IMPRESSIONS OF A PHAB SITE VISITOR

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Disclaimer

- The experiences, comments, and opinions expressed in this presentation belong to the presenter, who no way claims authorization or approval by PHAB, EBCI, PHHS, NIHB, or anyone besides the presenter.

Objectives

- Review the purpose of PHAB with emphasis on Tribal communities
- Share informally experiences from 1 ½ PHAB site visits
- Convey tips on preparation for PHAB accreditation

Scope

- Includes:
  - Discussion of how and why to become a PHAB Site Visitor
  - General Site Visit process
  - Tips on Site Visit process
- Does NOT include:
  - Exhaustive discussion on steps in PHAB accreditation
  - PHAB internal documents or privileged communications
  - References to applications by particular health departments

What is Public Health Accreditation?

- "The measurement of health department performance against a set of nationally recognized, practice-focused and evidence-based standards
- The issuance of recognition of achievement of accreditation within a specified time frame by a nationally recognized entity
- The continual development, revision, and distribution of public health standards"

[PHAB]

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[PHAB]

In short…

- "To improve and protect the health of the public by advancing the quality and performance of Tribal, state, local, and territorial public health departments"

[PHAB]

What is PHAB?

- Public Health Accreditation Board
- Voluntary accreditation of Public Health agencies (state, local, Tribal, territorial)
- Peer volunteer site reviewers

PHAB Site Visitors

- Apply through PHAB website
- Meet prerequisites
- Complete online and in-person training
- Commit to one site visit/ year
- Review documents, visit site, interview health department staff, create report for PHAB Accreditation Committee

Why become a Site Visitor?

- Invaluable experience in dealing with the nuts & bolts of PHAB accreditation
- Great training opportunity
- Excellent networking and exposure to other health departments
- Contribute to the movement for PH accreditation and quality improvement in all communities, including Tribes
- It's free

Where do Site Visitors come in?

- After PHAB has completed initial review of all documents and you have had a chance to respond

- ✓ CONFIDENTIAL review of documentation using strict guidelines from PHAB (Pre-Site Visit Review)
- ✓ Site visit (2-3 days)
- ✓ Site visit report

Cutting to the chase: Preparing for Accreditation

- The most important take-aways:
  - **READ AND UNDERSTAND THE GUIDANCE** before you start to collect documentation
  - **CHOOSE RESOURCES WISELY**
  - **GET A USER-FRIENDLY TOOL** to store and track your documents
  - **USE YOUR TEAM** to keep from being overwhelmed
  - **HAVE AS MUCH DOCUMENTATION IN HAND** as possible **BEFORE APPLYING**

1.5

...T ...T/L ...A

Provide vs. Assure

Read & understand the guidance

- *Standard 12.3: Encourage the governing entity's engagement in the public health departments overall obligations and responsibilities.*

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  - Required Documentation 1, Guidance: …must document communications with the governing entity on plans and processes for improving health department performance.

Read & understand the guidance

- *Standard 12.3: Encourage the governing entity's engagement in the public health departments overall obligations and responsibilities.*
  - Required Documentation 2, Guidance: …must document communication with the governing entity on its performance improvement efforts as a result of performance improvement processes and/or activities.

What's the difference?

- …must document communications with the governing entity on plans and processes for improving health department performance.

- …must document communication with the governing entity on its performance improvement efforts as a result of performance improvement processes and/or activities.

Gotta vs. nice to have

- **Must** document communication with the governing entity on its performance improvement efforts as a result of performance improvement processes **and/or** activities.

  - Look for “must,” “will,” and even “should”
  - Look for “may,” “and/or,” “could be,” “for example”

Number & timeframe

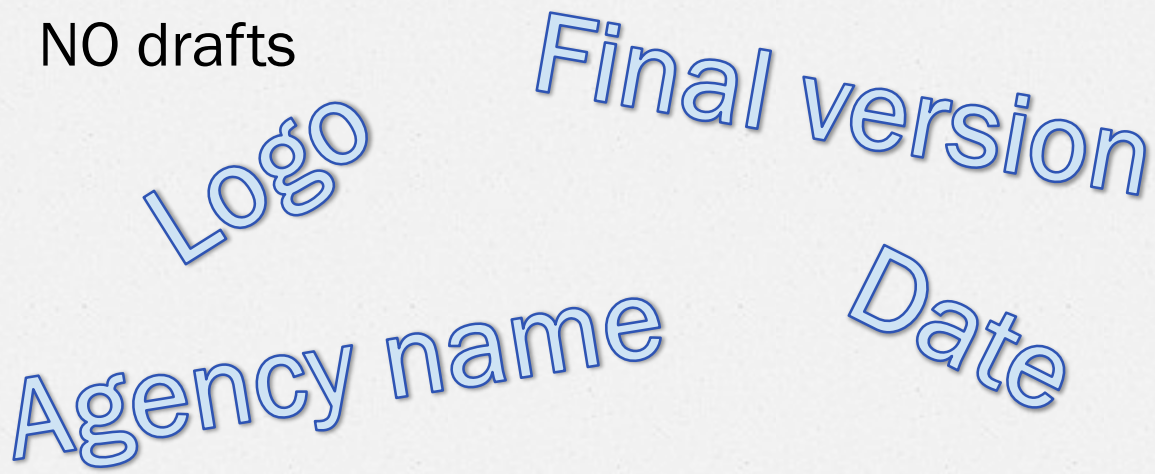
Representation of two or more populations that are at higher health risk or have poorer health outcomes must be included. Documentation could be, for example, a membership list and meeting attendance records.		
2. The health department must document that the partnership meets and communicates on a regular basis to consider new data sources, review newly collected data, consider assets and resources that are changing, and conduct additional data analysis. The frequency of meetings and communications is determined by the partnership and may change, depending on the stage of the process. Meetings and communications may be in-person, via conference calls, or via other communication methods, for example, list-serves or other digital communication methods. Documentation could be, for example, meeting agenda, meeting minutes, and copies of emails. Documentation could also be reports or other documents that show meeting frequency.	**2 examples** of meetings and communications or documentation that identifies the frequency of meetings	**5 years**

Prove it!

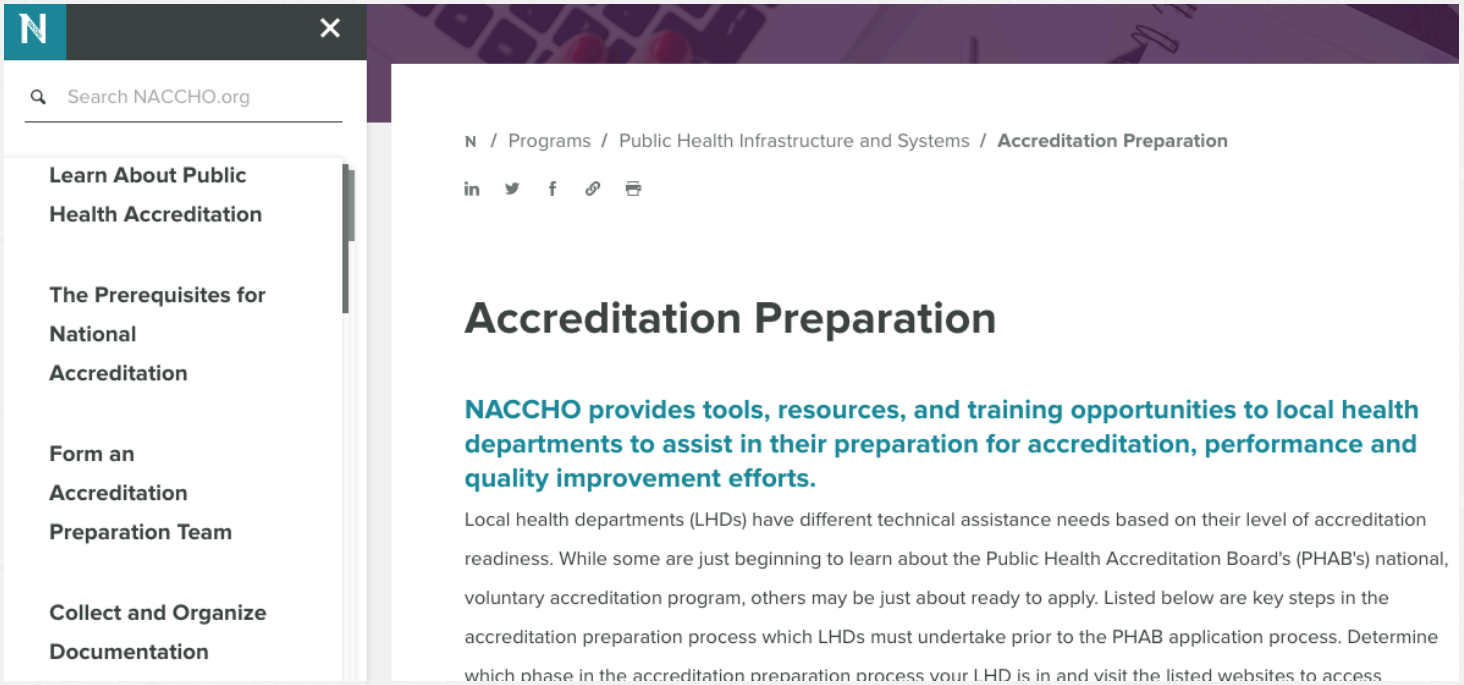
- Agenda
- Roster
- Minutes
- Emails

What is “authenticity”?

- Showing that documentation actually comes from your agency
- … DURING the timeframe of your application
- NO drafts



Use resources wisely



http://www.naccho.org/programs/public-health-infrastructure/accreditation-preparation

Use resources wisely

Your PHAB Accreditation Specialist

Get a user-friendly tool

	Measure	Required Documents	EXAMPLE 1 Owner (Division/Bureau/ Office/Program and Contact Name)	EXAMPLE 1 Date (Does Document Require updating?)	EXAMPLE 1 Notes	EXAMPLE 2 Example 2 Document Title	EXAMPLE 2 Owner (Division/Bureau/ Office/Program and Contact Name)	EXAMPLE 2 Date (Does Document Require updating?)	EXAMPLE 2 Not
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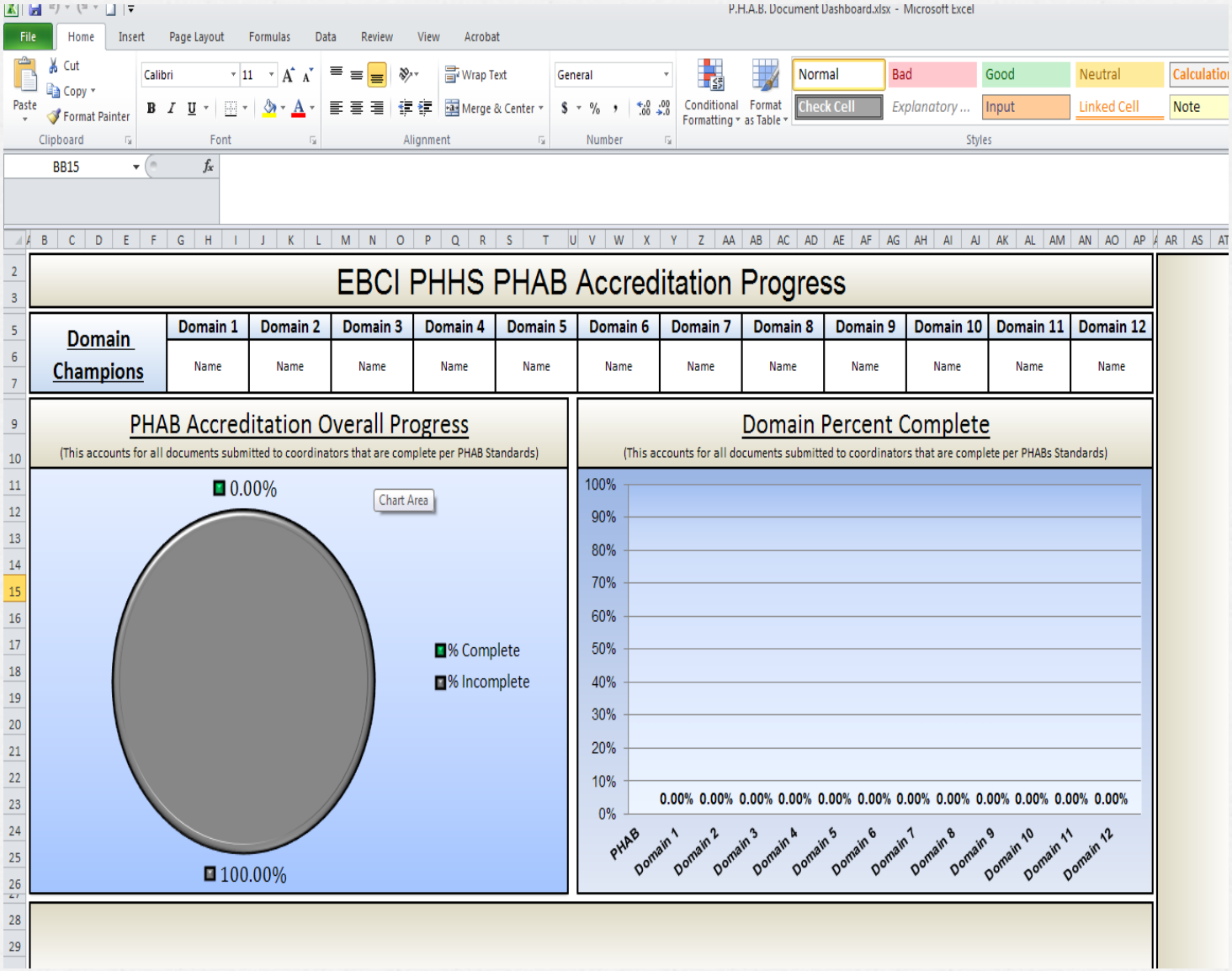
INTRO | DOMAIN 1 | DOMAIN 2 | DOMAIN 3 | DOMAIN 4 | DOMAIN 5 | DOMAIN 6 | DOMAIN 7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Conditional Formatting
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Normal
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Domain 12
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PHAB Accreditation Overall Progress
(This accounts for all documents submitted to coordinators that are complete per PHAB Standards)
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Chart Area
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% Incomplete
100.00%
Domain Percent Complete
(This accounts for all documents submitted to coordinators that are complete per PHABs Standards)
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PHAB
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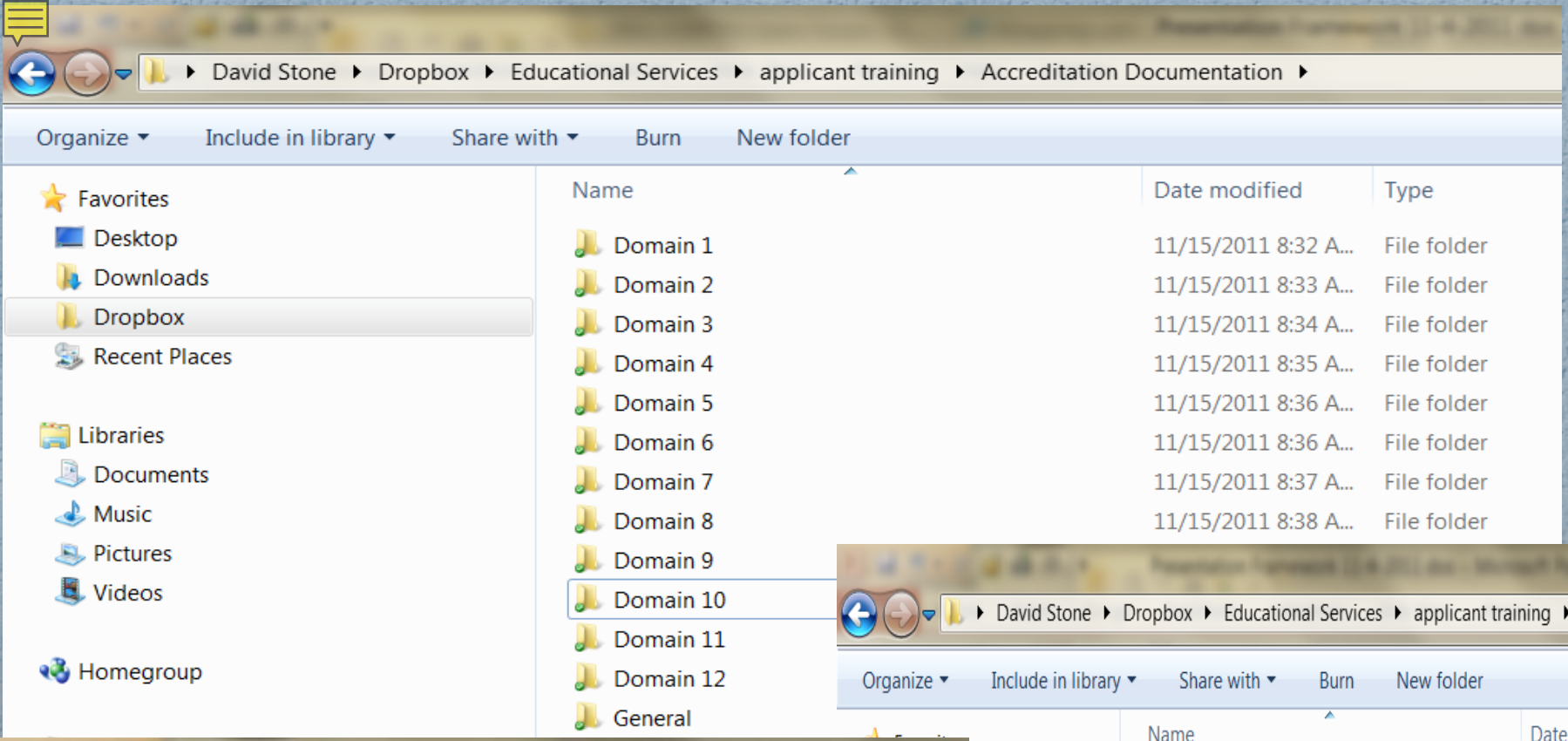
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Organize
Include in library
Share with
Burn
New folder
Favorites
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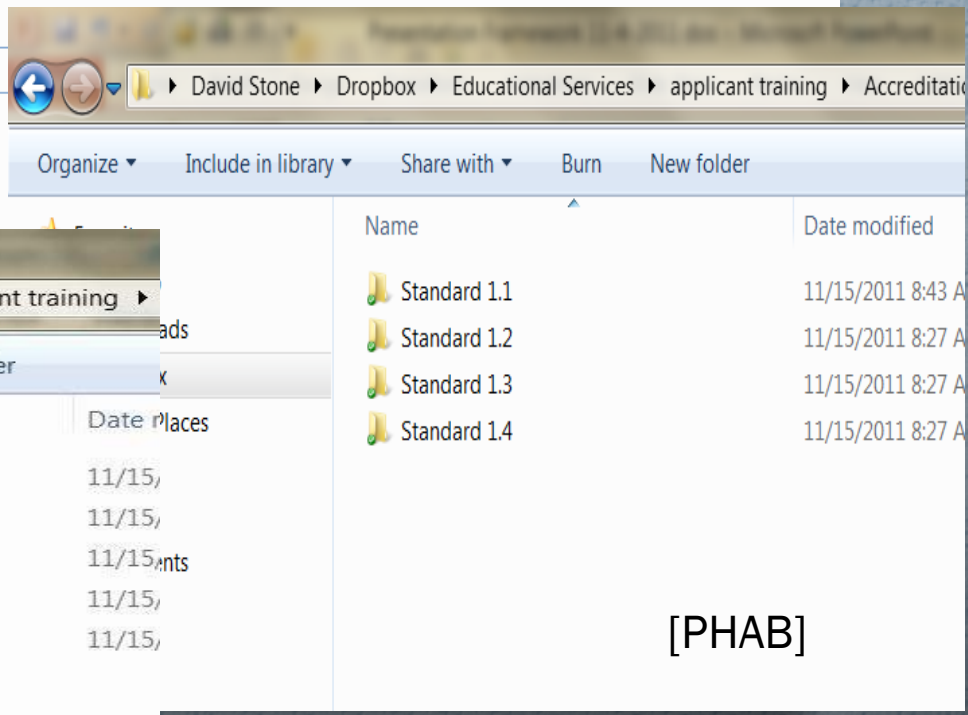
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Organize
Include in library
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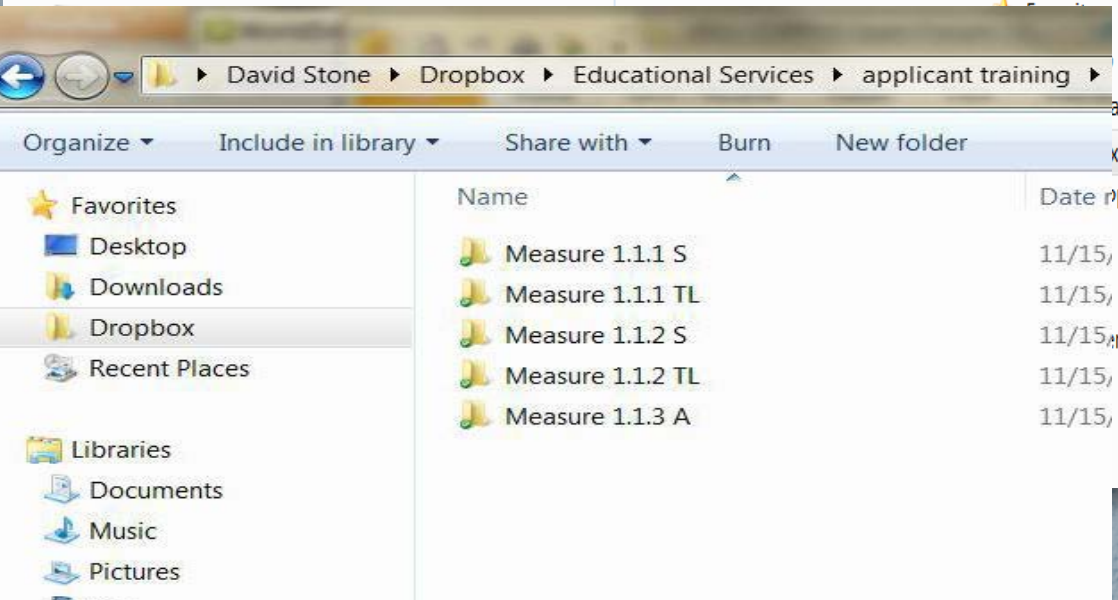
Standard 1.3 11/15/2011 8:27 A
Standard 1.4 11/15/2011 8:27 A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Organize
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Documents
Music
Pictures
Name
Measure 1.1.1 S
Measure 1.1.1 TL
Measure 1.1.2 S
Measure 1.1.2 TL
Measure 1.1.3 A

[PHAB]

Use your team

- Choose team members wisely
- Schedule regular check-ins ahead of time
- Keep excruciatingly accurate & up-to-date timelines and accountabilities
- Assure that you have authority and that everyone believes it
- Train and motivate your team!

Document ahead

- The clock starts when your Accreditation Coordinator has completed (& evaluated) your required training.
- You have 12 months to complete your upload.

THIS IS NOT THE BEST TIME TO CREATE NEW DOCUMENTS!!

- If you can have most or all of your documentation assembled before PHAB accepts your application, you're in good shape.

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Thank you!

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A Few Resources

- PHAB site: www.phaboard.org
- PHAB Site Visitor roles, responsibilities, & contact info: http://www.phaboard.org/about-phab/volunteer-site-visitor-opportunities/
- NACCHO Accreditation website: http://www.naccho.org/programs/public-health-infrastructure/accreditation-preparation
- PHAB guide to initial accreditation (JUNE 2015): http://www.phaboard.org/wp-content/uploads/Guide-to-Accreditation-final_LR2.pdf