

# PHAB Accreditation Update

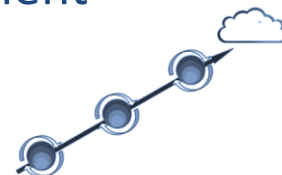
## Board of Health June 2017

**Rita Nieves**

BPHC Deputy Director

**Osagie Ebekozen**

Director, Office of Accreditation and Quality Improvement



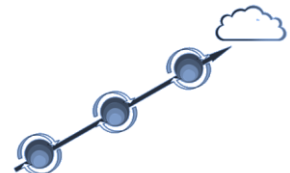
# Presentation Objectives

- Update on BPHC Accreditation and Quality Improvement
- BOH's role in preparation and site visit
- Feedback from BOH on current performance



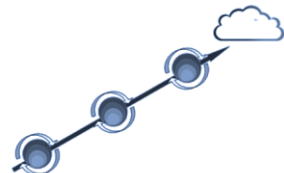
# Public Health Accreditation

- ❖ Measurement against evidence-based national standards
- ❖ Evaluation of culture of quality improvement and performance management
- ❖ Recognition of achievement
- ❖ Continuous improvement of standards



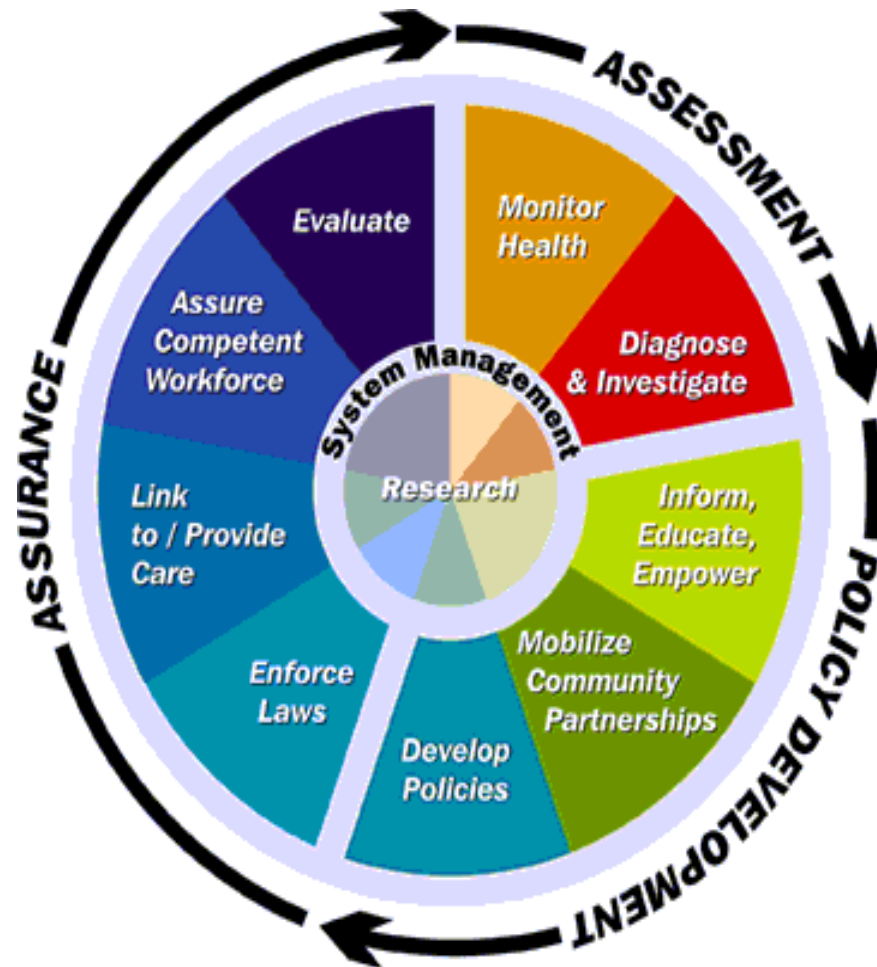
# Public Health Accreditation Board (PHAB)

- First and only national body
- Accreditation launched in 2011, first successful cohort 2013
- Supported and endorsed by Robert Wood Johnson Foundation (RWJF) and Center for Disease Control and Prevention (CDC)



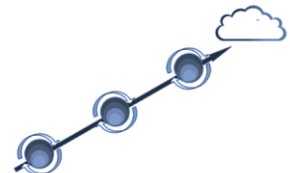
# Twelve PHAB Domains

1. Assess
2. Investigate
3. Inform & Educate
4. Community Engagement
5. Policies & Plans
6. Public Health Laws
7. Access to Care
8. Workforce
9. Quality Improvement
10. Evidence-Based Practices
11. Administration & Management
12. Governance

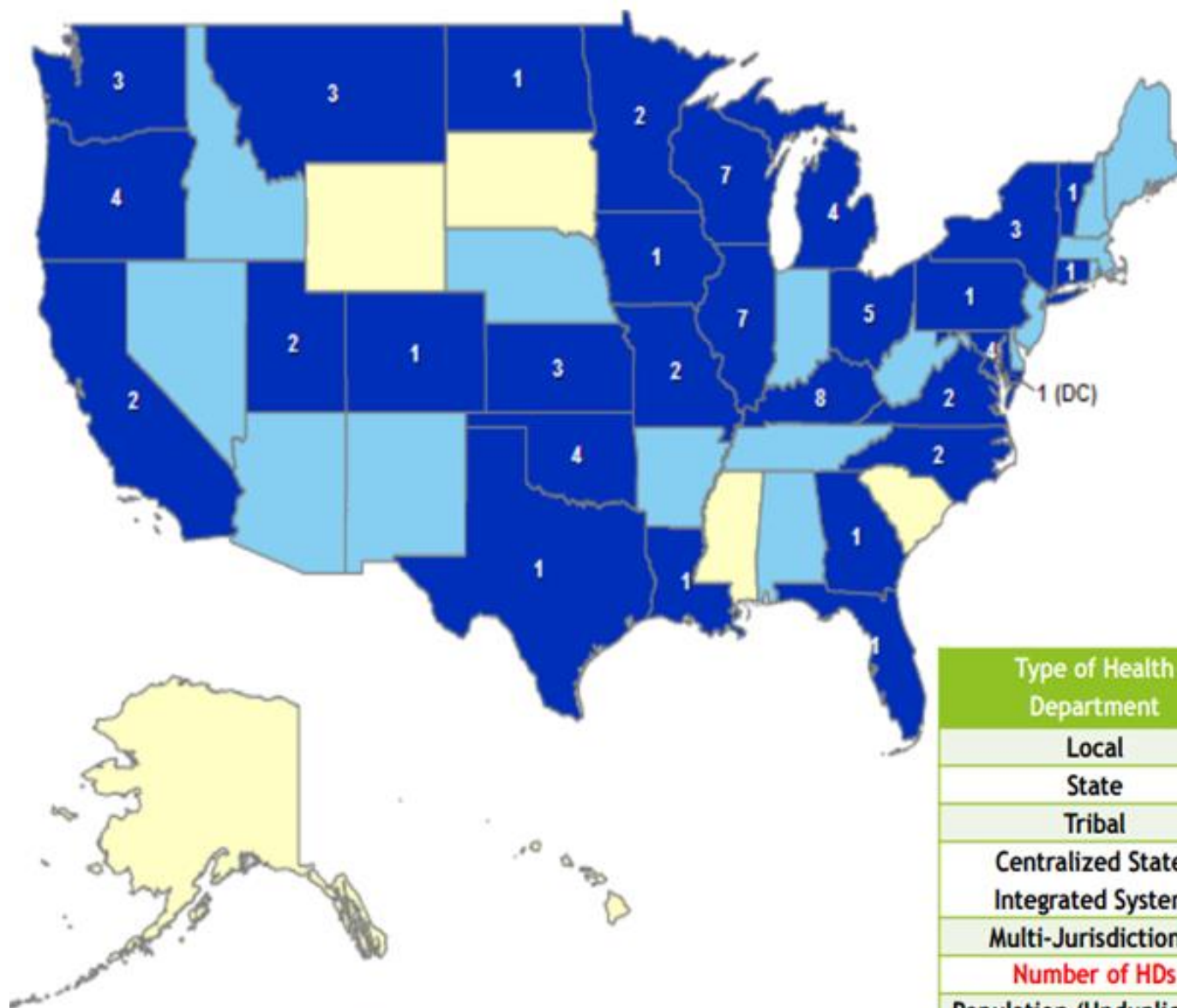


# Why Seek Accreditation?

- Assurance of high quality essential public health services
- Value-added service benchmarking
- Increase program effectiveness and efficiencies
- Increase responsiveness to change
- Support development of strong partnerships
- Support BPHC mission
- Support health equity work
- Workforce development
- External validation



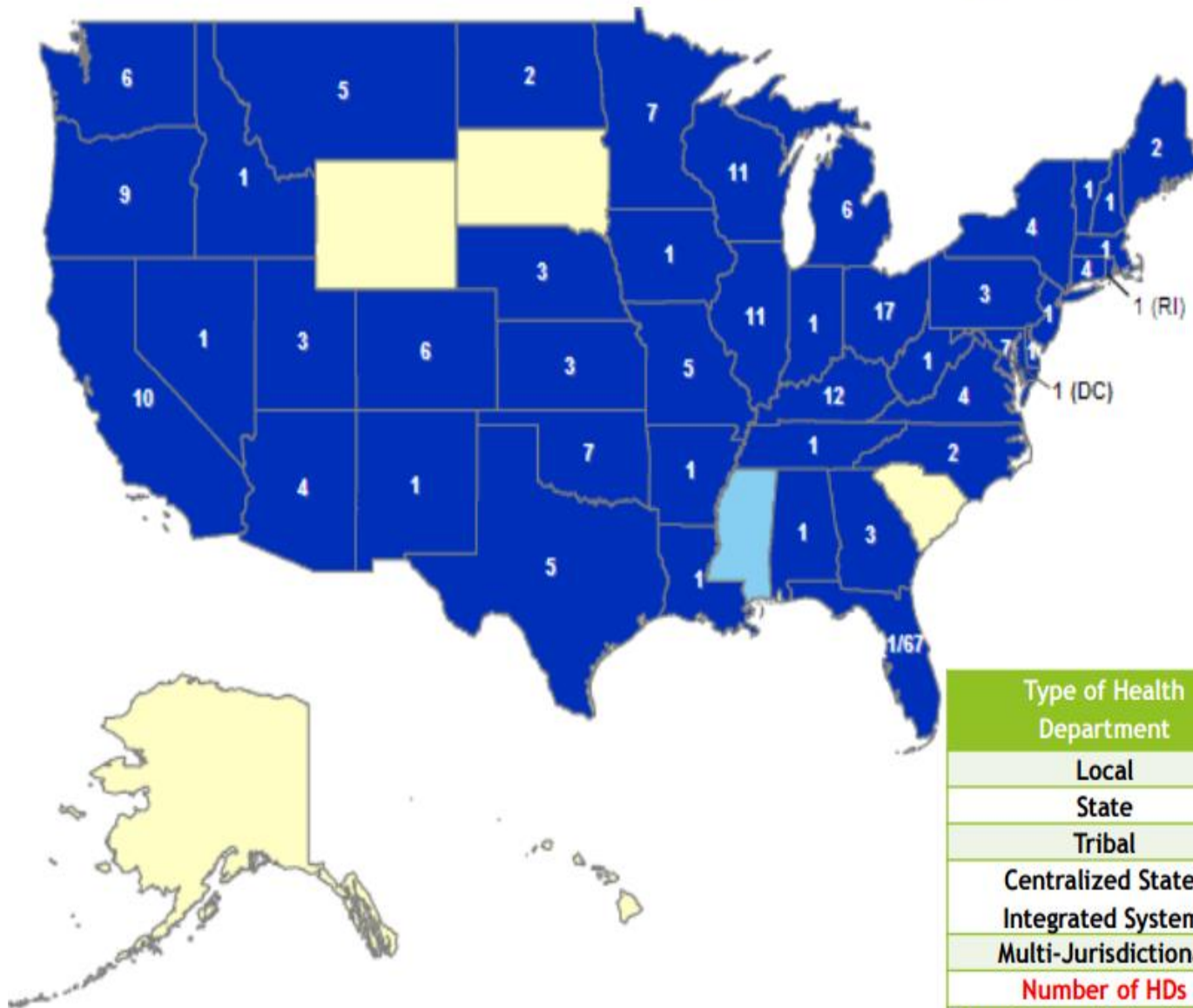
# Accreditation Activity as of September 2015



Type of Health Department	Accredited	In Process
Local	70	158
State	9	23
Tribal	.	3
Centralized States Integrated System <sup>1</sup>	.	67
Multi-Jurisdictional	.	8
<b>Number of HDs</b>	<b>79</b>	<b>259</b>
Population (Unduplicated)	120,690,197	107,175,674



# Accreditation Activity as of May 1, 2017



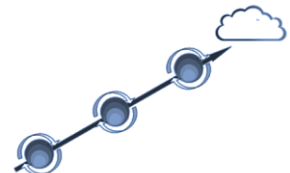
Type of Health Department	Accredited	In Process
Local	155	136
State	22	17
Tribal	1	3
Centralized States Integrated System <sup>1</sup>	1/67	.
Multi-Jurisdictional	.	8
<b>Number of HDs</b>	<b>178+1 system</b>	<b>164</b>
<b>Population (Unduplicated)</b>	<b>178,255,529</b>	<b>88,700,829</b>

# Major Plans

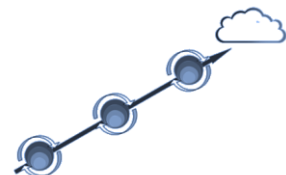
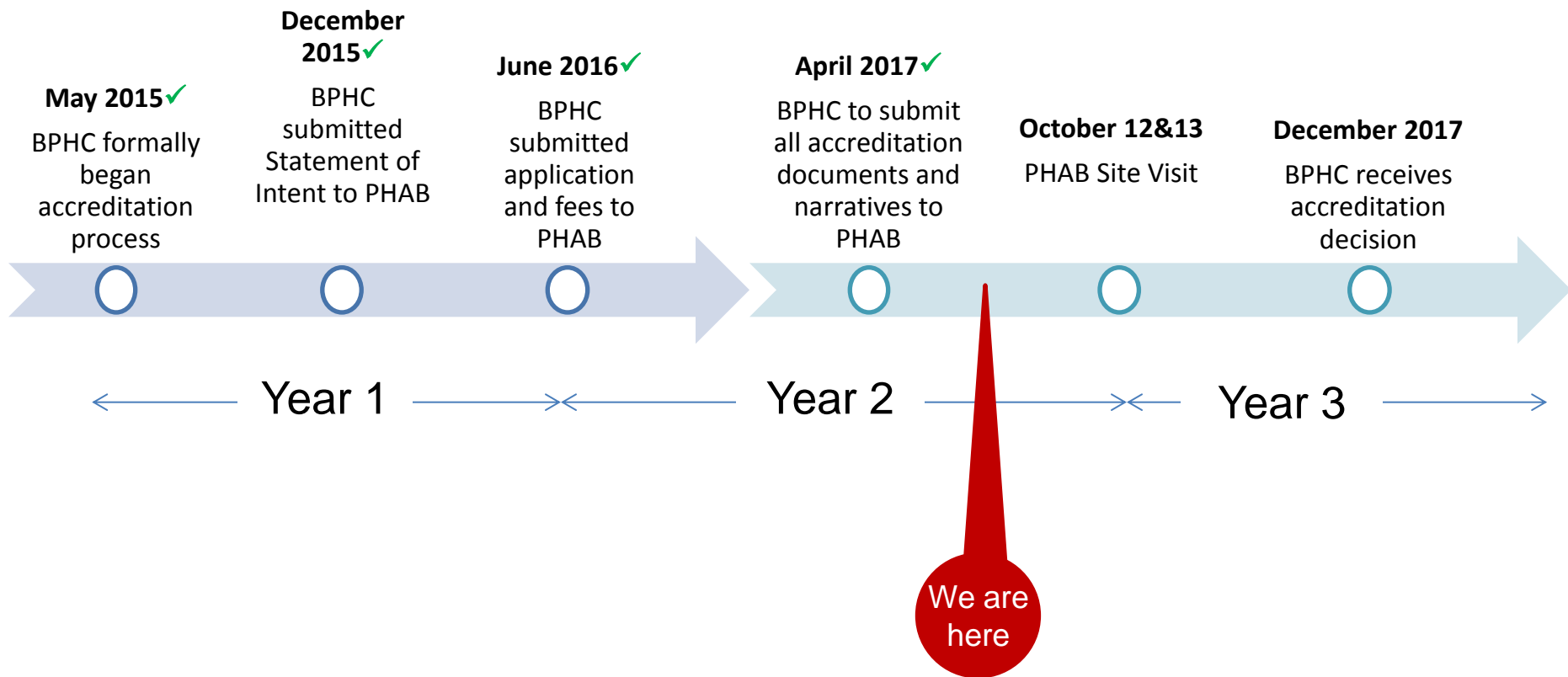
- Quality Improvement Plan 2015 – 2018
- Performance Management System
- Communications Plan
- Workforce Development Plan
- Emergency Operations Plan
- Community Health Assessment
- Community Health Improvement Plan
- Strategic Plan



# Document Preparation



# BPHC Accreditation Timeline



# Site Visit Purpose

- ❖ Verify evidence of conformity with standards
- ❖ Visual site observation
- ❖ **Evaluation of continuous improvement efforts**
- ❖ Identify areas of strengths and weaknesses



# PHAB Site Visit

- October 12 – 13, 2017
- Three Peer Site Visitors and an Accreditation Specialist
- Reviewed all submitted documents
- Walk rounds, Interviews, meetings and discussion with key staff, community partners and Board of Health



# Culture of Continuous Improvement

- Timeline
- Quality Improvement Trainings
- Project selection guidance
- Accreditation and Quality Improvement Committee



## Quality Improvement Plan

**2015 – 2018**

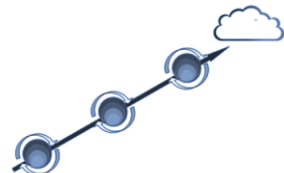
Approved by Interim Executive Director and Medical Director

A handwritten signature in blue ink.

Huy Nguyen

August 2015  
Revised August 2016 (Version 2)

QI Plan 2015-2018 | 1



# QI Training

- QI Orientation (1 hour introduction)
  - Target: 75% (825 employees) participation rate by December 31<sup>st</sup>, 2018
  - Status: 55% (601 employees) participation rate by June 2017
- Basic QI Training (2 days – 16 hours)
  - Target: 10% (110 employees) participation rate by December 31<sup>st</sup>, 2018
  - Progress: 7% (73 employees) participation rate by June 2017
  - 10 completed Projects in the last 2 years
- Advanced QI Training
  - Ongoing QI Coaching and mentorship for 10 Quality Improvement mentors
  - Ongoing Coaching for different working groups and subcommittees



# Accounts Payable QI Project

Aim: Increase the number of invoices posted within 30 days from 65% to 80% by April 30<sup>th</sup>, 2017

# Team Members

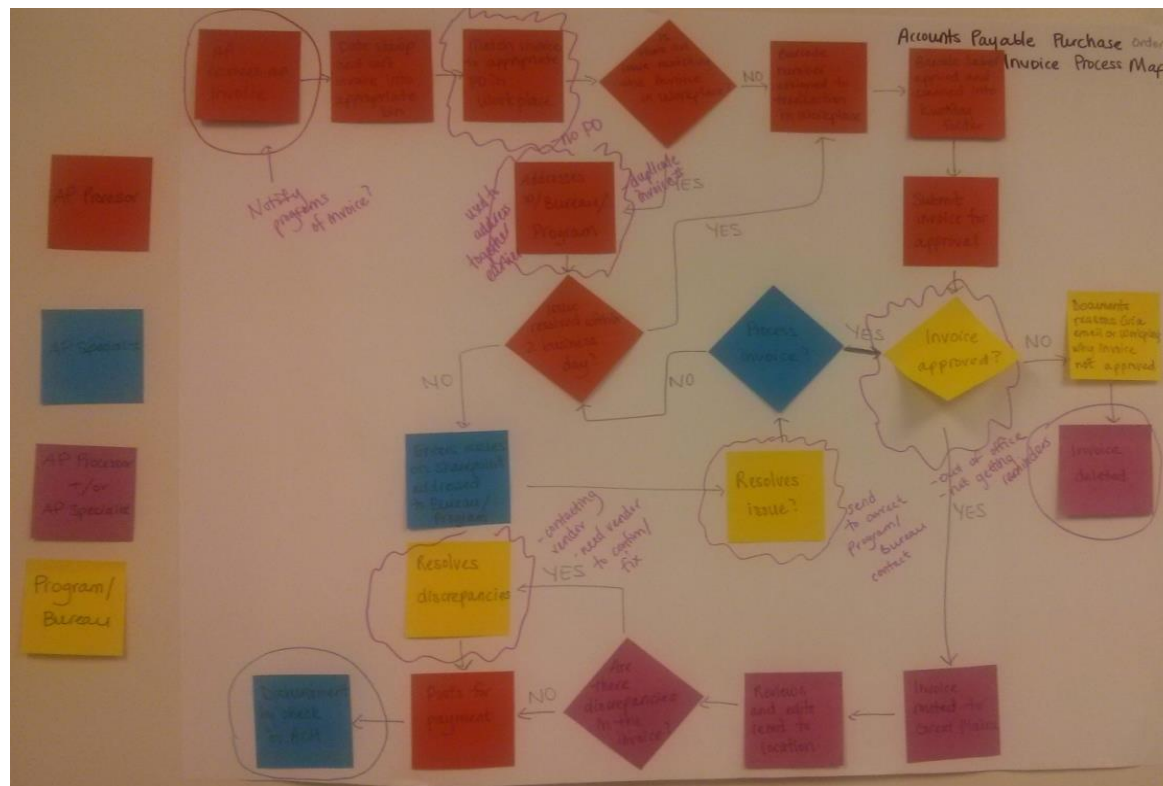
- Rebecca Bishop
- Xhudita Luli
- Keoki Pender
- Ann Henry
- Gerry Stepherson
- Dashea Thorton
- Roberta Washington
- Osagie Ebekozen



# Timeline

November 7<sup>th</sup>, 8<sup>th</sup> 2016: 2-day Basic QI Training

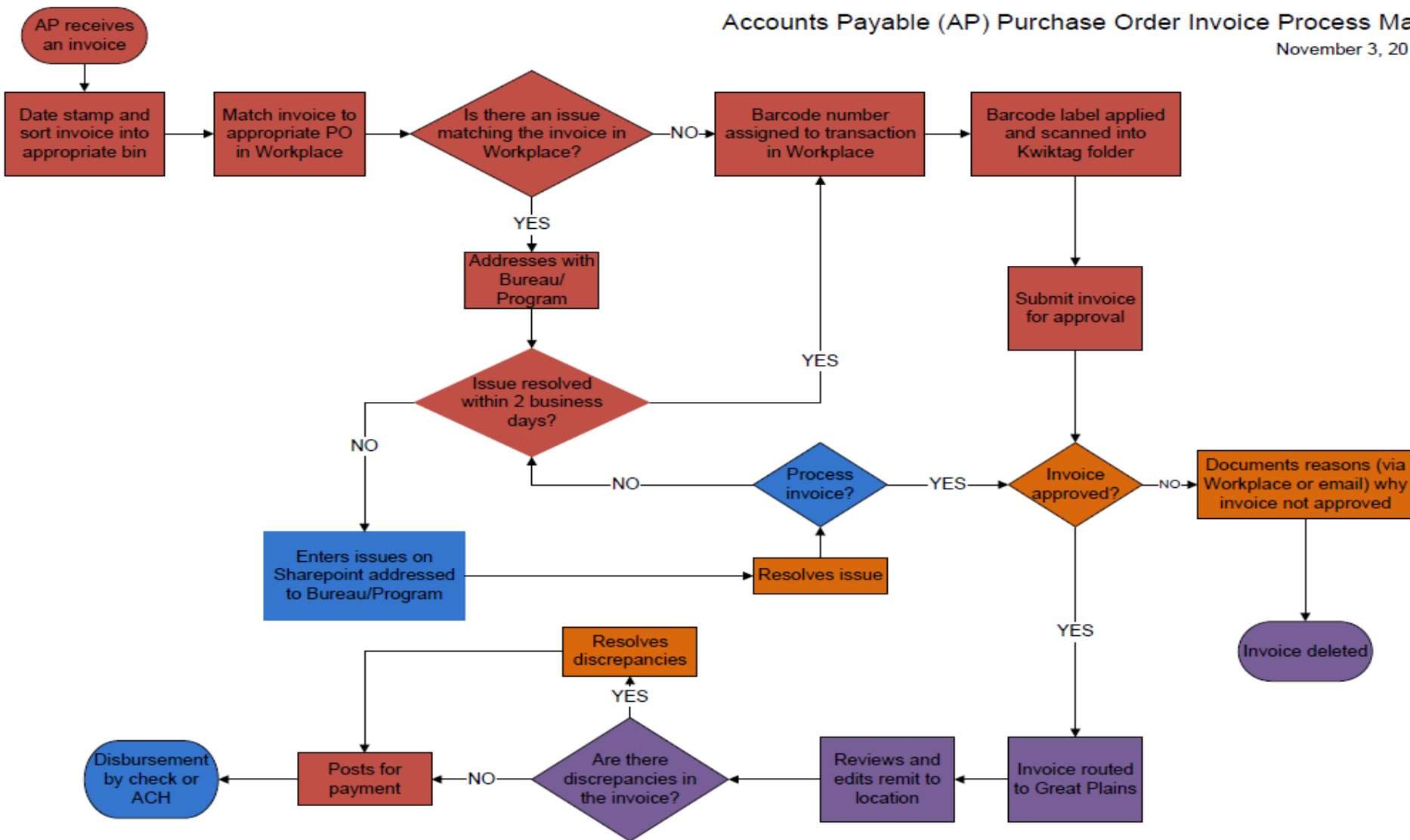
December 2016 – April 2017: Testing change ideas



# Plan (Process Map)

## Accounts Payable (AP) Purchase Order Invoice Process Map

November 3, 2016



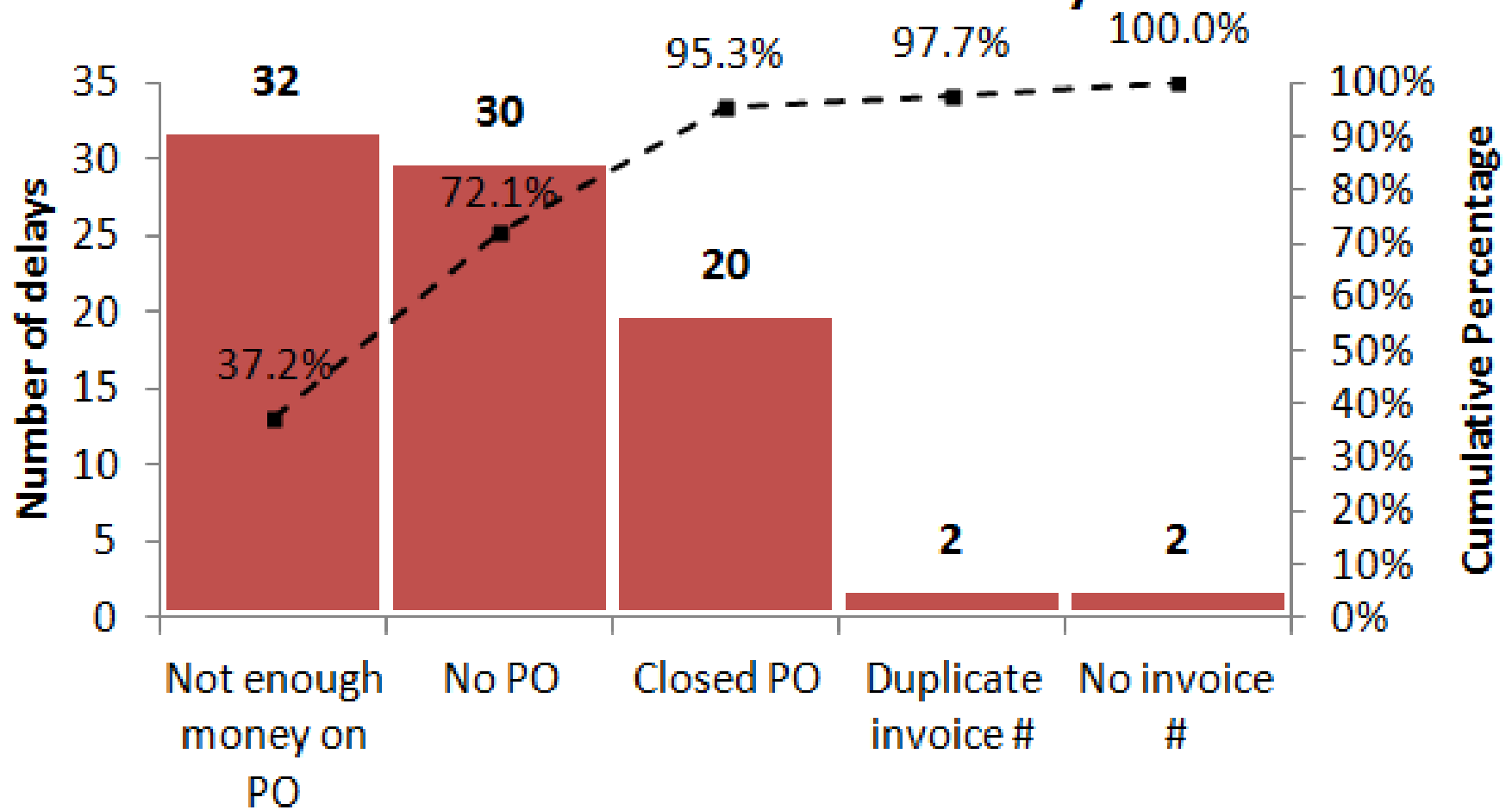
RED = AP Processor

BLUE = AP Specialist

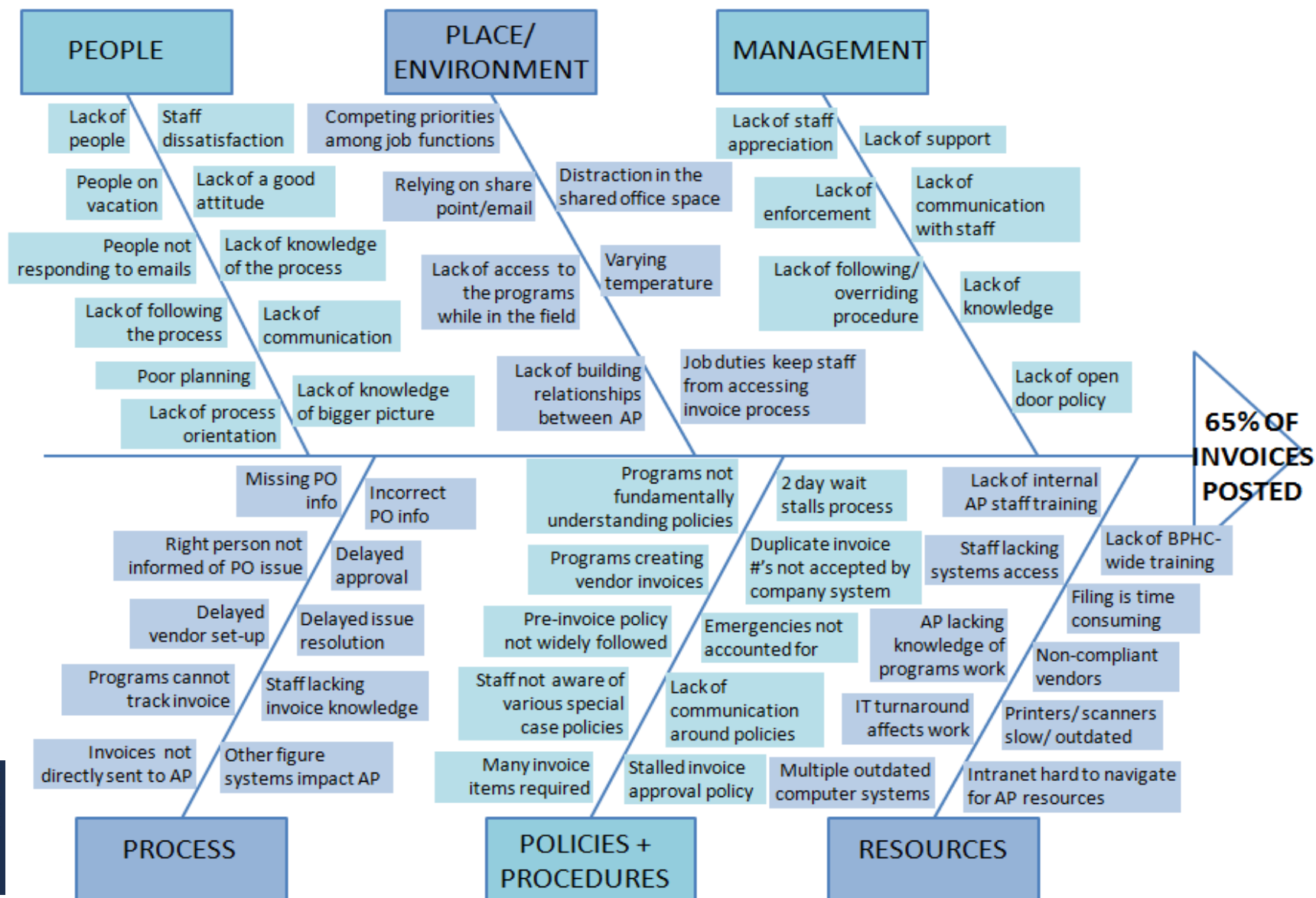
PURPLE = AP Processor & Specialist

ORANGE = Bureau Administrator

## Reasons for Invoice Delay



# Contributing Factors



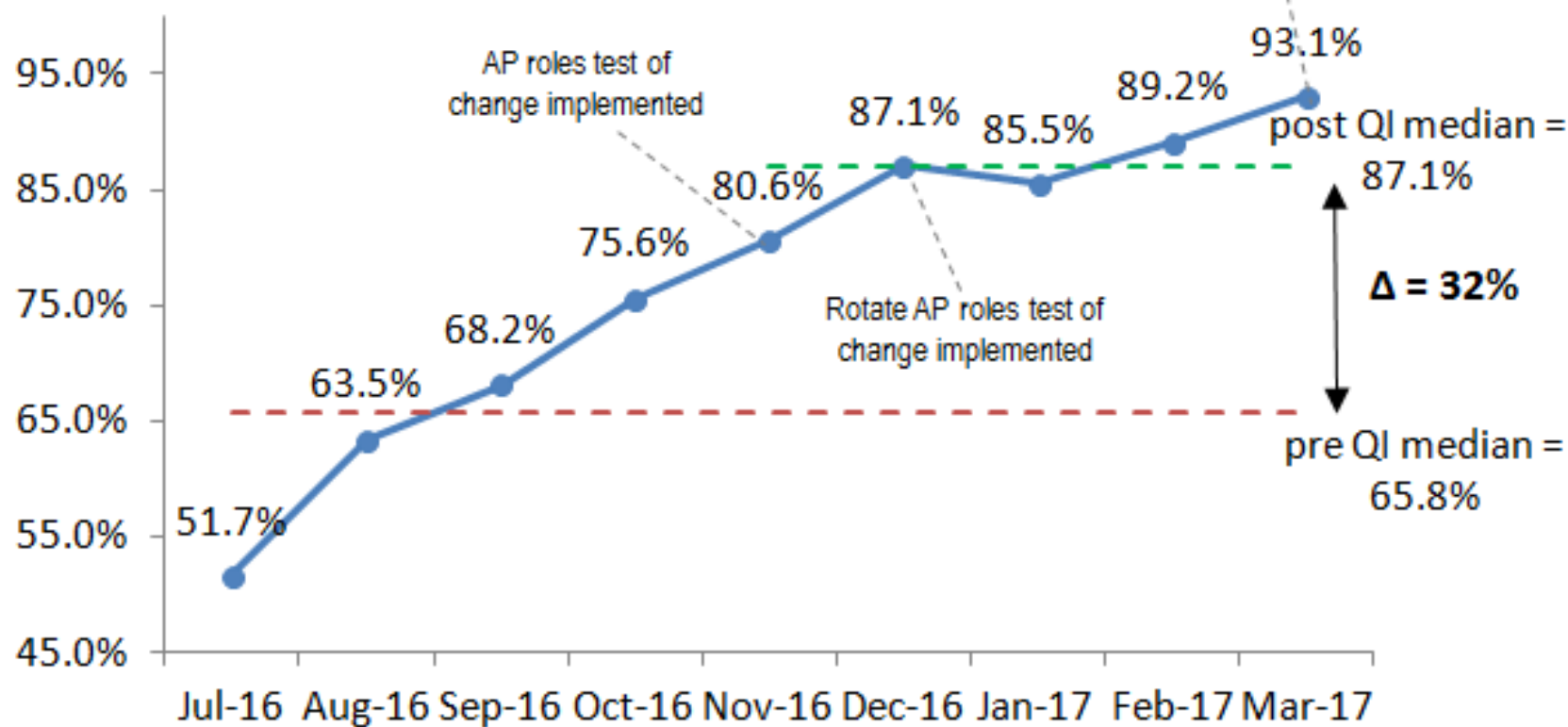
# Do

- Discontinue 2 days wait period to post problem invoices
- Designate specific roles for AP staff
  - Processing
  - Reviewing/posting
  - Check runs
  - Resolving issues
- Rotate staff in assigned roles
- Create and utilize a purchase checklist for programs



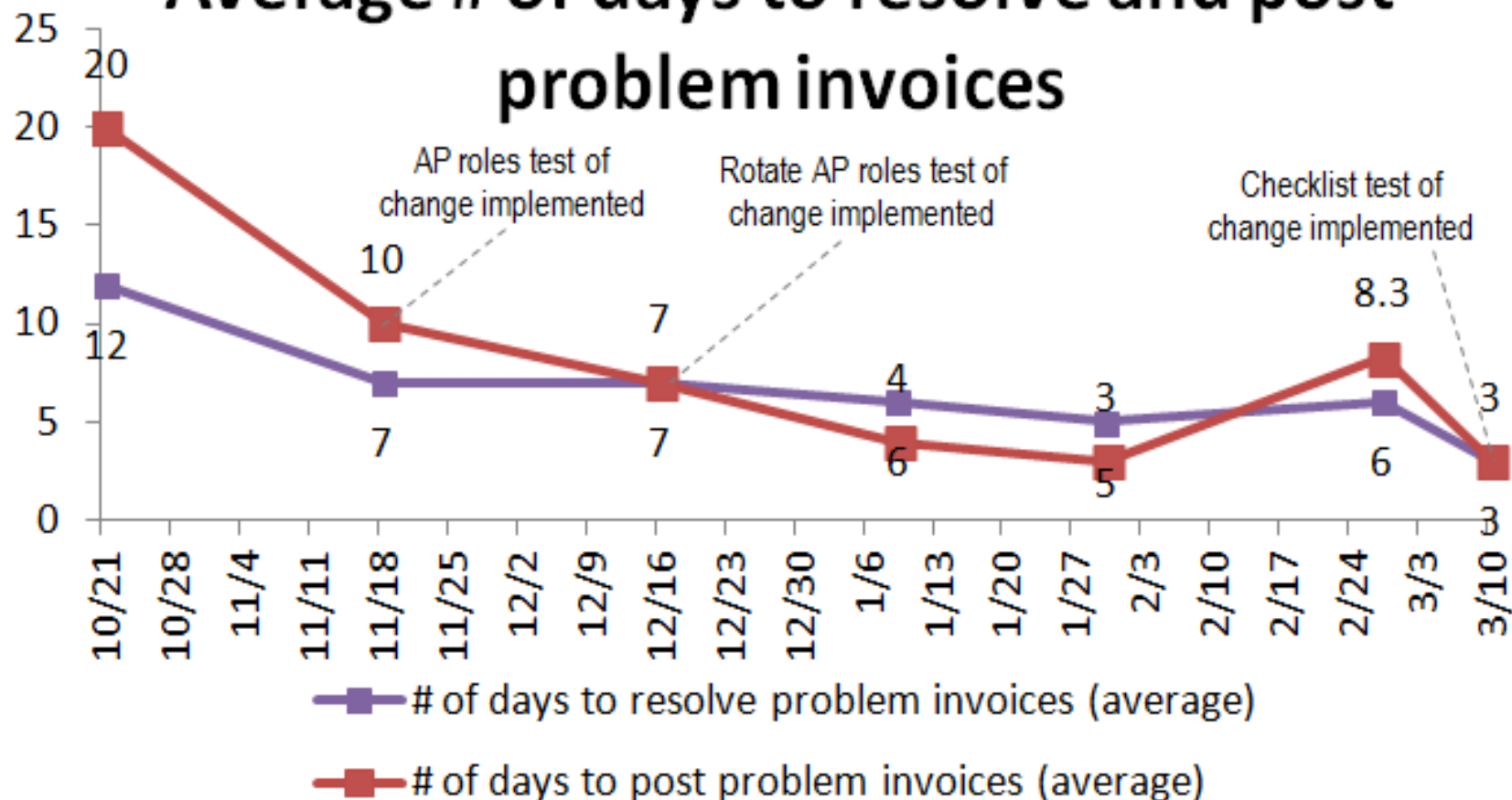
# Study

## % posted within 30 days (by invoice date)



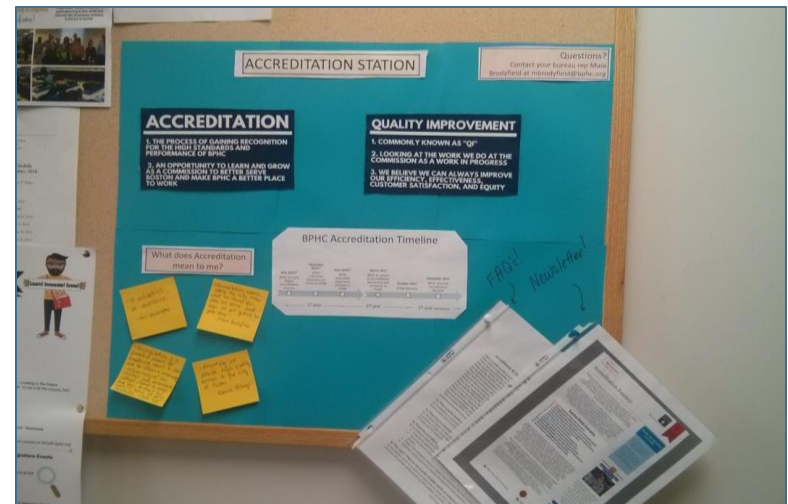
# Study

## Average # of days to resolve and post problem invoices



# Staff Engagement

- New Hire Orientation
- Staff Meeting
- Newsletters
- Accreditaurs!
- Weekly Trivia
- FAQs
- Intranet Countdown



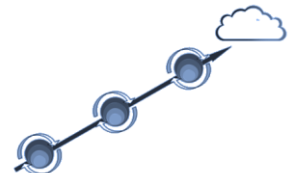
# BOH Role

- Support national accreditation efforts
- Prioritize accreditation
- Provide regular feedback and guidance
- Review of the Governance National PHAB standards (domain 12)
- Attend Domain 12 discussion during site visit



# AQI Team Members

- Rebecca Bishop (Recovery Services)
- Neil Blackington (EMS)
- Maia BrodyField (CIB)
- Yailka Cardenas (Recovery Services)
- Osagie Ebekozien
- Cheri Epps (Homeless Services)
- Ann Henry
- Hisham Kukhun (GHC Fellow)
- Rita Nieves (Exec Office)
- Angelica Recierdo (GHC Fellow)
- Craig Regis (IDB)
- Catherine Fine (CAFH)
- Rita Nieves



# Discussion

## Site Visit Preparation

- How can we involve BOH in planning and preparing for the site visit?
- Given experience of many members of the BOH in health care accreditation processes, what are some tips or practical advice for engaging BPHC staff in planning and preparing for site visit?
- What additional materials or resources can BPHC provide to the BOH on PHAB?



# Questions and Answers

