Public Health Accreditation and Joint Commission Performance Management Crosswalk

IOM Core Functions of Public Health	10 Essential Services of Public Health	PHAB			Joint Commission	
Assessment	Monitor Health Status					
	Diagnose and investigate					
Policy Development	Inform, educate and empower					
	Mobilize community Partnerships					
	Develop policies and plans	9.2 Develop and implement quality improvement processes integrated into organizational practice, programs, processes, and interventions.	9.2.1 A - Establish a quality improvement program based on organizational policies and direction	PI.01.01.01 The organization collects data to monitor its performance	EP 1 The leaders set the priorities for data collection. (See also LD.04.04.01, EP1)	
					EP 2 The organization identifies the frequency for data collection.	
					EP 3 The organization collects data on the following: Performance improvement priorities identified by leaders. (See also LD.04.04.01, EP 1)	
			9.2.2 A - Implement quality improvement activities	PI.02.01.01 The organization compiles and analyzes data	EP 8 The organization uses the results of data analysis to identify improvement opportunities. (See also LD.03.02.01, EP 5; PI.03.01.01, EP 1)	
				PI.03.01.01 The organization improves performance.	EP 1 Leaders prioritize the identified improvement opportunities. (See also PI.02.01.01, EP 8)	
					EP 2 The organization takes action on improvement priorities.	
					EP 3 The organization evaluates actions to confirm that they resulted in improvements	
					EP 4 The organization takes action when it does not achieve or sustain planned improvements.	
Assurance	Enforce laws and regulations					
	Link people to needed services/assure care					
	Assure a competent workforce	9.1 Use a performance management system to monitor achievement of organizational objectives.	9.1.5 A - Provide staff developement opportunities regarding performance management. 9.1.1 A - Engage staff at all organizational levels in establishing or updating a performance management system.	PI.01.01.01 The organization collects data to monitor its performance	EP 30 The organization considers collecting data on the following: - Staff opinions and needs - Staff perceptions of risk to individuals - Staff suggestions for improving patient safety - Staff willingness to report adverse events	
	Evaluate health services		9.1.4 A - Implement a systematic process for assessing customer satisfaction with health department services.	PI.01.01.01 The organization collects data to monitor its performance	EP 16 "The organization collects data on the following: Patient perception of the safety and quality of care, treatment, or services. For organizations that elect The Joint Commission Primary Care Medical Home option: The organization also collects data on the following: - Patient experience and satisfaction related to access to care, treatment, or services, and communication - Patient perception of the comprehensiveness of care, treatment, or services - Patient perception of the coordination of care, treatment, or services - Patient perception of the continuity of care, treatment, or services	
				PI.03.01.01 The organization improves performance.	EP 11 For organizations that elect The Joint Commission Primary Care Medical Home option: The organization uses the data it collects on the patient's perception of the safety and quality of care, treatment, or services to improve its performance. This data includes the following: - Patient experience and satisfaction related to access to care, treatment, or services and communication - Patient perception of the comprehensiveness of care, treatment, or services - Patient perception of the coordination of care, treatment, or services - Patient perception of the continuity of care, treatment, or services	
			9.1.3 A - Use a process to determine and report on achievement of goals, objectives, and measures set by the performance management system.	PI.02.01.01 The organization compiles and analyzes data	EP 1 The organization compiles data in usable formats.	
					EP 2 The organization identifies the frequency for data analysis.	
					EP 4 The organization analyzes and compares internal data over time to identify levels of performance, patterns, trends, and variations.	
					EP 5 The organization compares data with external sources, when available.	
					EP 41 For organizations that elect The Joint Commission Primary Care Medical Home option: The organization collects data on the following: Patient access to care within time frames established by the organization.	
	Research					