

# Accreditation Journey

## Domain 3: Inform & Educate

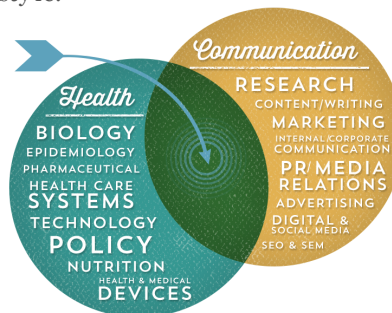
### PHAB Standards

*3.1: Provide health education and health promotion policies, programs, processes, and interventions to support prevention and wellness*

*3.2: Provide information on public health issues and public health functions through multiple methods to a variety of audiences*

Successful companies possess strong marketing, branding, and communications strategies. They are able to promote their product to the masses in compelling ways so that consumers are drawn to not only purchase but incorporate their brand into their lifestyle.

BPHC does the same with the help of our Communications office. With their expertise, we are able to produce engaging health communications and promotional materials such as fact sheets on the seasonal flu or videos to educate on Zika virus. Reports we have created like the Health of Boston Report and the former Health Equity goals demonstrate BPHC informing the public on health information to incorporate into their lifestyle.



Our Communications Plan, Branding Strategy, and Risk Communication Plan, guides BPHC to best relay information to keep Boston healthy. Our website, social media accounts, and translation services provide information in various languages to ensure we are reaching all residents.

## PHAB SUBMISSION READINESS

We are on track to submit all documents in just a couple of weeks by April 7, 2017! Check out our Post-Submission Timeline on Accreditation Stations at all BPHC campuses to find out what's in store for the rest of 2017!

Feel free to contact Osagie Ebekozen, Director of Accreditation and QI, with any comments, questions or suggestions at [oebekozen@bphc.org](mailto:oebekozen@bphc.org). For stories, plans, and presentations, visit our [Intranet page](#)!

## ACCREDITATION STARS OF THE MONTH

**Niurka Pitts and Mike Morson of Homeless Services** are committed to evaluating shelter service delivery systems to improve equity and satisfaction for the guests that they serve. As a result of their QI efforts they have been able to improve the effectiveness of service delivery at Woods Mullen shelter by decreasing client grievances by 50%.

