Preserving and Protecting the Public's Health

Public Health Accreditation Board (PHAB)
Accreditation Leadership Team Meeting Minutes

Meeting Arrangements:

Date: February 27, 2014
Scheduled Time: 10:00 am – 11:00 pm
Meeting Location: RSA Tower – 15th Floor Board Room, Montgomery, AL
Attendance in Person:

ADPH:

Andy Mullins	Debra Thrash	Sherry Bradley
Brent Hatcher	Jamey Durham	Stacey Adams
Brian Hale	Jeffrey Wright	Valerie Cochran
Carol Heier	Dr. Jim McVay	Viki Brant
Carolyn Bern	Dr. Mary McIntyre	Dr. Walter Geary
Cathy Caldwell	Pat Ivie	
Dale Quinney	Sally Palmer	

UAB:
Not represented

Absent:

ADPH:

Carol Mysinger	Michele Jones	Dr. Thomas Miller
Chris Haag	Patronya Sanks	

Attendance via Conference Call:
None

Meeting Chair: Carol Heier
Call to Order: 10:00 AM
Adjournment: 11:45 AM
Approval: March 27, 2014

Welcome and Introductions- Carol Heier

Carol Heier welcomed members of the Accreditation Leadership Team and thanked them for their participation. She noted that the agenda for the meeting was very full and the meeting could extend past 1 hour. She understood that some Team members may need to leave before the end of the meeting to address other responsibilities.

Documents:

- Handout #1: Meeting Agenda

Conclusions:

- No questions, objections or assignments for this discussion.

Agenda Item 1: Review/Approval of Minutes of January 6, 2014 Meeting- Carol Heier

Carol Heier distributed the Accreditation Leadership Team meeting minutes of January 6, 2014 to the Team on January 10, 2014. The drafted minutes were distributed by email and posted in the Document Library. A draft was provided to the Accreditation Leadership Team as an attachment to the agenda and as a meeting handout.

Carolyn Bern requested a correction to the Domain 5 Update section on page 5. She asked that Diane Beeson be added to the list of individuals working to identify stakeholders for the Community Health Improvement Plan (CHIP). Carol stated that the correction would be added prior to posting the approved minutes. A motion was made by Dr. Jim McVay to approve the minutes as amended. The motion was seconded by Dale Quinney and Carolyn Bern. The minutes of the January 6, 2014 meeting were approved by the unanimous vote of the Accreditation Leadership Team members present.

Documents:

- Handout #2: Draft Meeting Minutes of January 6, 2014

Conclusions:

- Patronya Sanks will post the approved minutes of January 6, 2014 in the Team Meetings section of the ADPH Workforce Development webpage along with the meeting handouts and agenda. Carol Heier will also post the files in the PHAB Accreditation Leadership Team Meeting section of the Document Library.

Agenda Item 2: ADPH Workforce Development Web Page – Carol Heier

Carol reported that the Accreditation Leadership Team meeting agenda, handouts, and minutes from October 25, 2013 have been posted on the Workforce Development webpage. She asked Team members to copy her on emails sent to Patronya Sanks asking that information be posted on the website. If Patronya is out of the office, Carol will handle the request.

The Accreditation Champions met and recommended some changes to how accreditation information is posted on the Workforce Development webpage. Jennifer Sumner contacted Carol and asked about creating a webpage that is dedicated to accreditation information. Carol will work with Jennifer and others in the Digital Media Branch to set up this site.

Documents:

- None

Conclusions:

- Domain Leads will forward applicable information to Patronya Sanks for posting on the Workforce Development website, as needed, and will copy Carol Heier on the request.
- Carol will work with staff in the Digital Media Branch to create an ADPH webpage dedicated to accreditation activities.

Agenda Item 3: Update on ADPH PHAB Accreditation Readiness – Carol Heier

In reference to the PHAB Accreditation Readiness Checklists, updates on the Prerequisite Checklist will be reported during the Domain 1 and 5 Workgroup reports later in the meeting. The Organizational Checklist has been updated to mark two more items complete. On January 23-24, 2014, the timeframes for documentation were covered in the PHAB documentation

training conducted by David Stone, Education Specialist with PHAB and on January 6, 2014, the target date to submit the Statement of Intent (May 31, 2014) was confirmed. The remaining items on the Organizational Checklist are the document review and self-assessment. A process for these will be discussed later in the meeting.

Documents:

- None

Conclusions:

- No questions, objections or assignments for this discussion.

Agenda Item 4: Accreditation Leadership Team Charter/Roles and Responsibilities – Carol Heier

An updated Accreditation Leadership Team Roster (Attachment 2 of the Team Charter – Version 1.1) was distributed (Handout #3). Sandra Wood retired and was removed as a Domain 11 Lead. Jeff Wright will continue to serve as the Domain 11 Lead with no co-lead at this time.

The PHAB Standards and Measures – Version 1.5 was released in January 2014 and Accreditation Leadership Team members were notified about this by email from Carol Heier. The Office of Performance Management (OPM) had a spiral-bound copy of the revised Standards and Measures printed for all Team members and the Document Review Panel (DRP) (Handout #4). Team members present were asked to pick up their copy when leaving the meeting. The OPM will distribute copies to Team and DRP members who are not in attendance. The document has also been posted in the "PHAB Workgroup Resources" category of the Document Library.

Carol distributed Handout #5 and demonstrated use of the updated Work Plan template. Some changes were made to the sample Work Plan distributed in January due to receipt of new information during the PHAB documentation training and the on-going development of the Document Management System and process. Carol reviewed the document numbering system that is applicable to column 1 of the Work Plan and will be used throughout the Employee Documentation Application, and the Document Management System (DMS). The numbering system identifies the Domain, Standard, Measure, Required Documentation and Example based on the PHAB Standards and Measures – Version 1.5. For example, document number 2.1.1.1.1 means Domain 2, Standard 1, Measure 1, Required Documentation 1, and Example 1. Domain Leads were asked to use the template to complete and update their Domain Workgroup Work Plans to track and report progress. The most updated version of the Work Plan should be posted in the Document Library. The template was posted in the "PHAB Workgroup Resources" category of the Document Library on February 23, 2014.

Based on feedback from Bob Hinds, a Domain 4 Workgroup Member, it was determined that the "PHAB Accreditation Team – Domain Workgroup Discussion" category and domain folders in the Document Library would be more functional if each Workgroup had its own category. The OPM made these changes in the Document Library. Carol provided Handout #6 that includes instructions and she demonstrated how the new categories should be used by Domain Leads to post meeting materials and Work Plans. The new domain categories are titled "PHAB – Domain # ___ Workgroup Documentation". Each category has a "Category Set-Up Folder" to assist Domain Leads with adding new folders under their respective Domain category. Applicable Domain Leads and staff of the OPM are listed as authors for each folder. The OPM created a folder for each Domain Work Plan. Domain Leads were asked to create a folder for each Workgroup meeting to post meeting agendas, sign-in sheets, minutes, and handouts.

The Lotus Notes Employee Documentation Application was originally set up by Valerie Cochran, former Accreditation Coordinator, to collect potential accreditation documentation from the initial Accreditation Team. The application is being modified by the OPM to make it functional for the current Accreditation Leadership Team to collect and file potential accreditation documentation examples that are under review or are being prepared for submission to the DRP. Folders for Domain #4 were complete at the time of the meeting. The OPM will continue work to add similar folders for each Domain. Each Measure will have a folder labeled "General" to collect documentation that has not been associated with a specific measure requirement. Each Measure will also have a folder to collect examples that will meet documentation requirements. Domain Leads may use this application, if needed. Carol provided Handout #7 that includes instructions and she demonstrated use of the application. She will send a link to the application to all Domain Leads following the meeting.

Dale Quinney asked if space would be made available to file hardcopies of accreditation materials such as the Community Health Assessment (CHA) health priority surveys. After general discussion, the Team concluded that no designated filing space is needed since hard copies of documentation take up a lot of room and all documents submitted to PHAB must be electronic. Hardcopy documents such as the CHA survey can be scanned to make them electronic. Jim McVay said that high speed scanners are available in the Information Technology (IT) department. The OPM will confirm that documents posted in the Document Library are backed up on a routine basis.

Carol provided and reviewed information in Handout #8 regarding the readiness document review and self-assessment. The handout includes information about the self-assessment purpose, outcome, timeline, process, and assessment scoring matrix. The document review will be completed as part of the self-assessment. As the initial step of the self-assessment, Domain Leads were asked to obtain input from their Domain Workgroup members and others to examine and score each Measure in their respective domain based on the department's capacity and activity to comply with the measure and the adequacy of the supporting documentation. The scoring system was adapted from the Self-Assessment Workbook for Wisconsin Public Health Agencies, developed by the Institute for Wisconsin's Health Inc. for local and tribal health departments. The scoring descriptions were adopted from a New Hampshire Department of Health and Human Services document about a National Association of City and County Health Officials (NACCHO) self-assessment instrument for local health departments. Measure scores should be sent to Carol by email by April 1, 2014. The OPM will evaluate the scores and report results by May 1, 2014. The results will identify strengths and opportunities for improvement and will be used by the Quality Improvement (QI) Council to inform decisions about QI efforts needed within the department.

Carol provided Handout #9 and demonstrated use of the DMS test database that has been developed by the OPM with assistance from Leslie Hay and Debra Thrash. She thanked Valerie Cochran and Jeff Wright for assisting with some initial testing of the system. The DMS is a tool to facilitate and track the selection of accreditation documentation for the department. A Lotus Notes application called "TeamRoom" has been customized to serve as the DMS. Carol reviewed instructions for Domain Leads to test and practice use of the DMS, including use of the test document and draft Document Example Cover Sheet. The "test" document will represent the documentation example that a Domain would submit to the DRP. A Documentation Example Cover Sheet should accompany each document example. The Cover Sheet is where the example number, file name(s), titles, document descriptions, and measure narratives will be recorded. Debra Thrash reviewed the list and meaning of Document Types that will be used to track the document example review and selection process through the DMS. Domain Leads were asked to

submit at least one test document and cover sheet from their Domain to the DRP through the DMS. The Team selected a target date of Friday, March 7 to submit a test document and cover sheet. The DRP will test their review process, also. If the DRP asks for some additional information, the Leads were asked to respond to the request to help fully test the system. The OPM welcomes feedback and suggestions to enhance the system and process. The OPM will make improvements to the DMS set up, process, and/or forms based on testing results and will have the production database ready for use prior to April 1, 2014. A link to the DMS test database will be sent to the Domain Leads after the meeting.

Documents:

- Handout #3: Updated Accreditation Leadership Team Roster – February 1, 2014
- Handout #4: Printed copy of PHAB Standards and Measures – Version 1.5, Adopted December 2013
- Handout #5: Domain Workgroup Work Plan – Template and Sample
- Handout #6: Posting Domain Workgroup Documentation - Update
- Handout #7: Employee Documentation Application
- Handout #8: State Health Department Accreditation Readiness Self-Assessment
- Handout #9: Instructions for Testing/Practice of Document Management System

Conclusions:

- The OPM will distribute printed copies of the PHAB Standards and Measures – Version 1.5 to Team members and Document Review Panel members who were not present at the meeting.
- Domain Leads will create a Work Plan for their respective Domains using the Workgroup Work Plan template provided by the OPM. Domain Leads will ensure that the most updated version of the Work Plan is posted in the applicable "PHAB – Domain # ___ Workgroup Documentation" category, Work Plan folder of the Document Library.
- The OPM will send a link to the Employee Documentation Application and the DMS test database following the meeting.
- The OPM will complete changes to the Employee Documentation Application so that Domains can collect and file accreditation documentation that is under review or is being prepared for submission to the DRP.
- The OPM will confirm that documents posted in the Document Library are backed up on a routine basis.
- Domain Leads will work with their Domain Workgroups and others as needed to score all Measures within their Domain using the self-assessment scoring matrix and will submit the scores to Carol Heier by April 1, 2014.
- Domain Leads will participate in the DMS testing process by submitting at least one test document and cover sheet from their Domain into the DMS by Friday, March 7, 2014 and responding to any requests from the DRP for additional information.

Agenda Item 5: Workgroup/Panel Member Updates – Domain Leads

Carol distributed an updated Accreditation Workgroup Roster that included updates sent to the OPM through February 24, 2014. The Domain Leads provided an update on Workgroup activities and the updates are as follows:

Domain 1: Approximately 6,000 online or paper responses were received to the statewide community health survey issued to determine the health priorities of Alabama residents. Approximately 2,000 additional responses were received that cannot be used to calculate results

because they were not completed accurately. The survey was thoroughly tested prior to distribution, but the instructions were not always followed by responders. Instructions that are clearer will be needed the next time the survey is issued. The Domain Workgroup set a goal to obtain adequate responses from every component of the population, including special population groups. The aging population was under represented in preliminary results, so the Domain partnered with the Alabama Association of Regional Councils to promote the survey to their constituents. The effort was successful and a new partnership was formed. ADSS has asked for survey results for their coverage areas.

The CHA is being finalized. In the CHA report, the list of health indicators will be limited, but a lot of data regarding health issues will be reported. Death rate will be one of the indicators since Alabama has the 2nd largest death rate of any state in the nation. The CHA will report on recognized health status indicators and emerging health issues using quality data. It will include a summary section listing the major findings and the health indicators for individuals, special populations, and geographical areas (state/public health area/county). A summary of the Health Issue Focused Approach that was used to develop the CHA will be included. A paper and online copy of the CHA will be available. A special online feature will include additional indicators. Health data will be posted for online access and will be updated as soon as updates are available.

The Domain 1 Workgroup will be handing off information to Domain 5 soon so that they can begin work on the Community Health Improvement Plan (CHIP) before the CHA is finalized. They will provide a summary of findings, a list of the top 10 health issues based on survey results, and data regarding 25-30 health indicators.

Domain 2: Sherry Bradley reported that she met with Dr. Mary McIntyre on February 18 to plan the first meeting of the Domain 2 Workgroup. The first meeting is planned for March 6, but may change if more Workgroup members can participate on a different day. A Doodle Poll has been issued to determine the best date/time for the meeting. The Domain 2 Standards and Measures have been reviewed. Domain 2 will need to submit 50-51 documentation examples. Thirteen documentation examples will need to be submitted to the DRP by April 1 to meet the 25% threshold set in the accreditation timeline. The Workgroup will ensure that the documentation examples are the best available and that they are properly dated and signed.

Domain 3: Jim McVay reported that the second Domain 3 Workgroup meeting was held on February 5 with 100% participation. Seven of the nine Workgroup members attended the PHAB documentation training in January. The Workgroup has already identified program areas such as Emergency Preparedness, Injury Prevention, and the Child Death Review where good documentation examples about informing and educating the public can be found.

Domain 4: Jim McVay reported that the second Domain 4 Workgroup meeting was held on February 5. Only 5 of 12 members were able to participate due to snow and weather issues. There will be no shortage of documentation examples for Domain 4. Well over a dozen program areas such as the Collaborative Improvement & Innovation Network to Reduce Infant Mortality (CoIIN) project, Million Hearts, and the asthma, and cancer programs have been identified where good documentation examples can be found. The biggest “problem” for the Workgroup will be to choose the best documentation.

Domain 5: Valerie Cochran reported that Domain 5 included the CHIP, Strategic Plan and Emergency Preparedness. She asked Jamey Durham to report on the Strategic Thinking Retreat held on February 2-3 since she was not a participant. Jamey reported that the Bureau Directors and Area Administrators were invited to attend with Dr. Williamson and the Deputy Directors

and that a report has been drafted and distributed. The strategic planning encompassed many topics and Dr. Williamson's vision for the future of the department. Cathy Caldwell asked if the results could be shared. Jim McVay said that he had confirmed with Michele Jones through Carol Heier that they could be shared. He said the report was good and he encouraged everyone to read it. Valerie reminded the Team that aspects of the CHIP will need to be incorporated into the department's Strategic Plan.

Valerie reported that a video conference was held with a sub-group of Domain 5 Workgroup members and the UAB Project Team on February 19 to consider prioritization methods that might be used to develop the CHIP. The Needs versus Capacity model was selected by the sub-group. A list of 25 stakeholders to participate in the CHIP have been drafted and forwarded for review. Once the CHA report is received from Domain 1, the capacity of the department to address the top 10 health issues will be determined and then the stakeholders will be engaged in the CHIP process.

Domain 6: Brian Hale reported that about half of the Domain 6 Workgroup members attended the PHAB documentation training in January. At the training, they learned that PHAB does not accept documentation examples from Licensure and Certification; therefore, the Domain will rely heavily on documentation from the Bureau of Environmental Services. The revised PHAB Standards and Measures were distributed to the Workgroup and the second meeting is planned for March 6. The Domain is concerned that some of the state laws and regulation materials may not meet the Measure timelines. Carol stated that a call can be set up with David Stone, if needed, to get further guidance on this concern. Brian Hale asked that the name "Phyllis Fenn" be changed to "Phyllis Mardis" on the Accreditation Workgroup Roster for Domain 6.

Domain 7: Cathy Caldwell reported that Viki Brant and Carolyn Bern met to consider potential documentation examples from the Office of Primary Care and Rural Health. A Doodle Poll has been set up to determine a Workgroup meeting date during the first week of March. At the PHAB documentation training, the Workgroup learned that some of the program areas from which they planned to pull documentation are not accepted by PHAB. Renae Carpenter, State Social Work Director, has been added to the Domain 7 Workgroup.

Domain 8: Jamey Durham reported that Carolyn Bern was removed from the Domain 8 Workgroup roster so that she could focus her accreditation activities on work with two other Workgroups. On February 13, Jamey met with Brent Hatcher to discuss the departmental workforce development plan that is required by the Domain 8 Standards and Measures. They confirmed that although there are workforce development plans in special program areas, there is no overarching departmental workforce development plan, so one will need to be developed. A Doodle Poll has been issued to determine a Workgroup meeting date in mid-March to consider the workforce development documentation that is currently available. They may need to add a Workgroup member from a public health area to help with the process.

Domain 9: Carol Heier reported that the Workgroup met on February 21 to review roles and responsibilities, Domain 9 Standards and Measures, and the timeline to submit documentation. Much of the Domain 9 documentation relates to the department's Performance Management System (PMS) and the QI Council. Both need to be developed. The Workgroup did identify areas where some potential documentation about quality improvement training and customer satisfaction might be located. A total of 28 document examples will be needed for Domain 9. Seven documentation examples will need to be submitted to the DRP by April 1 to meet the 25% threshold set in the accreditation timeline. Other documentation will be delayed until the PMS and QI Council are operational.

Domain 10: Valerie Cochran reported that good documentation examples are available for Domain 10. Some of the documentation being collected for Domain 4 may also be used as documentation examples for Domain 10. Information is being collected regarding our collaboration with the one federally recognized Tribe in Alabama. John Hankins, Nursing Director, is working on an investigational review board policy and Dale Quinney is working with them on another project.

Domain 11: Jeff Wright reported that the Domain held their initial meeting in November and that all of the Workgroup members attended the PHAB documentation training in January. Jeff prepared a working document similar to the Work Plan and distributed it to the Workgroup on February 18. Jeff asked for updates to the document and all Workgroup members responded. The Workgroup has some documentation selected for submission to the DRP and will meet the 25% threshold by April 1, 2014. Sandra Wood gathered personnel data prior to her retirement and Lisa Jones is following up in that area.

Domain 12: No one was available to provide an update for Domain 12.

Documents

- Handout #10: Updated PHAB Accreditation Workgroup Roster – February 24, 2014

Conclusions

- No questions, objections or assignments for this discussion.

Agenda Item 6: Next Meeting

The next meeting will be held as follows:

Date: Thursday, March 27, 2014
Scheduled Time: 10:00 – 11:00 AM
Meeting Location: The RSA Tower, Training Room 980
Proposed Agenda Items:

- Update on ADPH Accreditation Process
- Update on Document Review and Self-Assessment
- Update on Document Management System
- Accreditation Leadership Team Reports/Updates
  - Status of Work Plans
  - Update on Workgroup Documentation in Document Library
  - Feedback on use of Employee Documentation Application
  - Status of Document Review and Self-Assessment