



Preserving and Protecting the Public's Health

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

Meeting Arrangements:

Date: Thursday, May 28, 2015
Scheduled Time: 10:00 – 11:30 AM
Meeting Location: The RSA Tower, Training Room 980, Montgomery, AL

Attendance in Person:

| | |
|----------------|------------------|
| Andy Mullins | Jeffrey Wright |
| Brian Hale | John Hankins |
| Carol Heier | Jonathan Edwards |
| Carolyn Bern | Karl Bryant |
| Carrie Allison | Mary McIntyre |
| Cathy Caldwell | Nancy Wright |
| Chris Haag | Viki Brant |
| Debra Thrash | Walter Geary |
| Jamey Durham | |

Absent:

| | |
|---------------|----------------|
| Bob Hinds | Michele Jones |
| Brent Hatcher | Sherry Bradley |
| Dale Quinney | Thomas Miller |
| Jim McVay | |

Meeting Chair: Carol Heier
Call to Order: 10:10 AM
Adjournment: 11:40 AM
Approved: July 23, 2015

Welcome and Review of Agenda - Carol Heier

Carol Heier welcomed ALT members and thanked them for their attendance. She referred them to Handout 1, the meeting agenda, and introduced the topics to be covered during the meeting.

Documents:

- Handout #1 - Meeting Agenda

Conclusions:

- No questions, objections or assignments for this discussion.

Agenda Item 1: Review/ Approval of the Minutes from Last Meeting

On May 27, 2015, Carol Heier distributed the draft version of the ALT meeting minutes of April 23, 2015 by email and posted them in the PHAB Documents section of the Employee Documentation Application (EDA) under PHAB Accreditation Leadership Team Meetings. She also distributed them as meeting Handout #2. Carol asked if there were any additions or corrections needed. None were noted. Brian

Hale made a motion to approve the minutes and Dr. Mary McIntyre seconded the motion. By vote, the motion carried and the minutes were approved unanimously by the ALT members present.

Documents:

- Handout #2: Draft Meeting Minutes of April 23, 2015

Conclusions:

- Carol Heier will post the approved meeting minutes of the last meeting in the EDA and on the ADPH Accreditation website with handouts from that meeting.

Agenda Item 2: Old Business – Carol Heier

Accreditation Leadership Team Charter/Roles and Responsibilities

- **ALT Roster Updates** – Carol referred ALT members to Handout #3, the updated ALT Roster as of April 24, 2015. She welcomed new ALT members Jonathan Edwards and Karl Bryant. Jonathan joined the Team to replace Carol Mysinger as a Domain 10 Lead. Karl joined the Team to replace Sally Palmer as Domain 3 Lead. Carol conducted ALT orientation for Carrie Allison, Jonathan and Karl on May 13 and she will be scheduling time with John Hankins soon to provide this same orientation.
- **ALT Resource Updates** – Carol reviewed the following updates to the ALT Resource information filed in the EDA
 - A conference note template was added to the agenda, minutes, and sign-in sheet templates already in use for accreditation meetings. This new template was originally designed for use by Carolyn Bern to record notes related to the Community Health Improvement Plan (CHIP), but it has been modified for use by any Domain. The purpose of the template is to record significant conversations about accreditation for which an agenda, sign-in sheet, and/or minutes were not feasible.
 - As part of the ALT Orientation, Carol updated the instruction sheets for the EDA and the Document Management System (DMS). The updated instructions are posted.
 - A new folder was added to the EDA to post the ALT Roster and the Workgroup Roster. This will make it easier to find the most recent version of these documents.
- **General Update** – On May 15, PHAB issued a news release to report that 8 more health departments have been awarded accreditation. These new additions bring the total number of accredited health departments to 75 nationwide. No new state health departments were included on the list. Cobb and Douglas Public Health in Marietta, Georgia was accredited and is the first health department in Georgia to achieve accreditation.

Documents

- Handout 3 - Accreditation Leadership Team Roster – April 24, 2015

Conclusions:

- No questions, objections or assignments for this discussion.

Agenda Item 3: Old Business – Carol Heier

Accreditation Application Submission –

- **Projected Timeline for Submission of Application to Site Visit** – Carol referred ALT members to Handout #4 for a graphic and additional information about the accreditation process and projected time requirements between submission of the department's application to the Site Visit. She presented the information to address several questions raised in discussion about the accreditation process during the last meeting. She reviewed each of the tasks to be completed and the general time required based on her research. General discussion was held as she presented this information. It remains the Team's goal to submit the application by June 22 and to submit all accreditation documentation by November 2015. If that is achieved, the projected month for the Site Visit would be May 2016. Generally, the Site Visit occurs about 6 months after all of the health department documentation is submitted. During discussion about the completeness review, Carol encouraged ALT members to remain diligent about their efforts to prepare documentation

properly for review by the Site Visitors. Work done now would avoid delays in the accreditation process to make these corrections later. Carol also addressed the accreditation decision and the possibility of an Action Plan having to be completed before accreditation is awarded.

- **Follow-up Self Assessment Results** – Carol referred ALT members present to Handout #5 that included the initial and follow-up self assessment results as of May 27, 2015. With the exception of Domain 5, all measure scores had been received for the follow-up self-assessment. Scores for some Domain 5 measures were submitted, but not all. The initial and follow-up scores provide data to reflect change in the department's capability, activity and documentation available to demonstrate compliance with a PHAB measure. When compared, some Domain assessment scores showed improvement and some showed decline. Improvements reflect progress on documentation selection. The reasoning behind declines in scores is not known specifically, but might be attributed to a better understanding of the PHAB requirements.

Documents

- Handout #4 – Projected Timeline for Public Health Accreditation – From Submission of Application to Site Visit
- Handout #5 - Initial and Follow-up Self Assessment Results – May 27, 2015

Conclusions:

- Domain 5 Leads will submit the remaining self-assessment scores to Carol as soon as possible.

Agenda Item 4: Old Business – Carol Heier and Domain/Workgroup Leads

Workgroup Roster Update – Carol referred ALT members to Handout #6, the updated Workgroup Roster as of April 24, 2015. She thanked members for sending their updates to her and encouraged them to continue doing so as they make changes in their Workgroup membership.

Workgroup/Panel Member Updates

Carol asked for updates regarding the status of documentation for each Domain.

Domain 1 – Conduct Assessment Activities: Carrie Allison reported that there is some good potential documentation available to meet Domain 1 requirements and more is being developed. The Community Health Assessment (CHA) document alone will be used to meet 10 measure requirements. She noted that the Domain is struggling to find documentation to meet some measures in Standard 1.4 about sharing data tools/guidance with the tribal organization. Dr. McIntyre said that she would be reaching out to Poarch soon to find out their training needs related to investigating public health problems or environmental hazards. This activity might also result in some documentation that could be used for Domain 1. Carrie and Dr. McIntyre will discuss this further. Debra Thrash mentioned that Sherry Bradley might have some documentation for the Domain 1 measure. John Hankins suggested that Carrie contact Brenda Cummings in HIV, also.

Related to the CHA document, Karl Bryant is completing the final edits on the document before it is routed for administrative approval. Carol assisted Carrie to reserve time on Michele Jones' calendar on June 2 to review the draft. After approval, the draft will need to be posted for public comment. Jennifer Sumner will help with posting an announcement about the public comment period on social media. The comment period will need to end on June 12 to have the document finalized by June 22. Jamey Durham expressed concerns about the quick response needed from administration. Carrie and Jamey will discuss this further after the meeting.

Domain 2 – Investigate Health Problems: Dr. McIntyre had no changes to report in Domain 2 documentation since the last meeting. The Document Review Panel (DRP) is scheduled to review more of their documentation on June 23. She is reaching out to field surveillance staff to set up some training with the Poarch Band of Creek Indians to meet a Domain 2 documentation requirement. The goal is to conduct the training in June. The training will be related to disease outbreaks, reporting and communicable diseases as well as environmental hazards. The local health department will take the lead on conducting the training, but state staff will present and support the effort as well.

Domain 3 – Inform and Educate about Public Health: Karl Bryant reported that 41% of Domain 3 documentation has been approved by the DRP, 11 examples were returned for corrections, mostly to the cover sheets, and 9 examples are under review by the DRP.

Domain 4 – Engage with the Public to Solve Public Health Problems: Chris Haag reported that there have been no changes in the status of documentation from Domain 4 since the last meeting. Debra Thrash said that the DRP had reviewed some of the Domain 4 documentation examples and some were approved. She is working on the response sheets now.

Domain 5 – Develop Public Health Policies and Plans: Andy Mullins said that all of the emergency preparedness documentation has been reviewed by the Workgroup. They are making improvements and plan to submit the documents to the DRP in the next two weeks. He said that portions of the Emergency Operations Plan (EOP) have been rewritten to more clearly address some PHAB documentation requirements. Any Domain that has used the EOP as a documentation example needs to contact him for an updated copy so that the most current plan can be used in all cases.

Carolyn Bern reported that the draft of the CHIP is completed and will be sent to Karl as soon as he finishes work on the CHA. Karl reported that he should be finished with the CHA draft later that afternoon. She also thanked Jamey for his help to get some documentation examples for Measure 1.5 submitted to the DRP.

Domain 6 – Enforce Public Health Laws and Regulations: Brian Hale reported that Domain 6 met with the DRP on May 1. The need to improve highlighting and cover sheets were identified. Two documents were rejected, but he had discussion with the DRP about alternative documents that might be stronger examples.

Domain 7 – Promote Strategies to Improve Access: Viki Brant said that there were no changes to report regarding the status of Domain 7 documentation examples. Teela Reynolds is the DRP representative for Domain 7 and she will be previewing the Domain 7 documents soon. The Domain Leads plan to meet with the DRP on July 10.

Domain 8 – Maintain a Competent Workforce: Jamey reported that 50% of the documentation examples for Domain 8 have been resubmitted to the DRP. The Domain is still looking for examples to meet 13 measures. He apologized for not getting returned examples resubmitted before the DRP review that was originally scheduled for May 22.

To date, 620 responses to the workforce development survey have been received. 470 responses are complete and the others are partially complete. He hopes to get more responses before the survey closes at the end of May and plans to send out a reminder email to staff. He encouraged the ALT members to complete the survey and to encourage their staff to complete it. The Workforce Development Plan (WDP) will be created to address the training gaps identified in the survey. The WDP will meet some additional documentation requirements for Domain 8.

Domain 9 – Evaluate and Continuously Improve: Carol Heier reported that 7 documentation examples for Domain 9 were submitted to the DRP since the last meeting. Nancy Wright and Carol will meet later in the week to review some additional documentation provided by Vital Statistics to meet 4 more documentation requirements. One challenge identified is that documentation about the completion of 2 Quality Improvement (QI) projects will be needed by November 2015; one programmatic and the other administrative. The documentation from these projects will need to demonstrate that the processes developed in the QI Plan are being followed. She encouraged ALT members to let her know if they have a process problem that they would be interested in addressing as a QI project. As part of the QI Plan implementation, a scan will be conducted soon with Bureau Directors to identify customer satisfaction information that the department is seeking and receiving. The purpose of the scan will be identify the feedback that is being collected, review it, and identify opportunities for improvement that might be addressed with QI. She is hopeful that the exercise will identify some documented examples of customer

satisfaction feedback that has been used to make programmatic changes, documentation that is needed for Domain 9

Domain 10 – Contribute to and Apply the Evidence Base for Public Health: Jonathan Edwards reported that John and he would be meeting with the former Domain 10 Leads Valerie Cochran and Carol Mysinger on June 3 to review the status of Domain 10 documentation examples.

Domain 11 – Governance: Jeff Wright reported that no additional documents from Domain 11 have been approved by the DRP. Eleven measures are awaiting DRP feedback. He submitted additional documents since the last meeting. Self-assessments from September 2012 related to limited English proficiency were submitted to demonstrate cultural and linguistic competence. He is waiting on the Ethics policy to be finalized following review by an outside company. The signed letter from Dr. Williamson about the department not being a high-risk grantee is pending.

Domain 12 – Administration: No report was available for Domain 12.

Document Review Panel (DRP): Debra Thrash reported that since the last ALT meeting, the DRP met as noted below:

| Date | Topic |
|--------------|---|
| May 1, 2015 | Reviewed Domain 6 documentation examples with the Domain Lead |
| May 8, 2015 | Worked on Domain 3 corrections |
| May 22, 2015 | Finalized review of Domain 3 corrections; the Panel was originally scheduled to discuss Domain 8 corrections, but these documents were not ready for review |

Response sheets for Domain 2 and 10 documents and Domain 3 documents reviewed on May 8th have been posted in the DMS. The planned meeting dates and topics are as noted below:

| Date | Topic |
|---------------|--|
| June 12, 2015 | Hope to get the Domain 8 corrections reviewed |
| June 26, 2015 | Plan to review Domain 2 corrections |
| July 10, 2015 | Plan to review Domain 7 documents with the Domain Lead |
| July 24, 2015 | Plan to catch up on some tasks including review of Domain 11 submissions |

She asked that corrections to Domain 8 documentation examples be submitted by June 5 so that the Panel would have time to review them prior to June 12. Pending activities include completion of the review of new and corrected documents and preparation of response sheets for Domain 4. Also pending is the preparation of response sheets for Domains 6 and 12. In summary, she noted that extensive review has been done with documentation examples from Domains 2, 3, 4, 8, 10, and 11. Some work has been done on examples from Domains 6 and 12. No work has been done, yet, on examples from Domains 1, 5, 7 and 9.

Jamey appealed to ALT members to be sure that documents submitted to the DRP are properly prepared including, for example, dates, agency logo/name, highlights, and descriptions. Time is growing short to get the documents approved for submission. Debra provided some additional guidance about preparing the documents. She reminded ALT members that page references used in the document descriptions need to refer to the pdf page number, not the document page number, if different. Carol suggested that ALT members listen to the webinar titled “Tips for Being a Successful PHAB Applicant” that is posted in the EDA. A handout of the presentation slides was distributed during an earlier meeting and they are also posted in the EDA. This webinar was conducted by PHAB Site Visitors to specifically address documentation requirements.

Accreditation Champions: Carol reported 2 articles about accreditation are included in the May 2015 issue of *Alabama’s Health*. One of the articles is about the QI Council and QI Plan, including the

upcoming customer satisfaction scan and QI Maturity survey. The other is about the CHIP process and goals/objectives. She also reported that she has been asked to speak at the Public Health Improvement Training conference in New Orleans on June 9. The conference is sponsored by the National Network of Public Health Institutes (NNPHI). She has been asked to address our successes with tribal engagement, the identification of CHA and CHIP leads, and the value of the DRP. She may be reaching out to some ALT members for some input as she prepares her presentation.

Documents

- Handout #6 - Accreditation Workgroup Roster – April 15, 2015

Conclusions:

- Domain Leads and the DRP will continue activities to select accreditation documentation.
- Applicable ALT members will continue efforts to get the prerequisite documents finalized.

Agenda Item 5: Next Meeting

Carol reported that she has reserved Training Room 980 for the morning of June 22 in anticipation that the ALT can gather for submission of the department's accreditation application that day. She encouraged ALT members to reserve that time on the calendars. She will provide more details later.

The next scheduled meeting is as follows:

Date and Time: Thursday, June 25, 2015, 10-11:30 AM

Meeting Location: Training Room 980, 9th Floor, the RSA Tower

Proposed Agenda Items:

- Update on ADPH Accreditation Process
- Accreditation Leadership Team Reports