National Network of Public Health Institutes

Public Health Improvement Webinar Series

August 12, 2014

Tips for Being a Successful PHAB Applicant

http://nnphi.org/CMSuploads/WebinarSummary8.12.14.pdf

Presentation Links
Access the live recording of the webinar including audio and slides Access the presentation slides

Summary:

A health department's documentation is a critical component for informing the accreditation decision and should be thoughtfully prepared. How to assess, select, and prepare documentation is a skill that everyone involved in the accreditation process will use.

Participants will sharpen their abilities through an interactive webinar and hear tips from PHAB Accreditation Specialists about preparing the selected documentation for upload in e-PHAB.

Presenters:

Jennifer Jimenez
PHAB

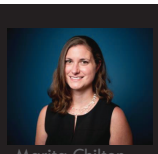
Marita Chilton
PHAB

National Network of Public Health Institutes

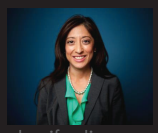
Public Health Improvement Webinar Series

Tips for Being a Successful PHAB Applicant

from PHAB Accreditation Specialists



Marita Chilton



Jennifer Jimenez

August 12, 2014 | 2:00-3:00pm ET

Trouble signing on? Technical questions? Email Whitney at wmagendie@nnphi.org

Tips for Being a Successful PHAB Applicant

PHAB

Advancing public health performance

August 12, 2014
Marita Chilton
Jennifer Jimenez

This Presentation Will Provide….

- Suggestions for the document selection process
- Do's and Don't's when preparing documentation
- Tips from PHAB Accreditation Specialists

PHAB

Accreditation Seven Steps

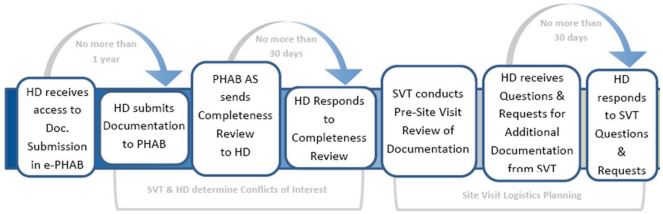
1. Pre-Application
2. Application
3. **Document Selection and Submission**
4. Site Visit
5. Accreditation Decision
6. Reports
7. Reaccreditation

PHAB

After attending the PHAB Accreditation Coordinator training, how long does a department have to submit documentation?

A. One Day
B. Six Months
C. One Year
D. As long as they want

Timeline



PHAB

Documentation Selection

- Accreditation Team effort
  - Assign lead responsibilities
  - Assess options
- Organize options and selection
  - PHAB is not recommending a specific product/process for documentation organization
- Changes can be made in e-PHAB until submitted to PHAB

Documentation Selection

Consider selection options and 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

Documentation Selection

- Paperless process
- Current and in use when submitted
- Draft documents not accepted
- No confidential information
- 2 examples within past 5 years unless otherwise required
- Submit in acceptable file formats

Documentation Selection

- Documents may be used for more than one measure
  - i.e., can use same document more than once
- Continuity versus across department
- Several documents may be needed to demonstrate conformity
- Don't confuse # of examples with # of documents

Not Prescriptive

- "What" is in place, not "How" it got there or "Who" developed it
- Documentation may be developed, e.g.,
  - By the health department
  - By another level of government (an umbrella agency, the state or local HD)
  - By another governmental agency
  - By a community partner, non-profit org
  - By a contractor (e.g., consultant, academic)
  - By a partnership (evidence of membership)

Documents – Attention to Detail

Common errors can be seen by SVT as sloppiness:

- Missing dates
- Draft
- Blank signature lines
- Sideways documents
- Screen shots with no dates or context
- Too many documents, some good and some bad examples
- Too few examples

Which of the following documents do not have to adhere to the timeframe requirements?

A. brochures
B. meeting minutes
C. policies
D. state/local statutes
E. none of the above

Dates and Evidence of Authenticity

Review your HD's:

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

For:

Dates:

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

Evidence of authenticity *(Signatures)*:

- HD logo
- HD Director signature
- HD Name
- HD email address
- HD letterhead
- HD staff name(s) on membership list

PHAB

More General Stuff

- Use PDF's when possible
- Open uploaded documents to check for readability
- No sideways or upside down PDF documents

Remember to make the job of the Site Visitors as easy as possible!!

PHAB

Acceptable File Formats

FILE TYPE	EXTENSION
Audio	mp3, wav
Image	The following should be pasted into a MS Word or PDF; they should not be uploaded as a separate file. bmp, gif, jpeg, jpg, tif, tiff
MS Excel	xlsx, xls
MS PowerPoint	pps, ppsm, ppsx, ppt, pptm, pptx
MS Word	doc, docm, docx, rtf
Portable Document Format	PDF
Text	htm, html, txt
Video	wmv, mpeg, mpg, mpv, mp4

PHAB

Which of the following program areas is NOT covered by PHAB?

A. Injury Prevention
B. Substance Abuse
C. Access to Clinical Services
D. WIC
E. Communicable Disease

Core Public Health Programs

- access to clinical services
- chronic disease prevention and control
- communicable disease
- community health
- environmental public health
- governance
- health education
- health promotion
- injury prevention
- management /administration
- maternal and child health
- public health emergency preparedness
- public health laboratory services

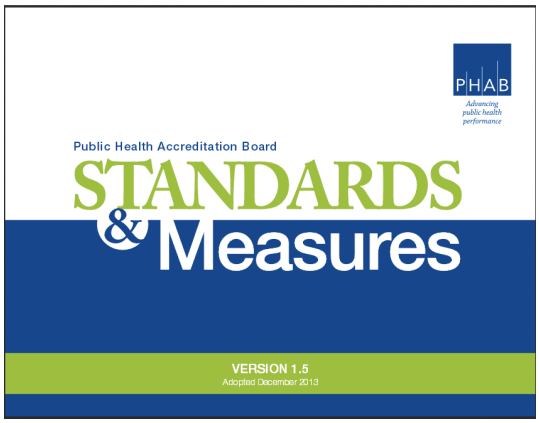
PHAB

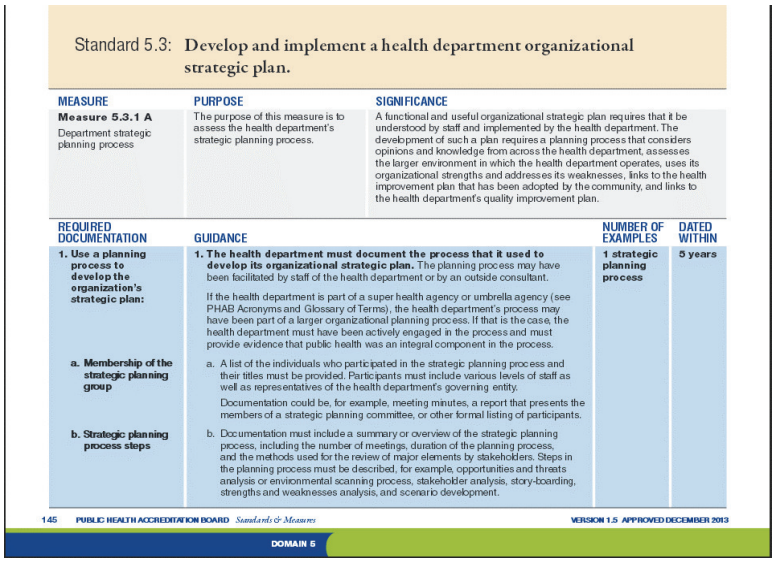
NOT Used for PHAB Accreditation

- Mental health
- Substance abuse
- Home health
- Primary care and other health care
- Human services
- Social services (including domestic violence)
- Health care facilities
- Professional licensing programs
- Health care financing systems (e.g., Medicaid)

Number of Examples

- Default is 2 examples
- Different program areas
- Often two examples are specified
- Some RDs require 1 document (e.g., 1.1.2 – 1, a community health assessment; 2.3.1 -2 a call down list)
- "Policies and procedures" are often one document
- Not sure? Ask your Accreditation Specialist





Standard 5.3: **Develop and implement a health department organizational strategic plan.**

MEASURE	PURPOSE	SIGNIFICANCE
Measure 5.3.1 A Department strategic planning process	The purpose of this measure is to assess the health department's strategic planning process.	A functional and useful organizational strategic plan requires that it be understood by staff and implemented by the health department. The development of such a plan requires a planning process that considers opinions and knowledge from across the health department, assesses the larger environment in which the health department operates, uses its organizational strengths and addresses its weaknesses, links to the health improvement plan that has been adopted by the community, and links to the health department's quality improvement plan.

REQUIRED DOCUMENTATION	GUIDANCE	NUMBER OF EXAMPLES	DATED WITHIN
1. Use a planning process to develop the organization's strategic plan:	**1. The health department must document the process that it used to develop its organizational strategic plan.** The planning process may have been facilitated by staff of the health department or by an outside consultant. If the health department is part of a super health agency or umbrella agency (see PHAB Acronyms and Glossary of Terms), the health department's process may have been part of a larger organizational planning process. If that is the case, the health department must have been actively engaged in the process and must provide evidence that public health was an integral component in the process.	**1 strategic planning process**	**5 years**
a. Membership of the strategic planning group	a. A list of the individuals who participated in the strategic planning process and their titles must be provided. Participants must include various levels of staff as well as representatives of the health department's governing entity. Documentation could be, for example, meeting minutes, a report that presents the members of a strategic planning committee, or other formal listing of participants.		
b. Strategic planning process steps	b. Documentation must include a summary or overview of the strategic planning process, including the number of meetings, duration of the planning process, and the methods used for the review of major elements by stakeholders. Steps in the planning process must be described, for example, opportunities and threats analysis or environmental scanning process, stakeholder analysis, story-boarding, strengths and weaknesses analysis, and scenario development.		

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DOMAIN 5

Assessing Documentation

☑ Domain — Purpose
- ☑ Standard — Significance
  - ☑ Measure
    - ☑ Required Documentation
      - ☑ Guidance

How can a health department direct the site visitor to relevant information in documentation?

A. Email the site visitor
B. Highlight the relevant areas in the document
C. Use bookmarks or notes in PDF documents
D. Use the Upload Description in e-PHAB to direct the reviewer to specific pages
E. B, C and D

Provide Context to Site Visitors

- In Documentation
  - Highlighting/Notes in Document
- In PHAB
  - Upload Title
  - Upload Description
  - Measure Narrative

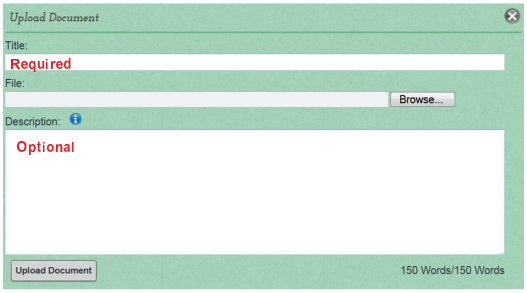
In Documentation

- Arrows, underlining, different color font, PDF notes/flags , highlighting, etc.
- Point site visitors to relevant portions of text to meet requirements
- PDF preferred
- Can use documentation more than once
  - Should have different emphasis
  - Note differences when using

Prepare Document Narratives

- Document Title
  - Identify documents
  - 250 characters limit
- Document Description
  - Describe document: what it is, what is in it, where the relevant section is
  - 150 words limit
- Measure Narrative
  - Explain how documents demonstrate the measure
  - 10,000 character limit (including spaces, punctuations)

In PHAB Titles and Upload Descriptions



PHAB Title Box

Use the title boxes to provide a concise name for the document so the Site Visitors know what they are about to read:

- Character Limit: 250 characters
- Required
- Letters, numbers and spaces

Example File Titles

- Obesity Coalition Minutes, May 2014
- Administrative QI Project
- Healthy Heart Task Force Members
- New Employee Orientation Policy
- 2012 Bed Bugs Board of Health Presentation

Description Boxes

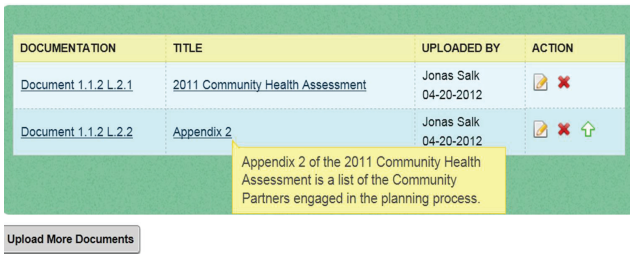
Use the description boxes to help provide the link between the Measure and the uploaded document for the Site Visitors.

- Character Limit: 150 words
- Optional
  - Describe how document demonstrates conformity
  - Identify specific location within the document
  - Provide context if upload is part of a larger document
  - Describe the author, if not a health department document

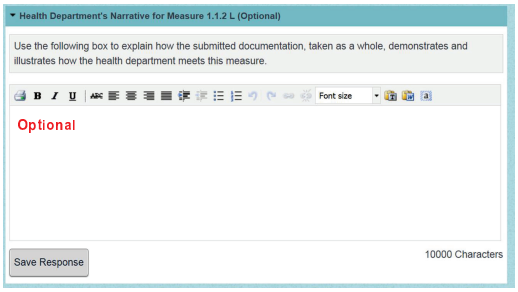
Example File Description

The Coalition minutes are provided by the Hospital Representative. See page 2 for the strategies of the coalition. See the highlighted sections on pages 3 & 4 for Health Department involvement.

In e-PHAB
Titles and Upload Descriptions



In e-PHAB
Measure Narratives



Measure Narratives

Use the measure narrative to explain to the Site Visitors the reason for selecting ALL documents submitted for the measure.

- Size Limit: 10,000 characters
- Optional
  - Give context to the evidence
  - Describe how all evidence demonstrates conformity
  - Explain why the HD is using the documents

Example Measure Narrative

Our effort with houses of faith, targeting African-Americans for diabetes, high blood pressure and stroke, has grown to include 17 churches and shows the positive results of an education program that includes radio ads, bulletin inserts and email alerts.

The worksite wellness program was developed with the chamber of commerce and business owners and leaders. It was created to provide a means for improving the health of workers and increasing productivity and reducing absenteeism.

Which of the following statements is FALSE?

A. A department can revise and edit documentation until official submission in e-PHAB
B. Once submitted, documentation cannot be replaced/deleted
C. The Accreditation Coordinator can claim a "mulligan" (aka "do over") for one measure in each Domain

After Documents are Submitted…

- Completeness Review
  - AS review of documentation
  - Not an assessment of conformity
- Pre-Site Visit Review
  - SVT reviews documentation
  - Opportunity to seek clarification and request additional documentation from health department

PHAB

Where Do We Go for Help?

PHAB

What PHAB Does

- Answer questions about:
  - Intent & interpretation of the Standards & Measures
  - Types of documentation (e.g., formats)
  - Accreditation process and timing
  - PHAB materials (tip sheets, guides, etc.)
  - e-PHAB (PHAB information system)
- Provide process support to the HD throughout the process
- Provide process support to Site Visitors

PHAB

What PHAB Partner's Do

- Assist health departments prepare for accreditation
  - Resources, Templates, Advice, Consultation

NACCHO National Association of County & City Health Officials
CDC Centers for Disease Control and Prevention
National Network of Public Health Institutes
astho
PHF Public Health Foundation
National Indian Health Board
Robert Wood Johnson Foundation
NALBOH National Association of Local Boards of Health

PHAB

FOR PREPARING DOCUMENTATION

DO's:

- Make sure web links include dated screenshots and a description
- Make sure every document is dated
- Make sure every document includes evidence of authenticity
- Make sure to provide two examples per Required Documentation
- Make sure to "tell the story" using the upload title, upload description, and Measure Narrative
- Make sure to be point the site visit team in the right direction

DON'T'S:

- Don't upload drafts
- Don't upload sideways documents
- Don't include links in upload description or Measure Narrative
- Don't upload documents with blank signature lines
- Don't include examples from unaccepted programs or activities
- Don't use unacceptable file formats

PHAB

Questions?

Public Health Accreditation Board
1600 Duke Street, Suite 200
Alexandria, VA 22314
703-778-4549

Questions? Comments? Ideas?

All webinars are recorded and available at
www.nnphi.org

IMPROVING THE PUBLIC'S HEALTH MEANS IMPROVING PUBLIC HEALTH.

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ALABAMA DEPARTMENT OF PUBLIC HEALTH

Strategic Plan

Implement Electronic Health Records (EHR)

Maximize efficiency and productivity

Develop statewide assessment of health outcomes

Establish our niche by county

Increase public awareness of public health services

Mission

Value

Vision

Preserving and Protecting the Public's Health

Performance Management Dashboard Design Team

August 1, 2014

Leads

Name	Bureau/Location	Position
Carol Heier	Bureau of Professional and Support Services	Accreditation Coordinator/Performance Improvement Manager, Office of Performance Management
Melissa Hornsby	Bureau of Information Technology	Systems Manager, Business and Information Architecture

Council Members

Name	Bureau/Location	Position
Eric Bovis	Bureau of Information Technology	Programmer Analyst
Kuma Girdner	Center For Emergency Preparedness	NIMS Compliance Officer
Elana Parker Merriweather	Center for Emergency Preparedness / Office of Minority Health	Emergency Services for Advance Registration - Volunteer Health Professionals (ESAR – VHP) / Minority / Special Populations Coordinator
Patronya Sanks	Bureau of Professional and Support Services	Health Services Administrator, Office of Performance Management
Tonya Snider	Bureau of Communicable Disease/Division of Tuberculosis (TB) Control	TB Registry Coordinator
Doug Turnbull	Public Health Area 10	Public Health Environmental Supervisor
Annie Vosel	Bureau of Family Health Services	Director, Division of Women's and Children's Health and Title X Family Planning/Plan First
Nancy Wright	Bureau of Family Health Services	Director, Cancer Prevention and Control Division

Preserving and Protecting the Public's Health

Quality Improvement Council Roster

August 1, 2014

Leads

Name	Bureau/Location	Position
Jamey Durham	Bureau of Professional and Support Services	Director
Carol Heier	Bureau of Professional and Support Services	Accreditation Coordinator/Performance Improvement Manager, Office of Performance Management
Michele Jones	Administration	Deputy Director for Program Operations

Council Members

Name	Bureau/Location	Position
Cathy Caldwell	Bureau of Child Health Insurance Program (CHIP)	Director
Janice Cook	Bureau of Professional and Support Services	Management Support Unit
William Kennedy	Bureau of Professional and Support Services	ACORN Program Manager/Emergency Preparedness Social Worker
Sabrina Nuckols	Public Health Area 5	Area Nursing Director
Robyn Peacock	Office of Human Resources	Recruitment Coordinator
Perry Snider	Bureau of Clinical Laboratories	Senior Microbiologist, Quality Management Division
Doug Turnbull	Public Health Area 10	Public Health Environmental Supervisor
Nancy Wright	Bureau of Family Health Services	Director, Cancer Prevention and Control Division
Tammy Yager	Public Health Area 3	Area Administrator