



Preserving and Protecting the Public's Health

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

Meeting Arrangements:

Date: Thursday, July 23, 2015
Scheduled Time: 10:00 – 11:30 AM
Meeting Location: The RSA Tower, Training Room 980, Montgomery, AL

Attendance in Person:

| | |
|----------------|------------------------------------|
| Bob Hinds | Jonathan Edwards |
| Brent Hatcher | Karl Bryant |
| Carol Heier | Michele Jones |
| Carrie Allison | Samarria Dunson for Jeffrey Wright |
| Jamey Durham | Sherry Bradley |
| Jim McVay | Viki Brant |
| | Walter Geary |

Absent:

| | |
|----------------|---------------|
| Andy Mullins | Dale Quinney |
| Brian Hale | John Hankins |
| Carolyn Bern | Mary McIntyre |
| Cathy Caldwell | Nancy Wright |
| Chris Haag | |

Meeting Chair: Carol Heier
Call to Order: 10:15 AM
Adjournment: 11:25 AM
Approved: August 27, 2015

Welcome and Review of Agenda - Carol Heier

Once a quorum was present, 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 June 12, 2015, Carol Heier distributed the draft version of the ALT meeting minutes of May 28, 2015 by email and posted them in the PHAB Documents section of the Employee Documentation Application (EDA) under PHAB Accreditation Leadership Team Meetings. They were available as a handout for the June 25, 2015 meeting, distributed a second time by email on July 21, 2015 and distributed at this meeting as Handout #2. Carol asked if there were any additions or corrections needed. None were noted.

Jim McVay made a motion to approve the minutes as written and Dr. Walter Geary seconded the motion. By vote, the motion carried and the minutes were approved unanimously by the ALT members present.

On July 21, 2015, Carol Heier distributed the draft version of the ALT meeting minutes of June 29, 2015 by email and posted them in the PHAB Documents section of the Employee Documentation Application (EDA) under PHAB Accreditation Leadership Team Meetings. They were also distributed as meeting Handout #3. Carol asked if there were any additions or corrections needed. None were noted. Dr. Walter Geary made a motion to approve the minutes as written and Jim McVay seconded the motion. By vote, the motion carried and the minutes were approved unanimously by the ALT members present.

Attendees of the June 25 ALT meeting were dismissed early because a quorum was not present. Carol reported that a Doodle Poll was issued the afternoon of June 25 to determine if an ALT meeting could be held on the alternate meeting date of June 29. The poll results indicated that a quorum would not be able to attend, so July 25 was announced as the next meeting. Notice regarding this was distributed by email to ALT members on June 26, 2015.

Documents:

- Handout #2: Draft Meeting Minutes of May 28, 2015
- Handout #3: Draft Meeting Minutes of June 25, 2015

Conclusions:

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

Agenda Item 2: Old Business – Carol Heier

Accreditation Application

- **Update and Next Steps** – Carol thanked the ALT for meeting together on June 22, 2015 to review and edit the state health department accreditation application prior to submission to PHAB and to celebrate reaching this step in the application process. She confirmed that the application was submitted by Dr. Williamson later that day. Attached to the application were the completed Community Health Assessment (CHA), the Alabama Community Health Improvement Plan (ACHIP), the ADPH Strategic Plan and a support letter from Dr. Williamson as the “appointing authority” for the department. PHAB responded with a question regarding the support letter. The appointing authority as defined by PHAB is the person/entity with authority to hire and fire the health department director, which for ADPH would be the State Board of Health. A support letter from the State Committee of Public Health chair was obtained and forwarded to PHAB. The application was then accepted and an invoice for the accreditation fee was received. The invoice is being processed. The application will be complete when the fee is paid. She congratulated the ALT on reaching this milestone in the accreditation process. She also noted that the CHA, ACHIP and strategic plan that were submitted to PHAB are now posted on the ADPH accreditation website.

Carol reviewed the next steps in the accreditation process. She, as the Accreditation Coordinator, plans to attend mandatory training with PHAB on August 11 and 12. Carrie Allison also plans to attend since the applicant health department may send one additional person. After training, Carol can begin uploading documentation examples into e-PHAB. The goal is to have all documentation examples uploaded by the end of November 2015 and ready for submission. PHAB now estimates that a Site Visit typically takes place about 8 months after all of the accreditation documentation is submitted.

Accreditation Information from the Public Health Improvement Training (PHIT) in New Orleans – June 9-10, 2015 – Carrie Allison – Carol reported that Janice Cook, Carrie Allison and she attended the PHIT conference in June sponsored by the National Network of Public Health Institutes (NPHII). Carol was a speaker and all three attended to learn more about accreditation, quality improvement and performance management to help support those efforts at ADPH. Carrie provided a brief report on some of the key messages from the conference.

Accreditation is something that becomes part of the daily life of a health department and it is changing the future of public health. Staff engagement is essential to be successful. She also spoke about the need to prepare for the Site Visit now. The Site Visitors come to verify the accuracy of our documentation and to obtain additional documentation when needed. They will hold meetings with Domain Leads, community partners, the State Health Officer and the State Committee of Public Health. The purposes of the meetings are to learn more about how the health department operates, how various groups were engaged in the accreditation process, to ask questions about the documentation, and to learn more about what has happened since the documentation was submitted. It will be essential for key staff to be available during the Site Visit. ALT members proposed and discussed having an accreditation update added routinely to the State Committee of Public Health, Central Office, and Area Administrators' meeting agendas to keep everyone updated on the application process and better prepared for the Site Visit.

Any additional documentation requested by the Site Visitors during the Site Visit must be uploaded into e-PHAB by the time the visitors complete their 2-3 day visit. A plan needs to be in place to ensure a quick response to their requests. Also, work needs to be done to prepare staff for the interviews. Holding a mock site visit was suggested as a good way to prepare and Carrie is working on a plan to conduct one for ADPH.

With regards to documentation, Michele Jones mentioned that discussions are underway about ADPH contracting with an accreditation expert to help review our documentation prior to submission to PHAB. Jamey is following up on this option.

Carrie and Carol shared that at the PHIT conference they learned about a program to process and track accreditation documentation that had been developed by the Houston (Texas) Department of Public Health (HDPH). The name of the program is Accreditation Documentation Management System (ADMS). As soon as the user manuals are completed, HDPH will make ADMS available at no charge to any other health department who would like to use it. The program was developed using Microsoft Access. Many types of reports can be generated from it to track the source and status of accreditation documentation. Carol and Carrie plan to ask for the program as soon as it is available.

Documents:

- None

Conclusions:

- Carol and Carrie will follow-up on obtaining the ADMS programming from the HDPH department.
- Jamey will follow-up on the possibility of contracting with a PHAB expert to help review the documentation examples selected for submission to PHAB

Agenda Item 3: Old Business – Carol Heier

Domain Workgroup Updates – Domain Leads

Domain 1 – Conduct Assessment Activities: Carrie Allison reported that the Domain 1 Workgroup has taken on a role with coordinating and responding to the ADA compliance walk-through recently conducted at the RSA Tower. The walk-through was completed. The need for a few improvements was identified and these are being addressed. The Workgroup is investing time to get the CHA submitted to the DRP to meet several Domain 1 measure requirements. They are finding it challenging to write the document descriptions. A website to post CHA data is pending. Some additional documentation is needed regarding the provision of data to the Poarch Band of Creek Indians, but there are some options available to get this.

Domain 2 – Investigate Health Problems: Sherry Bradley reported that the DRP has approved 22 of 51 documentation examples needed for Domain 2 measures. Documents that are still needed are being developed or finalized. For example, Kelly Singleton, ADPH Field Surveillance staff, conducted a

Detect, Test, and Report Notifiable Diseases (DTR) Training for the Poarch Band of Creek Indians yesterday in Public Health Area 9. Approximately 20 clinical workers who are health providers to the tribe attended. Epidemiology procedures are being updated to better describe our response to cluster outbreaks and the lab is waiting on paperwork to certify certain tests.

Domain 3 – Inform and Educate about Public Health: Jim McVay reported that of the 34 documents needed for Domain 3 measures, 20 have been approved by the DRP and 14 are awaiting review. Jim asked for updated information about the new DRP representative assigned to Domain 3 and Michele agreed to provide that information.

Domain 4 – Engage with the Public to Solve Public Health Problems: Jim McVay reported that of the 16 documents submitted to the DRP from the Domain 4 Workgroup, none have been approved. 15 of the 16 have been reviewed by the DRP and 1 has not been reviewed. He also requested information about the DRP representative assigned for Domain 4.

Domain 5 – Develop Public Health Policies and Plans: Michele reported that Andy Mullins is making changes to portions of the Emergency Operations Plan (EOP) to address some PHAB documentation requirements. Also, the Domain Workgroup is in the process of reviewing the status of Domain 5 documentation to identify and address gaps.

Jamey Durham reported on behalf of Carolyn Bern. Related to the Alabama Community Health Improvement Plan (ACHIP), Danny Moylan, a master's level intern, collected transportation data during telephone interviews with rural healthcare providers about resources and concerns related to transporting low income and uninsured patients to health care appointments. A total of 115 telephone conversations with rural hospitals, Federally Qualified Health Centers (FQHCs), Rural Health Centers (RHCs), mental health centers and public health social workers were held to develop the report. A written report is expected to be completed by August 4th. The findings were shared with the Regional Planning Council for their Human Services Coordinated Transportation Plans. Conference calls were held with Regional Planning Council representatives and other ACHIP Access to Care Workgroup members on July 23 and 24 to share the findings. Carolyn will be meeting with the Poarch Band of Creek Indians on August 12 to discuss the ACHIP and continue efforts to engage them in the plan.

Domain 6 – Enforce Public Health Laws and Regulations: No report was provided for Domain 6.

Domain 7 – Promote Strategies to Improve Access: Viki Brant reported that the DRP is scheduled to review Domain 7 documentation tomorrow. Teela Reynolds and Rachel Parrish, DRP representatives, conducted a preliminary review of 12 of the 17 documents submitted to the DRP and 7 of the 12 were thought to be good examples. The other 5 needed reconsideration. Viki noted that she had uploaded some new documents that morning in preparation for the DRP review tomorrow and she brought Michele's attention to those.

Domain 8 – Maintain a Competent Workforce: Jamey reported that 24 documents are needed to meet Domain 8 measures. Of that number, 4 have not been submitted, but will be once the Workforce Development Plan (WDP) is finalized. Of the 20 other documentation examples that were originally submitted to the DRP, one was approved. Documents were resubmitted for 60% of the returned or rejected examples and from those, 3 more were approved by the DRP. Others need minor edits. Jamey said that the collection of documentation for Domain 8 is going well and he hopes to have all but the WDP documents uploaded by the end of August. Some documentation examples cannot be submitted until contracts are renewed. Results from the Workforce Survey have been requested from the University of Alabama at Birmingham. These results will be used to develop the WDP.

Domain 9 – Evaluate and Continuously Improve: Carol Heier reported that 7 documentation examples for Domain 9 have been submitted to the DRP and are awaiting review. Nancy and Carol are working on evaluating some documents for Domain 9 measures about the receipt and use of customer satisfaction feedback, especially from those customers who are disabled or disenfranchised in some way. Jamey provided an update on the scan that is being conducted with Bureau Directors to identify customer

satisfaction information that the department is seeking and receiving. The scan is being conducted by the QI Council as outlined in the QI Plan. He asked the ALT members present for any additional information they could provide. Carol remains hopeful that the exercise will identify some documentation examples needed for Domain 9.

Domain 10 – Contribute to and Apply the Evidence Base for Public Health: Jonathan Edwards reported that the updated Institutional Review Board (IRB) policy has been finalized. Sondra Reese and Jonathan plan to meet next week to take a closer look at the Domain 10 documentation examples that have been submitted to the DRP. They have some minor updates to make on some and hope to have those examples resubmitted by August 14. Jonathan noted that some of the documentation examples submitted seemed to be weak examples. Carol noted that the best documentation examples that we have available need to be submitted to PHAB. If a stronger example is identified, it should be submitted to the DRP for review even if another weaker example has been approved by the DRP already.

Domain 11 – Governance: Samarra Dunson reported for Domain 11 on behalf of Jeffrey Wright. Of the 46 documents required for Domain 11 measures, 31 have been approved by the DRP. Since the last meeting, additional documentation has been resubmitted based on DRP recommendations. Measure 11.1.4.4.1 deals with training staff on cultural and linguistic competencies and documentation for this was submitted on May 29. The documentation is about Latino cultural training that is part of the Care Coordination training protocol. Some other documentation examples have not been submitted, yet. Final approval of the Ethics policy, documentation to demonstrate that ADPH is not a high-risk grantee and an updated Employee Handbook are pending to meet other measure requirements.

Domain 12 – Administration: Michele Jones reported that all but one of the Domain 12 documentation examples have been submitted to the DRP. That example is being developed. Resubmissions have been made based on DRP feedback.

Document Review Panel (DRP): Michele Jones reported that Debra Thrash and Dr. Thomas Miller are no longer involved with the Document Review Panel (DRP). Debra Thrash has taken a new job assignment as Area Administrator for PHAs 8 and 10. Michele will be providing additional support while a new DRP Lead is being identified and she will represent administration since she will ultimately need to approve the documentation examples that will be submitted to PHAB.

The DRP is considering ways to improve the documentation review process. Michele has the historical DRP files from Debra awaiting her review and she will upload DRP response sheets as soon as possible for examples that have already been reviewed. Each DRP member has been assigned to take responsibility for one or more Domains and to work with those respective Domain Leads regarding the documentation examples needed. The DRP members are doing a scan now to determine the status of documentation for the Domains assigned to them. The DRP is committed to meet every other week and will work to smooth out the review process, especially in light of the fast approaching deadline for documentation submission. She announced that the DRP will be working on a plan to improve the review process during their meeting tomorrow instead of reviewing Domain 7 documentation.

Accreditation Champions: Carol reported that she is working with Arrol Sheehan to develop an article for the next edition of *Alabama's Health* regarding submission of our accreditation application. She also provided information about her participation in an interview with the American Public Health Association (APHA) on July 14. ADPH worked with the Alabama Public Health Association (ALPHA) to obtain a grant from APHA to fund some leadership speakers for the last AIPHA conference in support of ADPH accreditation. The interview was part of an effort by APHA to develop a case study about the benefits of that grant. AIPHA may be a good resource to support ADPH accreditation efforts in the future as this seems to be a significant focus of APHA.

Documents

- None

Conclusions:

- Domain Leads and the DRP will continue activities to select accreditation documentation.
- The DRP will continue work to streamline the review process.
- Michele will get DRP response sheets posted in the DMS as soon as possible and will notify Domain Leads about the DRP assignments.

Agenda Item 5: Next Meeting

The next scheduled meeting is as follows:

Date and Time: Thursday, August 27, 2015, 10-11:30 AM

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

Proposed Agenda Items:

- Update on ADPH Accreditation Process
- Notes from Accreditation Coordinator Training
- Accreditation Leadership Team Reports