Organizing for Quality: Wisconsin Tribes Working Together to Build Strong Public Health Services

NATIONAL TRIBAL FORUM FOR EXCELLENCE IN COMMUNITY HEALTH PRACTICE
SPOKANE, WASHINGTON   AUGUST 30, 2016
Speakers

• Lorrie Shepard, RN, Community Health Outreach Director, Forest County Potawatomi Community

• Nancy Young, MPA, Executive Director, Institute for Wisconsin’s Health, Inc.
Introductions
Session Objectives

1. Share how Wisconsin tribal health department leaders have been organizing to maximize quality of public health services

2. Share lessons learned from the Forest County Potawatomi Community

3. Explore potential application of the forum co-learning model in other parts of the county
Background
11 Tribal Health Departments in Wisconsin

- Variation in structure and programming
- All concerned about improving the health of tribal communities through better public health services
Vision

• A shared vision that includes tribal public health as a critical part of the larger public health system
• But vision is not enough
• Need to catalyze action
• What type?
Action

• Purposeful engagement of one another
• *Ad hoc or occasional action* is not enough
• Commitment to gathering on a regular & continuing basis – a demonstration of purpose that matches the importance
• Capture the opportunity to learn from and support one another!
• So what is needed to take this type of action?
  • Leadership
  • A reasonable framework
Leadership
Leadership characterized by

• Shared value of the opportunity to learn from one another
• Formal and informal actions
• Clarity of purpose
• Persistence
• Ability to truly listen
• Some risk taking
Challenge

• Work to overcome history, mistrust and fear

• Those things should not stop us from creating new connections that:
  • Honor differences
  • Leverage strengths
Accreditation as a Framework
• Differences between local, state and tribal were primarily related to sovereignty and governance, not to:
  • Essential public health services or
  • Our desire for healthier communities

• More binds us together than separates us

• We really are all in this together if we are serious about improving community health
Tribal Public Health Accreditation & Quality Forums
Since 2010
How the Forums Work

• Three per year - hosted most often by a tribal health department
• Independent public health institute as partner, facilitator – although this convening role does not have to be filled by an institute
• Tribal health department leaders that consistently set agendas, support one another and share ideas
• Agendas vary with some common elements
  • Cultural component from hosting THD and facility tour
  • Accreditation content e.g. looking closely at a particular domain
  • Quality or other issue content that may or may not be specific to accreditation. Eg Running a focus group
  • Time for open discussion and evaluation at end of meeting – and planning for next meeting
Vision Into Action

SUCCESSES

• A cohesive ongoing learning community
• All 11 THDs have participated at least once: a core of eight THDs participate regularly
• Two THDs have submitted documentation to PHAB, two more are making excellent progress toward doing so
• Additional THDs are showing strong interest in use of the accreditation framework to improve services

SOME KEYS TO SUCCESS SO FAR

• THD leaders that gather, set agendas, support one another and co-lead
• Prioritization - accreditation a specific priority in state-tribal intergovernmental agreement work plan
• Neutral convener facilitates
• Leveraging of varied funding sources, most recently CDC Prevention Block Grant
• “Guilt-free”
Objectives:
1. Provide a forum for Tribal health departments to discuss public health accreditation & quality
2. Discuss integration of community health and clinical QI efforts
3. Explore challenges related to staff development plans and competencies (PHAB Domain 8)
4. Discuss innovative ways to generate and maintain momentum toward accreditation & performance improvement

May 9, 2013 – 5:30 to 7:00 PM Ho Chunk Casino Conference Room

What Can I Expect from a PHAB Site Visit? – Lieske Giese, Director, Eau Claire City County Health Dept & PHAB site visitor

May 10, 2013 Ho Chunk Community Health Conference Room

8:15 Light breakfast snack – informal gathering/materials handout

8:30 AM Welcome & Introductions
Angela Nimsgern, Wisconsin Division of Public Health; Nancy Young, Institute for Wisconsin’s Health, All Opening by Hosting Tribal Member

9:00 Each Tribal team shares briefly what they hope to gain today (Facilitated by N Young)

9:15 QI Plans – Open discussion (Linda Sturman, Quality Improvement/Patient Services & HIPAA Privacy Officer, Forest County Potawatomi)
- How can we incorporate community health QI into broader clinical QI efforts?
- Linda will share how they have used their strategic plan, logic modeling, brainstorming, and focused conversations to develop operating principles - to enhance a quality culture

10:15 Break

10:30 AM PHAB Domain 8: Workforce Competency Development Plans and Such… (Webinar presented by Brian Kaczmarski, State Training and Exercise Coordinator, WDPH Emergency Preparedness; and former accreditation coordinator, Polk County Health Department)

12:00 – 12:30 LUNCH – provided

12:30 PM Tour of facility &/or health walk

1:00 How to get it all done – tips for gaining and keeping momentum and regrouping after you’ve “lost it” – (Discussion leader TBN)

1:30 Open discussion, reflections on today, and ideas for next forum2
TARGET project roundtable recommendations from group (Facilitated by N Young)

2:30 Adjourn

1 Additional topics generated at last forum (for reference in this discussion)
2 Assistance/Guidance with Strategic Plan, OOH, OBE
How to mesh the 10 Essential Services with Tribal health practices – Assurance?
Orientation to PH for Tribal Health Dept – Roles & Responsibilities – Comparisons/similarities (Among Tribal units, not necessarily compared to LHDs)
Questions?

Fabulous prize!
Forest County Potawatomi Community Health Department’s

Journey Toward Accreditation
Our Journey Continues

LORRIE SHEPARD, RN
COMMUNITY HEALTH OUTREACH DIRECTOR
NATIONAL TRIBAL FORM FOR EXCELLENCE IN COMMUNITY HEALTH PRACTICE
AUGUST 30, 2016
Forest County Potawatomi

- Checkerboard – Tribal Land
  - Stone Lake, Blackwell, Carter

- Population in Forest County
  - ~725 Tribal Members

- Service All Tribal Members
  - 1,485 Tribal Members
FCP Community Health Department

- Part of the FCP Health & Wellness Center

Medical (OBY-GYN, Pediatrics, Podiatry, Radiology, Lab), Dental, Optical, Physical Therapy, Mental Health & AODA, Traditional Medicine

### Community Health Department Programs & Services

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<td>IHS SDPI</td>
<td>Immunizations</td>
<td>Infant Nutrition Program</td>
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<td>WIC</td>
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<td>Medical Nutrition Counseling</td>
<td>Home Health/Visits</td>
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<td>PH Emergency Preparedness</td>
<td>Elderly Fall Prevention</td>
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Where are we?

7 Steps of Public Health Accreditation

- Preparation
- Applying
- Identifying Documentation
- Site Visit
- Accreditation Decision
- Annual Reports
- Re-Accreditation

We are
Accreditation Efforts

Administration & Health Advisory Committee Approval
Created Tribal Public Health Accreditation (TPHA) Committee
Completed IWHI Self-Assessment Workbook for Tribal Public Health Departments
Created Logic Model/Timelines (3 pre-requisites)
Developed Electronic Filing System
- Completed Community Health Assessment
- Established CHIP Workgroups
- Completed CHIP & Implementation Plan
- Established Domain Workgroups
- Submitted PHAB Statement of Intent

2010 – 2012
- Department of Health Services Public Health (DHS PH) Infrastructure Grant
- FCPC Tribal Funds

2013
- DHS PH Infrastructure Grant
- DHS Prevention Funding
- National Network of Public Health Institutes Community of Practice for Public Health Improvement (NPHI COPPHI) Grant
- FCPC Tribal Funds
Accreditation Efforts

- Completed Strategic Plan
- Established TPHA Leadership Team
- Staff, Leadership & Community Education
- CHIP/Strategic Plan Implementation & Tracking
- Domain Review & Documentation Collection
- Submitted PHAB Application
- Attended PHAB Applicant Training
- Completed Quality Improvement, Performance Management & Workforce Development Plans

2014 – 2015

- DHS PH Infrastructure Grant
- DHS Prevention Funding 2014
- Institute for Wisconsin’s Health Inc. (IWHI) Accreditation Mentor Program
- DHS Prevention Funding 2015
- National Indian Health Board (NIHB) Accreditation Support Initiative Grant
- FCPC Tribal Funds
Accreditation Efforts

Hired Public Health Educator and Accreditation Coordinator
Assigned Domain Workgroups, Tribal Public Health Accreditation and Go Green for PHAB Meetings
Updated the Strategic Plan
Sustained pre-requisite plans through tracking
Continued Staff, Community and Leadership Education
Implemented the, “Yellow Brick Road,” to Public Health Accreditation to track PHAB progress
Hired consultants from IWHI
Submit documentation to PHAB by 08/19/16
Prepare for Site Visit
• Host Site Visit
• Gain Accreditation or Action Plan
• Continue to update, implement and track plans
• Sustain Public Health Accreditation efforts

2015-2016
• National Indian Health Board (NIHB) Tribal ASI Grant
• Department of Health Services (DHS) Prevention Funding
• FCPC Tribal Funds

2017-2018
Tribal Public Health Accreditation Leadership Committee

TPHA Committee meets monthly (1 hour)

TPHA Leadership Team meets every two weeks (2 hours)

Lead Team: Clinical Services Administrator, Health Educator/Public Health Accreditation Coordinator, Community Health Outreach Director, Clinical Data Analyst, and Emergency Preparedness Coordinator, CH Administrative Assistant
to Public Health Accreditation!
The Yellow Brick Road to Accreditation

Used the Yellow Brick Road to map progress toward public health accreditation.

Every 25% we met characters along the way and celebrated.

- 25% met the Scarecrow
- 50% met the Tin Man
- 75% met the Cowardly Lion
- 88% Arrived at the Poppies outside Emerald City
- 100% arrived in the Emerald City
- Gain Accreditation = Ruby Slippers
Before Tribal Public Health Quality Forums

• New to Public Health Accreditation
• One of the first tribe’s in WI to pursue Public Health Accreditation
• Had so many question (e.g. where to start?)
After Tribal Public Health Quality Forums

• Networking
• Collaboration
• Sharing of different plans, ideas and documentation
• Education and Trainings
• Strengthening the relationships among the WI and National Tribes
Working with the Institute for Wisconsin’s Health, Inc.

*Putting all the Public Health Accreditation Pieces Together*

- IWHI Self-Assessment Workbook for Tribal Public Health Departments
- Guidance with Pre-Requisite Plans and documentation
- Mentor Program
- Consultants
- Education and Trainings
- Access to templates and tools
- Opening the door to so much more!
Thank You

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715-47
Can this be applied where you live and work?

15 minute table exercise – Are there one or two things you have heard about in this presentation that may apply to your setting?

10 minutes – Each table shares their ideas with the large group
Comments or questions?

Thank You!

Contact us at:

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Photos in IWHI slide set: N Young, Dan Young