate Assessments Focused on Population Health Status and Public Health Issues Facing the Community

#### Standard 1.1 - Participate in or Conduct a Collaborative Process Resulting in a Comprehensive Community Health Assessment.

<table>
<thead>
<tr>
<th>#</th>
<th>Measure</th>
<th>Progress Status</th>
<th>Last Updated</th>
<th>Assigned Staff</th>
<th>Alerts</th>
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<tr>
<td>1.1.1</td>
<td>Participate in or conduct a Tribal/local partnership for the development of a comprehensive community health assessment of the population served by the health department</td>
<td>Ready for Submission to PHAB</td>
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<tr>
<td>1.1.2</td>
<td>Complete a Tribal/local community health assessment for the population served by the health department</td>
<td>Ready for Submission to PHAB</td>
<td></td>
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<tr>
<td>1.1.3</td>
<td>Ensure that the community health assessment is accessible to agencies, organizations, and the general public</td>
<td>Ready for Submission to PHAB</td>
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</tr>
</tbody>
</table>
The Standards & Measures
Principles of the Standards

• Advance Public Health
• Moderate Level
• Be Clear
• Quality Improvement
• Apply to All Health Departments
• Establish Same Standards
• Reflective Of Emerging Issues
• Promote Partnerships
• 12 Domains (same)
  • 10 Essential Public Health Services
  • Management and Administration (Domain 11)
  • Governing Entity (Domain 12)
• 32 Standards (same)
• Measures
  • Tribal – 103
  • State – 109
  • Local – 101
Domain
- Standard
- Measure
- Required Documentation
- Guidance

Purpose
- Significance
- Number of Examples
- Timeframe of Document

Framework – Version 1.5

9/27/16

Public Health Accreditation Board
• HDs should prepare their docs BEFORE they gain access to Doc Submission accounts in PHAB.

• Identify, Locate, Develop, Select, Save, Review, and Update Documentation Early.
Need Assistance?
What PHAB Does

• Answer questions about:
  • Intent & interpretation
  • Types of documentation
  • Accreditation process and timing
  • PHAB materials
  • e-PHAB

• Provide process support to the Health Department and to Site Visitors
What PHAB’s Partners Do

• Assist health departments prepare for accreditation
  • Resources, Templates, Advice, Consultation
Sources for Assistance

- PHAB: www.phaboard.org
- ASTHO: www.astho.org
- NACCHO: www.naccho.org
- NALBOH: www nalboh.org
- NIHB: www.nihb.org
- NNPHI: www.nnphi.org
- PHF: www.phf.org
- PHQIX: www.phqix.com

Fundrs
- CDC: www.cdc.gov
- RWJF: www.rwjf.org
Drop me a note!

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