Alabama Department of Public Health
Public Health Accreditation Board (PHAB)

Accreditation Leadership Team Roster

October 19, 2015

State Health Officer:	Donald E. Williamson, MD
Deputy Director of Program Operations:	Michele Jones
Accreditation Coordinator:	Carol Heier

PHAB Accreditation Team (12 Domain Leads):

Domain 1 Leads – Conduct Assessment Activities	Carrie Allison Michele Jones Dale Quinney
Domain 2 Leads – Investigate Health Problems	Sherry Bradley Mary McIntyre, MD
Domain 3 Leads – Inform and Educate about Public Health	Karl Bryant Jim McVay, DrPA
Domain 4 Leads – Engage with the Public to Solve Public Health Problems	Chris Haag Bob Hinds Jim McVay, DrPA
Domain 5 Leads – Develop Public Health Policies and Plans	Carolyn Bern John Hankins Michele Jones Andy Mullins
Domain 6 Leads – Enforce Public Health Laws and Regulations	Walter Geary, MD Brian Hale
Domain 7 Leads – Promote Strategies to Improve Access	Viki Brant Cathy Caldwell Jamey Durham
Domain 8 Leads – Maintain a Competent Workforce	Jamey Durham Brent Hatcher
Domain 9 Leads – Evaluate and Continuously Improve	Carol Heier Nancy Wright
Domain 10 Leads – Contribute to and Apply the Evidence Base for Public Health	Brandi Pouncey John Hankins
Domain 11 Lead – Governance	Jeffrey Wright
Domain 12 Lead – Administration	Michele Jones

Document Review Panel Leads: Michele Jones

Accreditation Champion Lead: Carol Heier

Questions to Expect During the Site Visit

September 24, 2015
ADPH Accreditation Leadership Team Meeting

Reminders and Tips for Successful Interview

- The site review team process is to validate the implementation of the documentation submitted by a health department.
- The site review interview should not be a presentation but rather a discussion and dialogue about your program and the documents you submitted to support the standards and measures.
- Domains interviews do not include discussion on the CHA, CHIP, and SP unless they were used for documentation other than measures 1.1.2.1.1, 5.2.2.1.1, and 5.3.2.1.1.
- Plan to have the people who provided documentation or own the documentation for your Domain in the meeting or on-call during the site visit.
- When you are speaking, you are speaking for the entire agency.
- Be diligent to pick the appropriate people to meet with the site reviewers. This should be someone who is a subject matter expert. Someone who can speak on behalf of the program operations.
- Only speak to what you know. If you are unsure about an area or don't have the answer, say so and we will help you find the right person who does.
- Interviewing with the site review team is an opportunity for you to shine a positive light on your program area.
- Let the reviewers find our areas for improvement opportunities; don't freely share them. There are times when having your concerns mentioned will help you get resources but this is not the time or place.
- PHAB has a formal process for suggested changes regarding the public health standards. Do not use the site review interview process to suggest changes to the standards.
- Questions should relate directly to the Domain and the measures within; be guided by what is necessary to assess the documentation submitted; and clarify or verify assessment of specific measures during Pre-Site Visit Review.
- Site visitors will use open-ended questions to solicit more useful information. If you do use a "yes" or "no" answer, be prepared for a follow-up question.
- Site visitors will not make statements related to how well or poorly ADPH was assessed on any standard, measure, or Domain.
- It is not necessary to discuss every measure in a Domain. Site visitors will focus attention on specific questions they might have about a particular document(s).
- Site visitors should not ask questions that go beyond what is required to demonstrate a measure, as contained in the PHAB Standards and Measures Version 1.5.

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Possible PHAB Questions

Domain Interviews

- "I know that your health department had developed a performance management system just prior to submitting documentation, so there is not yet a record of implementation. Would you tell me how the department has continued to develop the system, and how do you plan to evaluate whether it's accomplishing what you want it to?"
- "Your health department is involved in a large number of enforcement activities, and some are not the direct responsibility of the health department. What is the health department's process for keeping track of, and assuring, all of this enforcement activity?"
- The health department's documentation consists of several documents and it is not clear to the Site Visit Team how they tie together and how they address the PHAB Required Documentation. The Site Visit Team might ask for an overall description of the several pieces of documentation that have been submitted for a Measure or a Required Documentation.
- It is not clear what the uploaded documentation is. The Site Visit Team may request a more specific description of the context or use of the document in order to understand how it evidences conformity with the measure.
- The description of the document does not appear to match the documentation or is an unclear description. The Site Visit Team may ask for further clarification or a description of how the documentation meets the documentation requirements or how the documentation provides specific evidence of conformity to the measure.
- It is not clear how the health department implements or employs documentation that was developed outside of the health department. For example, if documentation was developed by another level of government, the Site Visit Team may ask for clarification concerning how the documentation is applied and operationalized at the level of the application. Or, if documentation is for a program that was developed by another entity (for example by an academic institution, consultant, or health department in another state) the Site Visit Team may ask for clarification concerning how the program is implemented by the applicant health department.
- The uploaded documentation is a large document and the Site Visit Team cannot locate the specific part of the document that addresses the PHAB Required Documentation. The Site Visit Team might ask the health department to provide directions to the specific location of the relevant part of the document.
- The documentation is a very large document and the health department did not upload it with their documentation. The Site Visit Team may request that the document be made available to the Site Visit Team during the on-site visit

Questions to Expect During the Site Visit

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State Health Officer

- Describe the public health system structure in Alabama.
  - What is unique about the public health system and structure?
  - Describe how your health department fits within the Tribal/state/local overall government structure.
  - Describe your department's relationship with other public health departments (Tribal/state/local health department(s).
- Describe the department's relationship with its governing entity.
  - Describe how the department and the governing entity work together on public health issues.
  - Describe how does the department educates the governing entity about the mission and role of the department.
- Describe the department's relationship with the community.
  - What is the department's policy or process for working with the community? How do programs obtain community input?
  - What examples are there of collaboration and partnership with the community?
  - How is the community health assessment and community health improvement plan used?
  - How does the health department use these documents?
  - Are there indications that the community uses the improvement plan for priority setting, resource allocation, or other purposes?
  - How is the department's strategic plan used?

CHA/CHIP

- Describe how the CHA was developed.
  - What was the overall process?
  - How was the community involved?
  - Do you have indications that the community uses the CHA for planning, coordinating services and activities, sharing resources, funding applications, or other uses?
- How was the state community health improvement plan (SCHIP) developed?
  - What was the overall process?
  - How was the community involved?
  - How is the community involved in its implementation?
  - Do you have indications that the community uses the SCHIP for their program planning, coordinating services and activities, sharing resources, funding applications, or other uses?
  - Does the SCHIP translate into the department's annual budget?
  - Does the SCHIP impact on resource requests or allocations? Is it considered in setting priorities for grant applications or funding requests?

Questions to Expect During the Site Visit

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Strategic Plan (SP)

- How was the department's SP developed?
- Who in the department was involved in its development?
- How was the governing entity involved in its development?
- How is it used by programs and leadership?
- Does the strategic plan translate into the annual budget?
- Does the strategic plan impact on resource requests or allocations? Is it considered in setting priorities for grant applications or funding requests?

Partners

- Please introduce yourself/organization and explain your relationship with ADPH.
- What are some of the key relationships ADPH has with the community?
- How did ADPH engage community partners in the development of the CHA and ACHIP?
- How was/is the community involved in the implementation of the ACHIP?
- How is ADPH supporting the implementation of the ACHIP?
- From your organization's perspective, how does the community view ADPH?
- Who is not here that should be here (who else should ADPH be involved/partnering with)?
- If there was one thing ADPH could do better for you, what would it be?
- What is one thing about ADPH you think we should know that hasn't yet been said?

Tips on preparing documentation

Converting electronic files to a PDF using Adobe Acrobat Reader DC

- Open Adobe Acrobat Reader DC
- Select Create PDF from the Tools section
- Click the button that says Select Files to Convert to PDF
- Navigate to and select the file(s)
- Click Open

*Alternatively, if you have the file open, save it in the PDF format.

Highlighting

Examples of things to highlight include:

- Key points that demonstrate how the document meets the measure
- Date of document (if it is not obvious)
- Evidence of authenticity (if it is not obvious)
- ADPH employees in the document
- How ADPH state-level employees were involved with a project

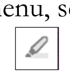
Do's and Don'ts of highlighting:

- Do use yellow highlighting only
- Do keep highlighting as simple as possible – avoid printing documents and highlighting them by hand. This results in blurry documentation.
- Do highlight sections of the document that are relevant to the measure
- Don't highlight in the cover sheet – this will not translate into ePHAB

How to highlight using Adobe Pro:

- Open the PDF
- Click Comment on the upper right corner
- Select this tool  in the Annotations section
- Using the mouse, highlight the text you would like to highlight in yellow

How to highlight using Adobe Acrobat Reader DC:

- Open the PDF
- In the Tools menu, select Comment
- Select this tool 
- Using the mouse, highlight the text you would like to highlight in yellow

Face Sheet

When should I use a face sheet?

- When the documentation refers to Ricky Elliott in his capacity as the liaison with the PCI
- When the explanation that would normally appear on the cover sheet will exceed 150 words (This should be an exception.)
- When a document needs supporting information regarding the process that does not exist as a part of the document

Adding/Deleting Pages

When should I add pages?

- When a face sheet is needed

- When a page was missing and needs to be inserted

When should I delete pages?

- When you are using a long document and highlight a select few pages
  - Exception: if the measure asks for a full document (example: EOP Manual) you must upload the full document
- When pages are duplicated as an error

How to add a page using Adobe Pro:

- Open the PDF you want to serve as the final PDF
- Click Tools on the right panel
- Select Pages in the right panel
- Select Insert from file
- Navigate to the file you want to add into the final PDF and select the file
- Click Open
- Indicate where in the document you want the page added
- Click OK
- Review the document to ensure the page was added correctly
  - Is it in the correct landscape?
  - Is it clear?
  - Is it between the correct pages in the final PDF?
  - Is it right-side up?
- Save the final PDF

How to delete a page using Adobe Pro (there are two methods):

Method 1

- On the left panel, expand the Page Thumbnails view by clicking this icon: 
- Click the page you want to delete
  - Hold shift or ctrl to select multiple pages
- Click the Delete Pages icon 
- Review the document to ensure the page(s) was deleted correctly
- Save the final PDF

Method 2

- On the right side, click “Tools”
- Expand the Pages section
- Click the Delete Pages icon 
- Enter the page numbers you want to delete
- Click Okay

How to delete a page if you have Adobe Acrobat Reader DC:

- Open the PDF
- Go to the File menu
- Click Print
- Select the CutePDF Writer as your printer (available for free online)
- Select the pages you want to <u>keep</u>
- Click Print
- In the Save As dialogue, select the appropriate file location
- Click Save

Tips on preparing documentation

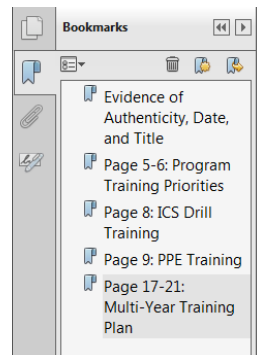
Bookmarks

When and why would I use bookmarks?

- Why – Bookmarks make it easy for others to look at the sections of a large document that you have highlighted
- When – Use bookmarks when your highlights are separated by several pages or if the document is large

Do's and Don'ts of bookmarking:

- Do put your bookmarks in order that the site visitor should be looking at the highlights (this may not be the same as the page order)
- Indicate the page number so that it ties back to your cover sheet or face sheet
- Do name the bookmarks with short names, preferably using key words that tie back to the cover sheet or face sheet
- Example of name: "Page 8: ICS Drill Training"
- Don't use "Bookmark 1: All Of The Text That Is Highlighted As Part Of Bookmark 1"
- Don't bookmark the top of the page when the bottom of the page is highlighted
- Do test your bookmarks



How to bookmark using Adobe Pro:

- Open the PDF
- Expand the Bookmarks Panel on the left side
- Align the document exactly how you want it to appear when the bookmark is clicked
- Click the New Bookmark icon 
- Name the bookmark – hit Enter when you finish
- Go to another page of the document and click the bookmark to test it

Other tips from the DRP:

- All screen shots must have a date. Screen shots of websites must also have the web address.
- The new look back date is August 24, 2016.
  - 14 months prior is June 25, 2016
  - 2 years prior is August 25, 2014
  - 3 years prior is August 25, 2013
  - 5 years prior is August 25, 2011
- Make sure you tie in the state-level involvement rather than just the county health departments.
- If you have a brochure that does not have a date, PHAB will allow us to insert a statement on the document that says something like: "This document was used from March 2015 to August 2015."
- Avoid using special characters in the Document Title of the cover sheet. (Only letters, numbers, and spaces are allowed.)
- Make sure the document has the date and evidence of authenticity. Putting this in the cover sheet is not sufficient, per PHAB.
- Write your document description so that it clearly demonstrates how the document meets the measure. (For some documentation, this may need to be done on the face sheet.)

Alabama Department of Public Health (ADPH)
Public Health Accreditation Board (PHAB)

Document Management System (DMS) Instructions for Domain Leads

Overview

The DMS is a tool to facilitate and track the review and selection of accreditation documentation for ADPH. Selected documentation will be submitted to PHAB as part of the department's state level public health accreditation application.

The Lotus Notes TeamRoom application was customized to function as the department's DMS. TeamRoom is an application to support processes that help people work together. Users of the DMS are the Domain Leads, the Document Review Panel (DRP) Leads, and the Deputy Director of Program Operations (DDPO). Staff in the Office of Performance Management (OPM) function as the system administrators. The Bureau of Information Technology provides technical assistance, when needed.

Accessing the DMS

A link to the production database of the DMS will be forwarded to system users by the OPM staff upon request.

Selecting and Preparing a Documentation Example

1. **Select the Example:** Work with the Domain Workgroup to identify the most direct and applicable documentation example available to meet a documentation requirement. The best documentation example is relevant to the applicable Domain, Standard, and Measure and specific to the "required documentation" and "guidance" in the PHAB Standards and Measures Version 1.5.

   The *PHAB Document Assessment Check Sheet* is a useful tool to help select and prepare the best documentation examples. The check sheet and other helpful information about documentation selection and preparation are available in the PHAB Workgroup Resources category of the Employee Documentation Application.

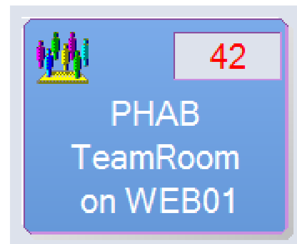
2. **Name and Save the Example File(s):** Name and save each file that is part of the example. Begin the file name with the applicable Domain Number, Standard Number, Measure Number, Required Documentation Number, and Example Number separated by periods (.). Follow the numbers with a dash (-) and a descriptive name. Save the file using a file format accepted by PHAB. *Example: 9.2.2.1.1-Administrative QI Project.pdf.*

   Information about acceptable file formats is available in the PHAB Workgroup Resources category of the Employee Documentation Application.

3. **Complete, Name and Save the Documentation Example Cover Sheet:** Complete one Cover Sheet for <u>each</u> documentation example. One example may contain multiple files. The Cover Sheet is available in the PHAB Workgroup Resources category of the Employee Documentation Application.

    a. Rename the Cover Sheet file and save it. Begin the file name with the applicable Domain Number, Standard Number, Measure Number, Required Documentation Number, and Example Number separated by periods (.). Follow the numbers with a dash (-) and the words "Cover Sheet". *Example: 9.2.2.1.1-Cover Sheet.docx*

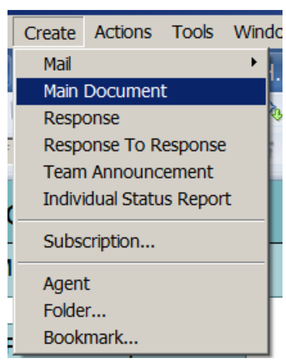
<u>Submitting the Example to the DRP</u>



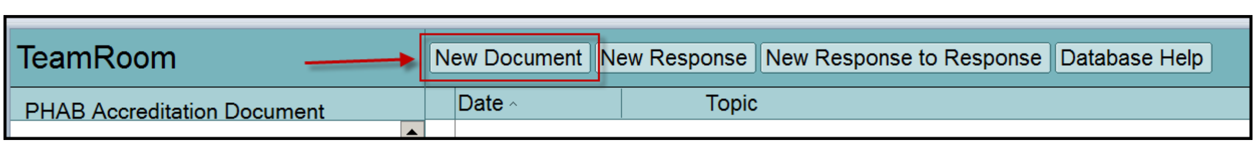
1. **Open the DMS Application:** From the Lotus Notes Workspace, click on the PHAB TeamRoom icon to open the DMS application.

2. **Create a Main Document and Attach Files:**

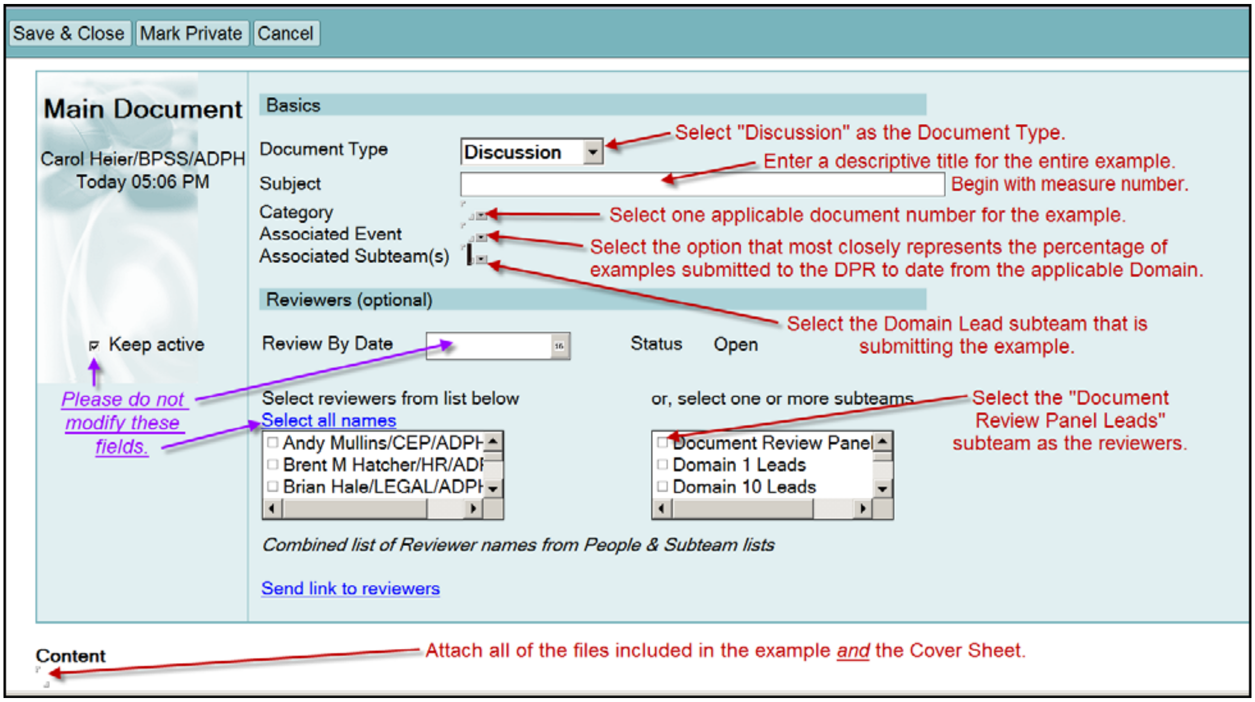
    a. In the menu bar of the DMS application, select "CREATE" and "MAIN DOCUMENT". A document like the one below will be created.



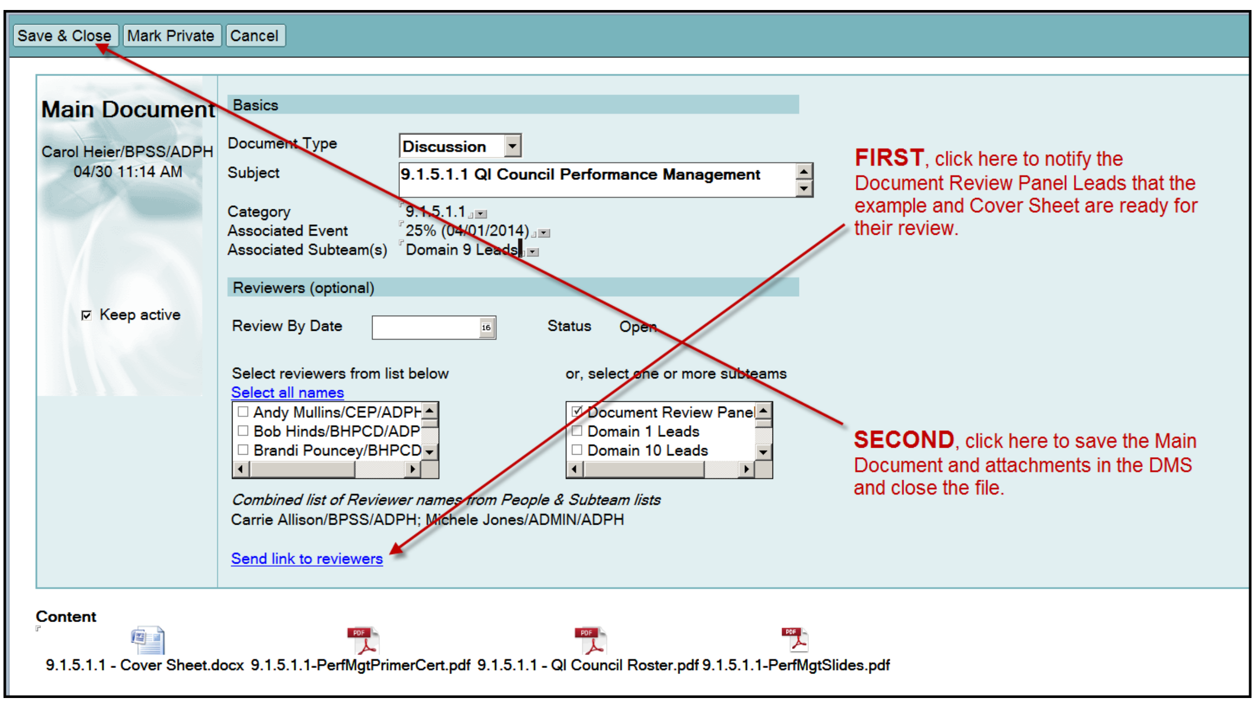
An alternate way to create a main document is to click on the "New Document" button.



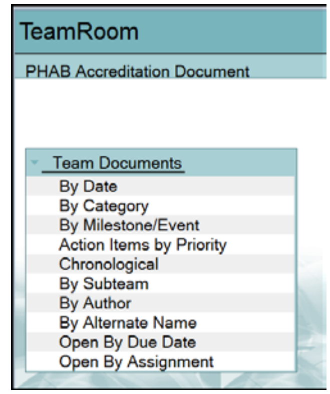
    b. Follow the guidance below to identify the example in the DMS and to add the documentation example files and Cover Sheet file to the Main Document.



3. **Notify the DRP:**
    a. Follow the guidance below to notify the DRP Leads that the documentation example and Cover Sheet are ready for review and to save the Main Document and attached files in the DMS.



Review by the DRP



The associated Domain subteam (Domain Leads) can track the DRP review process and view responses by selecting various views in the DMS navigation pane and monitoring the "document type" designation. Further information is below regarding the document types used in the DMS.

1. The DRP Leads will change the document type of the Main Document from "Discussion" to "Action Item" while members of the DRP review the documentation example and Cover Sheet.

2. After the review, the DRP Leads will change the document type of the Main Document to "Returned" or "Approved". They will generate a "New Response" to the Main Document in the DMS to provide feedback to the associated Domain subteam.

    a. A document type of "Approved" means that the DRP has no questions or recommendations to improve the documentation example or Cover Sheet based on their review. Their review is complete.

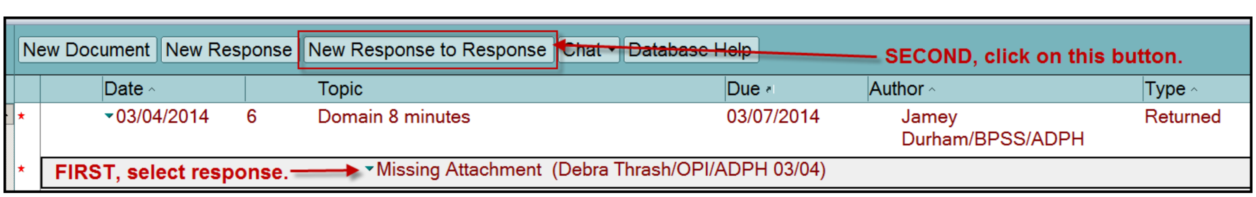
    b. A document type of "Returned" will likely require the Domain Lead to submit an updated/corrected documentation example and/or Cover Sheet.

        i. New or corrected files should be added to the original Main Document by the Domain Leads. Add text in the "Content" section of the Main Document to identify the updated files.

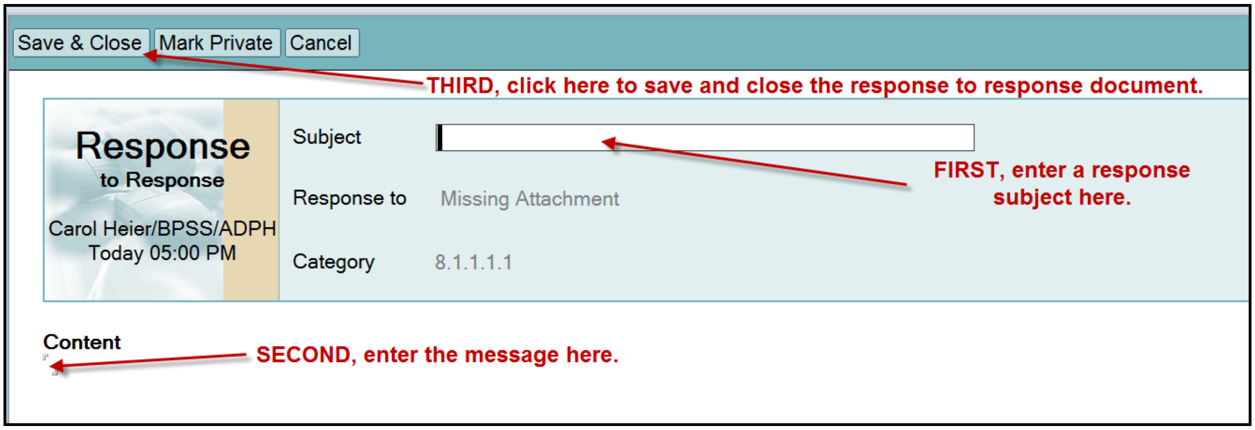
        NOTE: *Please do not delete any of the files that are attached to a Main Document and have been reviewed by the DRP. These files are needed for historical and tracking purposes.*

        ii. The Domain Leads will generate a "New Response to Response" in the DMS to notify the DRP that the corrected documentation examples and/or Cover Sheet file are ready for review.

        To generate a "New Response to Response" open the response or select it in a view. Click on the "New Response to Response" button. A "New Response to Response" document will be generated.



Follow the guidance below to complete and save the new response to response in the DMS.



iii. The DRP will repeat the review process beginning with Step 1 until the document type can be changed to “Approved” or it is changed to “Removed”.

3. The associated Domain Leads will be asked by the Accreditation Coordinator (AC) to submit a measure narrative when all of the required documentation examples for the Measure have the document type of “Approved”.

4. The DDPO and the AC will review the documentation examples, Cover Sheets, and measure narratives for final approval.

    a. The DDPO or the AC will change the document type to “Selected” to indicate that an example will be submitted to PHAB with the department’s accreditation application.

    b. The DDPO or the AC will change the document type to “Removed” to indicate that an example will not be submitted to PHAB with the department’s accreditation application and another example is needed from the associated Domain subteam.

    c. The DDPO or the AC will generate a “New Response” to the Main Document in the DMS to provide feedback regarding these decisions.

5. **Removing an Example from Consideration:** The associated Domain subteam may generate a “New Response” to the Main Document in the DMS to ask that a submitted documentation example be removed from consideration. This request can be made at any point in the review process. The DRP Leads or the OPM staff will change the document type to “Removed” and will generate a “New Response to Response” in the DMS to provide follow-up/feedback. The Main Document and all attachments will be retained in the DMS for tracking purposes and/or reconsideration at a later time.

Document Types

1. **Discussion:** Domain Leads select this document type to indicate that a documentation example and Cover Sheet have been added to the DMS and are ready for review by the DRP. Domain Leads can delete and replace documentation example files and the Cover Sheet file as needed as long as the document type is "Discussion."

2. **Action Item:** The DRP Leads select this document type. After the Domain Leads submit a document to the DRP for review, the DRP Leads change the document type from "Discussion" to "Action Item" and notify the DRP that documents are ready for review. The document type will remain an "Action Item" until the DRP decides whether to return the documents to the Domain for clarification/correction or to approve the documents. The documentation example files and Cover Sheet file cannot be edited by the Domain Lead as long as the document type is "Action Item."

3. **Returned:** The DRP Leads select this document type. The DRP Leads will change the document type to "Returned," if the DRP determines that the example and/or Cover Sheet need additional information or clarification to meet the standards and measures. The DRP Leads will also communicate the need for additional information to the associated Domain Leads.

   The Domain Leads can add/edit corrected documentation example files and Cover Sheet files to the Main Document as needed while the document type is "Returned" and <u>before</u> a "New Response to Response" is saved. NOTE: *Please do not delete any of the original or historical files attached to a Main Document that have been reviewed by the DRP. Instead, label and add corrected files to the Main Document.*

4. **Approved:** The DRP Leads select this document type. If the DRP determines the documentation example meets the standards and measures and information on the Cover Sheet is clear and complete, the DRP Leads will change the document type to "Approved" and notify the associated Domain Leads of the status. The documentation example files and Cover Sheet should not be edited by the Domain Lead without prior approval from AC as long as the document type is "Approved".

5. **Removed:** The DRP Leads and staff of the OPM select this document type. It is used when Domain Leads request that examples previously submitted be removed from consideration. Also, the DDPO and AC will select this document type when approved documentation examples are not selected for submission to PHAB. Choosing the document type as "Removed" allows the example and Cover Sheet to be recalled later if there is an appropriate use for them elsewhere or the removal needs to be reconsidered.

6. **Selected:** The DDPO and AC select this document type. If a document type is marked as “Selected,” the DDPO and the AC have approved the example for submission into e-PHAB with the department’s accreditation application. The documentation example files and Cover Sheet file should not be edited by the Domain Lead without prior approval of the AC when the document type is “Approved”.