

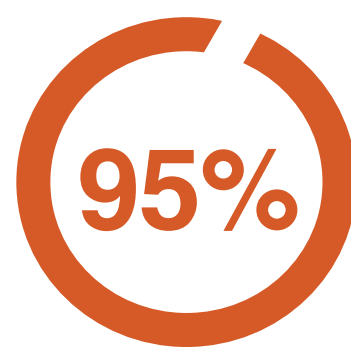
The Impact of PHAB Accreditation on Planning and Assessment



What does Public Health Accreditation Board (PHAB) accreditation do?

Drives health department performance and efficiency by promoting a culture of quality.

What are health departments saying about the benefits¹ of accreditation?



said that accreditation allowed their health department to better identify strengths and weaknesses.

Accreditation Success Spotlight



Mississippi State Department of Health (MSDH)

“National accreditation demonstrates that the [health department] uses data to make decisions, that we analyze outcomes, and that we continually monitor and improve all of our programs to best serve Mississippians. Continuous quality improvement is the keystone of national accreditation. It involves measuring and monitoring all of our programs and discovering ways to be more effective in our mission.”

– Mary Currier, state health officer for the Mississippi State Department of Health



Arkansas Department of Health (ADH)

Before Accreditation

No coordinated approach to identify agency strengths and weaknesses, or assess internal processes.

Participated in the PHAB Beta Test to determine alignment with public health expectations and standards.

Each center within the department had a different process to assess strengths and weaknesses.

An Office of Performance Improvement was created to standardize internal assessment and prepare for accreditation.



Pursuing Accreditation

PHAB standards and measures used as a framework for self-assessment.

Accreditation preparation revealed inconsistencies in health department practices to document public health activities and processes.

Updated policy manuals, led assessment and planning activities, and created an Office of Performance Improvement to address gaps.

The Turning Point Performance Management self-assessment tool and PHAB's self-study model were used to identify gaps.

Accreditation workgroup members and leaders from across the state participated in an agency-wide assessment of strengths and weaknesses.

Addressed assessment results through health improvement planning, centralized dashboard implementation, and documentation of QI efforts.



After Accreditation

PHAB site visit report and annual reports are now used as external benchmarks for meeting public health needs.

Staff are being trained across the agency to process problems through a QI lens.

Leaders now rely on the agency performance management system to monitor and evaluate systems and programs.

Targets and metrics from the strategic plan and the health improvement plan are used to consistently assess agency performance.



Improvements Facilitated by Accreditation

Engaged Partners in Health Improvement Planning

Organizations and community members contributed to a process to identify factors affecting the health of Mississippians.

Input from **49 focus groups** and **over 19,000 individuals** provided insight on important health issues.

This collaborative process allowed MSDH to identify public health priorities.

Within two years, measurable improvements have been observed for:

- Long-acting reproductive healthcare services
- Statewide breastfeeding initiatives
- Culture of health and worksite wellness initiatives



Streamlined Workforce Development and Employee Onboarding

During accreditation, the health department discovered the agency process to onboard new employees was lengthy and burdensome.

MSDH streamlined the process and reduced the onboarding time from **2-3 weeks** to just a **few hours** to allow staff to begin work in their role more quickly.

Through using the standards and measures to create a workforce development plan, the agency strengthened their ability to understand and communicate core public health workforce competencies, and strategically reorganize work.

Now, staff have access to professional training and opportunities to assess and achieve professional goals.

Strengthened IT Infrastructure in Environmental Health

The accreditation document review process highlighted weaknesses in ADH's online IT system for environmental health and safety inspections.

ADH used QI tools and process mapping activities to optimize its IT system and web interface. Now, the system is user-friendly, and anyone can access reports and inspections on various issues, including:

- Public pool cleanliness
- Indoor air quality
- Retail food safety

Performance Management and Quality Improvement

ADH staff knew performance management and quality improvement was taking place, but the absence of a strong, well-documented performance management system was identified as a major weakness during accreditation.

This deficiency led the agency to form an Office of Performance Improvement. ADH now has a convenient, centralized performance management system where staff can view indicators and agency performance. Metrics align with the strategic plan and objectives in the health improvement plan, and anyone can contact the appropriate staff for additional information.



Acknowledgements: This infographic was supported by cooperative agreement CDC-RFA-OT13-1302CONT17, funded by the Centers for Disease Control and Prevention. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the CDC or HHS.

¹Based on NORC at the University of Chicago's evaluation survey of health departments one year after they were accredited, and on responses to interviews and surveys as part of the NORC project.