

Accreditation Preparation and Performance Improvement Resources and Technical Assistance



Local health departments (LHDs) have different technical assistance needs based on their level of accreditation readiness. While some are just beginning to learn about the Public Health Accreditation Board's (PHAB's) national, voluntary accreditation program, others may have already applied. This document highlights available resources for key steps in the accreditation preparation process and beyond. Please note that these steps do not have to be completed in this order. Each LHD must choose what works best for them. Visit the listed websites to access resources that will answer your questions and streamline your efforts as you pursue accreditation.

STEP	RESOURCES
<p>Learn about PHAB: To learn about accreditation and determine readiness to apply, several resources exist that offer answers to frequently asked questions, including the process, requirements, and cost and benefits.</p>	<p>Learn about and access the following resources at www.naccho.org/phabintro:</p> <ul style="list-style-type: none"> • PHAB online orientation • NACCHO Accreditation Preparation Speakers Bureau • NACCHO Accreditation Preparation Demonstration sites and associated resources • PHAB readiness checklists • Performance improvement communications
<p>Complete prerequisites: LHDs must have a completed community health assessment (CHA), community health improvement plan (CHIP), and agency strategic plan (dated within five years of the time of application) to be eligible to apply for accreditation.</p>	<p>Learn about and access the following resources at www.naccho.org/prerequisites:</p> <ul style="list-style-type: none"> • NACCHO Community Health Assessment and Improvement Planning website • NACCHO strategic planning trainings and guides • CHA/CHIP Resource Center • Mobilizing for Action through Planning and Partnerships (MAPP) Clearinghouse • Examples of documents from health departments across the country
<p>Engage staff in accreditation efforts: The health director must appoint an accreditation coordinator to oversee the accreditation process. An accreditation preparation team should be formed and, depending on LHD size and structure, consist of any combination of senior management, program staff, and frontline staff.</p>	<p>Learn about and access the following resources at www.naccho.org/teams:</p> <ul style="list-style-type: none"> • Accreditation 101 presentation for orienting staff • PHAB Accreditation Coordinator Handbook • NACCHO organization guide to self-study process
<p>Collect and organize documentation: Each LHD must demonstrate compliance with PHAB standards and measures by collecting and submitting documentation. The collection and electronic organization of documentation should begin in advance of submitting the PHAB application.</p>	<p>Learn about and access the following resources at www.naccho.org/documentation:</p> <ul style="list-style-type: none"> • PHAB Standards and Measures, Version 1.5 (those applying with Version 1.0 must submit their application by 11:59 PM EDT on June 2; Version 1.5 becomes effective July 1) • PHAB documentation selection guidance • PHAB documentation selection spreadsheet • NACCHO's example documentation library • NACCHO's Documentation Selection Tools: <ul style="list-style-type: none"> • Workforce Documentation • Project Public Health Ready (PPHR) Overlap • Programmatic Documentation Matrix • More • NACCHO documentation review consultation • Prioritization techniques for selecting QI activities

STEP	RESOURCES
<p>Engage local governing entity: An LHD's local governing entity (LGE) must sign a letter of support for the LHD to pursue accreditation. Additionally, Domain 12 of the PHAB standards relates to governance, making it important to involve the LGE in the accreditation preparation process.</p>	<p>Learn about and access the following resources at www.naccho.org/lge:</p> <ul style="list-style-type: none"> • Public Health 101 PowerPoint presentation for LGEs • Accreditation 101 PowerPoint presentation for LGEs • Electronic training modules for LGEs • LGE Perspectives on Accreditation videos
<p>Budget for costs and fees: PHAB's fees for accreditation are developed on a five-year schedule and based on the size of jurisdictional population served. Additional costs include staff time and resources needed to prepare for accreditation.</p>	<p>Learn about and access the following resources at www.naccho.org/fees:</p> <ul style="list-style-type: none"> • PHAB Accreditation Fee Schedule: www.phaboard.org • <i>accreditNATION</i> e-newsletter • Funding opportunities (if currently available)
<p>Engage in quality improvement: The PHAB program is intended to be a platform for quality improvement (QI) and Domain 9 of the PHAB standards requires the use of QI in LHDs. Ultimately, LHDs should move beyond discrete QI projects and achieve an organizational culture of quality where QI and related concepts are embedded into the way the agency does business across all divisions and departments.</p>	<p>Visit NACCHO's QI Roadmap at www.qiroadmap.org:</p> <p>On the QI Roadmap website, you can find resources to assist with building the following aspects of a QI culture:</p> <ul style="list-style-type: none"> • Leadership commitment to QI • QI infrastructure, including a performance management system, QI Council, and QI plan • Employee empowerment and commitment to QI • Customer focus • Teamwork and collaborations for continuous improvement • Continuous process improvement through QI methods and tools <p>Visit www.naccho.org/qiculture to access to the QI Roadmap and NACCHO's QI Culture Self-Assessment tool.</p>
<p>Apply for accreditation: Once an LHD is ready to apply and has completed all the preliminary accreditation preparation efforts listed above, it is ready to submit a letter of intent to PHAB and begin the actual PHAB application process. If your agency is ready to apply for accreditation, visit www.phaboard.org to begin the application process.</p>	<p>Learn about the application process and access the following resources at www.naccho.org/apply:</p> <ul style="list-style-type: none"> • Accreditation Coordinators Learning Community • Related research and publications

RESOURCES FROM THE FIELD

<p>The Accreditation Support Initiative (ASI) is intended to stimulate QI and promote the readiness of health departments to seek voluntary national accreditation through PHAB. Project activities include efforts to meet PHAB prerequisites, achievement of PHAB standards and measures, and offsetting accreditation fees (up to 50 percent of the total fee).</p>	<p>Learn about and access the following resources at www.naccho.org/asi:</p> <ul style="list-style-type: none"> • Descriptions of the 2011–2012, 2012–2013, and 2013–2014 ASI awardees • Examples of documentation, tools, and resources created by the sites • Deliverables and final reports completed by the sites
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Please note that this list of resources is not exhaustive and additional resources are available. E-mail accreditprep@naccho.org to find additional resources or with general questions.

NACCHO

National Association of County & City Health Officials

The National Connection for Local Public Health



The mission of the National Association of County and City Health Officials (NACCHO) is to be a leader, partner, catalyst, and voice for local public health departments.

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