

Preserving and Protecting the Public's Health



**Public Health Accreditation Board (PHAB)
Accreditation Leadership Team (ALT) Meeting**

Meeting Arrangements:

Date: Thursday, May 22, 2014
Scheduled Time: 10:15 am – 11:15 am
Meeting Location: The RSA Tower, 15th Floor Board Room, Montgomery, AL
Attendance in Person:

ADPH:

Brent Hatcher	Michele Jones
Carol Heier	Patronya Sanks
Carol Mysinger	Sherry Bradley
Carolyn Bern	Stacey Adams
Cathy Caldwell	Thomas Miller
Dale Quinney	Valerie Cochran
Debra Thrash	Victor Hunt (<i>for Jeffrey Wright</i>)
Jim McVay	Viki Brant
John Guarsico (<i>for Mary McIntyre</i>)	Walter Geary
Bob Hinds	

Absent:

ADPH:

Andy Mullins	Jeffrey Wright
Brian Hale	Mary McIntyre
Chris Haag	Pat Ivie
Jamey Durham	Sally Palmer

Attendance via Conference Call:

None

Meeting Chair: Carol Heier
Call to Order: 10:17 AM
Adjournment: 11:34 AM
Approved: June 26, 2014

Welcome and Introductions- Carol Heier

Carol Heier welcomed members of the Accreditation Leadership Team and thanked them for their attendance. Carol encouraged the Team to review the Quality Improvement (QI) storyboards on display from four of the QI Teams that participated in the Fall 2013 QI

Train-the-Trainer series. The storyboards were from the Public Health Areas 3 and 10, Family Health Services, and the Clinical Laboratory QI Teams.

Documents:

- Handout #1: Meeting Agenda

Conclusions:

- No questions, objections or assignments for this discussion.

Agenda Item 1: Review/ Approval of the Minutes of April 24, 2014 Meeting

Carol Heier distributed the draft version of the Accreditation Leadership Team meeting minutes on May 19, 2014 and posted them in Employee Documentation Application (EDA) under the PHAB Accreditation Leadership Team Meetings section. Carol asked if there are any changes needed. None were requested. Dr. Jim McVay motioned to approve the minutes and Michele Jones seconded the motion. By vote, the minutes were approved by the Accreditation Leadership Team unanimously.

Carol advised that she posted two documents from a recent National Public Health Improvement Initiative (NPHII) grantee meeting in the PHAB Documents section of the EDA. One of the postings is a PowerPoint that PHAB Site Visitors presented to give some guidance on documentation. Carol also added a category called "Site Visit Insights" and added a file with a couple of applicable PowerPoint slide presentations. Carol encouraged the Team to review these documents and let her know about any questions she could help them answer about the information.

Documents:

- Handout #2: Draft Meeting Minutes of April 24, 2014

Conclusions:

- No questions, objections or assignments for this discussion.
- Carol Heier will post the approved minutes of the April 24, 2014 meeting in the EDA.

Agenda Item 2: Old Business- - Carol Heier

Review of ADPH PHAB Accreditation Readiness Activities – Accomplishments and Statement of Intent

Carol Heier provided Handout #3 – Something to Celebrate, and shared a PowerPoint presentation highlighting the accomplishments and milestones made from October 1, 2013 to March 30, 2014 related to accreditation, quality improvement, and performance management. Carol advised the milestones were reported in the NPHII Interim Progress Report submitted to CDC for grant reporting progress. Carol expressed how pleased she was about the accomplishments. Michele Jones expressed that the accomplishment list was impressive and very exciting. Michele advised she will share the presentation with Dr. Williamson and the State Board of Public Health next month. Michele congratulated the group on all of the achievements. Michele pulled up e-PHAB submitted the department's Statement of Intent to PHAB on behalf of Dr. Williamson and with his approval. Michele advised that submitting the Statement of Intent will put ADPH "on the clock" for submitting all documentation within the next year. Carol advised this is a major milestone and shows that ADPH is ready and able to apply for accreditation. Michele proceeded to submit the Statement of Intent at 10:41 am. Michele thanked Carol for keeping everyone on task and thanked all of the Domain Leads for all of their hard work and dedication. Carol provided refreshments to the Team as a form of celebration.

Documents:

- Handout #3- Something to Celebrate- October 1, 2013 to March 30, 2014 Milestones
- Conclusions:

- No questions, objections or assignments for this discussion

Agenda Item 3: Old Business – Carol Heier

Accreditation Leadership Team Charter/Roles and Responsibilities- Update on Self Assessment and Review Process to Finalize

Carol Heier advised there is one Domain that has been delayed in getting their self- assessment completed; however, she would like to ask all of the Domain Leads to review their scores and notes once more before the self-assessment is finalized. The Team agreed to do this over the next month. Carol advised that the scores are baseline scores and should accurately represent the capacity, activity and documentation we have to demonstrate compliance with each measure. Documentation examples that have been located, but not submitted to the Document Review Panel, can still count for scoring purposes. Carol advised a second self-assessment can be done in 6 months or so to document progress. Carol will send out an email requesting the review and give a month's time to review and respond.

Documents:

- None

Conclusions:

- Carol Heier will send the draft self-assessment spreadsheet to Domain Leads to ask for their review and updates.

Agenda Item 4: Old Business- Carol Heier

Workgroup/Panel Member Updates

Carol Heier referred the group to Handout #4 - Updated Accreditation Workgroup Roster. Carol advised the roster was updated on May 13, 2014 with the following changes: Thomas Lee, Allison Smith and Crystal Franklin were added to Domain 1 and Wendy Dale was removed from Domain 12. Carol advised if there are any additional changes to please let her know and she will update. Bob Hinds advised that Dawn Ellis needed to be removed from Domain 4. Carol advised she will make the change to Domain 4 and re-distribute the roster at the next meeting.

Domain Updates:

Accreditation Champions - Carol Heier referred the Team to Handout #5, a draft of a one-page public health accreditation flyer developed by the Accreditation Champions Workgroup. Carol advised that the flyer was modeled after one from the New Mexico Department of Health and has been approved by Michele Jones. Carol advised the flyer was still considered a draft until the Team approves. Carol asked the Team to let her know if there are any changes needed by the end of the week. She advised that the plan is to add the flyer to the next edition of *Alabama's Health* and for Michael Smith to pull information from it to scroll during satellite conferences breaks. Carol is working with the Accreditation Champions on how to distribute the flyer. The logo at the top of the flyer is the logo on the Accreditation website and will be used to brand the accreditation process. The Team advised they like the colors and logo and will review for changes. Later in the discussion, Carolyn Bern suggested that the wording regarding workforce development be reconsidered as it seems to address development opportunities for the future workforce, but not the current workforce. Carol Heier and Brent Hatcher will work together to revise the verbiage. Dale Quinney advised that he is currently working as a retired employee and

feels that it is an underutilized program. Brent Hatcher advised he will consider this component of the workforce, as well.

Domain 12: Michele Jones reported the Workgroup has a meeting scheduled for next week to review the documents pulled and she will review them prior to loading them into the Document Management System (DMS). Michele advised some examples have been identified and she is working to get them submitted.

Domain 11: Victor Hunt reported on behalf of Jeff Wright. Victor advised 27 of the 46 total documents required have been forwarded to the Document Review Panel (DRP). Jeff has been working on responding to the feedback from the DRP. The documents that have not been updated for many years are being reviewed currently for updates.

Domain 10: Carol Mysinger reported that 50% of the required documentation has been identified and they are ready to begin submission to the DRP.

Domain 9: Carol Heier reported that much of the documentation related to performance management and quality improvement will need to be developed as the required processes are completed. She advised that IT has the performance management system ready for her to begin reviewing and testing. Carol stated that a two-part Performance Management training is scheduled for July and August. Program Teams from four different Bureaus will attend the training to develop performance measures to enter into the system. A member or two from each Program Team will be asked to serve as the department's Performance Management Team. These Team members will help test the system, write instructions and get the system up and running. Once this has been done, the performance management system will be rolled out to other programs/users.

Later in the meeting, Cathy Caldwell suggested that CHIP would be a good program to help test the Performance Management System due to the diversity of staff and functions. Michele advised that CHIP was considered, but was pulled from participating in the initial users group due to the current workload with applications. Carol said that a second group of users will be recruited once the system is operational and CHIP can be considered for that that group. Jim McVay expressed interest in Health Promotion being included in the next users group, as well.

Carol stated that the department needs a QI Council to begin working on the QI Plan. The QI Council will be recruited and begin work prior to the end of September.

Carol also advised that the Domain 9 Workgroup is seeking documentation regarding customer satisfaction survey responses that resulted in improvements. Carol asked the Team if anyone had any examples to suggest. Cathy Caldwell advised she has a customer satisfaction survey in CHIP. Debra Thrash asked if the customer satisfaction surveys had to be with external customers. Carol advised that, based on her current understanding, it could be internal or external customers, but she needed to clarify this. She advised that at least one of the examples needed to be with external customers, however. Debra mentioned that Family Health Services has a customer satisfaction survey. Carol advised that the Title X clinic survey cannot be used because the clinic services are not population-based. Dale Quinney asked if community partner efforts could be used. She said they could. Carol advised that documentation of changes made as a result of the customer service feedback will need to be included. Dr. Jim McVay advised that the Tobacco QuitLine evaluation might provide the documentation needed. Carol will follow-up regarding these suggestions.

Domain 8: Brent Hatcher reported that Patronya Sanks has completed all of the cover sheets for the Domain and loaded them in the EDA. He advised the Workforce Development Plan is still in progress. Carol advised she will be adding steps to help develop the Workforce Development Plan to the current NPHII Project Plan.

Domain 7: Vicki Brant reported the Workgroup met once since the last ALT meeting and are continuing to identify documents. The documentation has not been submitted to the DRP, yet. The Workgroup expects to go quickly from 0%-60% of documents submitted once they begin to uploading them into the DMS, however.

Domain 6: No Report

Domain 5: Carolyn Bern reported that the Workgroup will be meeting on Friday, June 6 at 2:00 pm. She advised they have received the top 13 health issues from Domain 1 and Domain 5 will look at the internal infrastructure on addressing the issues and will do an external review of the partners. Carolyn advised that additional people need to be added to the Workgroup. The Domain also wants to narrow down the 13 issues to 10. The top 3-5 issues will be determined and addressed through the CHIP process.

Domain 4: Dr. Jim McVay reported that Bob Hinds has been added to a Domain 4 Lead and he complimented Bob for doing such an excellent job. He advised of the 16 examples required, 11 of them have been loaded into the DMS.

Domain 3: Dr. Jim McVay reported Sally Palmer has submitted all 33 of the required examples to the DRP.

Domain 2: Sherry Bradley reported that Dr. McIntyre sent out a Doodle Poll to plan a meeting to be held before the end of May to identify more documents. The Domain Workgroup will be completing their self-assessment, as well.

Domain 1: Dale Quinney reported that the Domain 1 Workgroup collected information from 4 surveys to complete the Community Health Assessment (CHA) and determine the top 13 health concerns. Those included the statewide community health survey with input from residents and Public Health Areas, an organizational survey, and a Domain 1 Workgroup survey. A fourth survey was conducted with 30 plus selected entities such as Alabama Power and small and large hospitals to rank the top 22 leading health concerns. Of the four surveys, 3 identified the same top 13 health issues. They were ranked in different orders, but the list was the same. The other survey had the same concerns; however, they also had two additional health concerns. Domain 1 is in the process of developing the actual CHA document. They are also working with IT to develop a website to post and update data related to the CHA and other leading health indicators.

Document Review Panel: Debra Thrash reported there was a meeting to be held on May 23, 2014 to review documents. Dr. Miller asked some questions regarding functionality of the DMS to help identify submitted documents from programs. Bob advised regarding a way to view entries by category to quickly identify the documents submitted from each Domain for each measure. Debra advised she will get with Leslie Hay to see if the subject line could be larger. Dr. Miller commented on this being a prime time for our department to be going through the accreditation process and he thanked and complimented the Team on their acts of service related to accreditation, even during such a busy time for our department and staff.

Documents:

- Handout #4 - Accreditation Workgroup Roster – Updated May 13, 2014
- Handout #5 - Public Health Accreditation Flyer – Final Draft

Conclusions:

- Carol Heier will follow-up on suggestions about customer service surveys that may provide the documentation needed for Domain 9
- Carol Heier will meet with Brent Hatcher to discuss recommended changes to the public health accreditation flyer.
- Debra Thrash will contact Leslie Hay about the expansion of the subject line in the DMS.

Next Meeting

Carol received confirmation from the Team that the length of the meeting needs to be changed from 1 hour to 1 ½ hours to allow time for necessary reports and business.

Date: Thursday, June 26, 2014
Scheduled Time: 10:00 am – 11:30 am
Meeting Location: The RSA Tower, 9th Floor Training Room
Proposed Agenda Items:

- Update on ADPH Accreditation Process
- Pointers from the DRP
- Accreditation Leadership Team Reports/Updates