

NACCHO

National Association of County & City Health Officials

The National Connection for Local Public Health

2015-2016 Accreditation Support Initiative (ASI) for Local Health Departments

FINAL REPORT

1. **Community Description:** Briefly characterize the community(ies) served by your agency (location, population served, jurisdiction type, organization structure, etc.). The purpose of this section is to provide context to a reader who may be unfamiliar with your agency.

Kingfisher County Health Department serves the residents of Kingfisher County. The county is directly northwest of Oklahoma County, which is the central county of the state. The county population is 15,034 according to the 2010 census. Kingfisher CHD is part of the centralized Oklahoma State Department of Health. However, it exists because of elected approval by the county residents to fund a county health department with tax revenue (millage in Kingfisher County). This is due to state law. The result is that Kingfisher CHD answers for certain things to a chain of command that leads to a State Board of Health; and answers for certain things to a local Kingfisher County Board of Health for certain things. We are a centralized agency component with a significant local county influence.

2. **Project Overview:** Provide an overview of the work your agency conducted with or because of this funding, including the significant accomplishments/deliverables completed during the ASI project period and the key activities engaged in to achieve these accomplishments. This should result in a narrative summary of the chart you completed in Part 1, in a format that is easily understandable by others.

Kingfisher County Health Department hired a part-time contract employee, referred to as the

assistant, to focus on the development of an accreditation roadmap. Under the supervision of the accreditation coordinator, the assistant consulted with key personnel, participated in strategic planning processes, and conducted research to identify components and formatting of a strategic plan roadmap. Because of the assistant's dedication to this task, the accreditation coordinator was able to conduct strategic planning and accreditation operations across three county health departments, including Kingfisher County Health Department.

3. **Challenges:** Describe any challenges or barriers encountered as your agency worked to complete the selected deliverables. These can be challenges your agency may have anticipated at the start of the initiative or unexpected challenges that emerged during the course of implementing your proposed activities and completing your deliverables. If challenges were noted in your interim report, please **do** include them here as well. Please include both tangible (e.g., natural disaster, leadership change) and intangible (e.g., lack of staff engagement) challenges.

As stated previously, the accreditation coordinator conducted strategic planning and accreditation operations across three county health departments. The accreditation coordinator and assistant could not confer easily on a regular basis and effort was required to schedule meeting time to discuss the plan's development. These competing strategic planning requirements initially delayed efforts in Kingfisher County Health Department by three weeks. Also, it became apparent that, though there were plenty of examples of accreditation roadmaps, there was nothing that addressed competing logistics between multiple jurisdictions.

4. **Facilitators of Success:** Describe factors or strategies that helped to facilitate completion of your agency's work. These can be conditions at your agency that contributed to your successes or specific actions you took that helped make your project successful or mitigated challenges described above. **Please include both tangible (e.g., influx of funds from another source) and intangible (e.g., staff or leadership engagement) facilitators.**

This grant funding provided the opportunity to hire someone to focus on this task. We were extremely fortunate to have a highly capable individual available to work as the assistant who could function independently when necessary. Finally, our staff exhibited professional grade performance in all of their interactions with the assistant which, in turn, facilitated the development of the strategic plan roadmap.

5. **Impact of ASI:** To what extent do you feel your health department was more prepared for accreditation at the end of the ASI5 project as compared to the beginning? What specifically changed during that time that made your agency more prepared for accreditation? How did the ASI5 contribute to your health department's progress?

Our region consists of seven county health departments. Given that the accreditation cycle is five years, overlap of efforts is inevitable. Moving forward from this point, the strategic plan roadmap will be used as a standard, uniform format to help track individual county health

department efforts that are proceeding at the same time.

6. **Lessons Learned:** Please describe your agency’s overall lessons learned from participating in the ASI. These can be things you might do differently if you could repeat the process and/or the kinds of advice you might give to other health departments who are pursuing similar accreditation-related funding opportunities or technical assistance activities.

The greatest lesson learned was that we should have applied for this grant funding a year earlier. It would have been very helpful to have this plan ready for use six months ago.

7. **Funding Impact:** Describe the impact that this funding has had on your agency. How has this funding advanced your agency’s accreditation readiness or quality improvement efforts?

It provided us with the opportunity to hire someone to focus primarily on the development of this tool for future use. By doing so, it also allowed the accreditation coordinator to continue accreditation operations throughout the region.

8. **Next Steps and Sustainability:** What are your agency’s general plans for the next 12-24 months in terms of accreditation preparation and quality improvement? How will the work completed as part of the ASI be sustained moving forward?

Kingfisher CHD will apply for accreditation about the same time with Canadian CHD. These two county health departments in our region will progress through the process together. The product of this ASI grant, the Strategic Plan Roadmap, will be used to keep both accreditation efforts on track while certain key personnel have to switch back and forth between the two efforts. Within 24 months there will likely be another county health department in our region ready to apply for accreditation, resulting in even more overlap of efforts and requiring more coordination of effort.