The Quest for PHAB Accreditation in Baltimore County: Creating a Crosswalk to Guide the Way

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Outline

• Background
• Project Overview
• Methods/Approach
• Deliverables
• Strengths and Challenges
• Lessons Learned
• Public Health and Practice Implications
Background

• Baltimore County Department of Health Mission Statement
  – To promote health and prevent disease through education, advocacy, linkage to resources, and treatment to improve the quality of life for Baltimore County residents

(BCDH 2015)
Background

- About PHAB (Public Health Accreditation Board)
  - *Voluntary* national accreditation program
  - Aims to improve and protect the health of the public by advancing the quality and performance of Tribal, state, local, and territorial public health departments
  - Seeks to advance *quality* and performance within public health departments
  - Developed because of the desire to improve *service*, value, and *accountability* to stakeholders

(PHAB 2013)
Background

• Why pursue PHAB accreditation?
  ✓ Accreditation is about performance and quality improvement (based on health department needs)
  ✓ Provides a framework to identify performance improvement opportunities, to improve management, develop leadership, and improve relationships with the community
Project Overview

• “The Quest for PHAB Accreditation in Baltimore County: Creating a Crosswalk to Guide the Way”
  – Collect written documentation regarding programs/services offered by BCDH
  – Conduct staff interviews
  – Demonstrate the applicability of accreditation standards to everyday work flows
  – Crosswalk document and presentation
Project Overview

“7 Steps of Accreditation”

1) Pre-Application

2) Application

3) Document Selection and Submission

4) Site Visit

5) Accreditation Decision

6) Reports

7) Reaccreditation

(PHAB 2013)
Methods/Approach

10 Essential Public Health Services

Core Public Health Programs

PHAB Version 1.5

Results Based Accountability & Performance Improvement training

Meet with Bureau Directors
Methods/Approach

10 Essential Public Health Services

(CDC 2014)
Methods/Approach

Core Public Health Programs

- access to clinical services
- chronic disease prevention and control
- communicable disease
- community health
- environmental public health
- governance
- health education
- health promotion
- health statistics
- infectious disease
- injury prevention
- management /administration
- maternal and child health
- public health emergency preparedness
- public health laboratory services
- vital records
Clinical Services
  Dental • Family Planning • Immunization
  STIs • Prenatal care • Disabilities • Audiology • WIC

Community Health
  Medical Assistance Programs • Long-Term Care
    • Home Health

Behavioral Health
  Youth & Family • Adult • Criminal Justice • Prevention • Quality Assurance

Health Care Access
  • HIV/AIDS • MCHIP • ACCU • PartnerSHIP

Prevention, Protection and Preparedness
  Animal Control Division • Communicable Disease
    • Environmental Health
Methods/Approach

PHAB Version 1.5

- 12 Domains
- PHAB Taxonomy
  - Domain
    - Standard
    - Measure
      - Tribal, State, Local or All

(PHAB 2013)
Methods/Approach

PHAB: 12 Domains

<table>
<thead>
<tr>
<th>Domain</th>
<th>Area</th>
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<tbody>
<tr>
<td>1</td>
<td>Conduct and Disseminate Assessments Focused on Population Health Status And Public Health Issues Facing the Community</td>
</tr>
<tr>
<td>2</td>
<td>Investigate Health Problems and Environmental Public Health Hazards to Protect the Community</td>
</tr>
<tr>
<td>3</td>
<td>Inform and Educate about Public Health Issues and Functions</td>
</tr>
<tr>
<td>4</td>
<td>Engage with the Community to Identify and Address Health Problems</td>
</tr>
<tr>
<td>5</td>
<td>Develop Public Health Policies and Plans</td>
</tr>
<tr>
<td>6</td>
<td>Enforce Public Health Laws</td>
</tr>
<tr>
<td>7</td>
<td>Promote Strategies to Improve Access to Health Care</td>
</tr>
<tr>
<td>8</td>
<td>Maintain a Competent Public Health Workforce</td>
</tr>
<tr>
<td>9</td>
<td>Evaluate and Continuously Improve Processes, Programs and Interventions</td>
</tr>
<tr>
<td>10</td>
<td>Contribute to and Apply the Evidence Base of Public Health</td>
</tr>
<tr>
<td>11</td>
<td>Maintain Administrative and Management Capacity</td>
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<tr>
<td>12</td>
<td>Maintain Capacity to Engage the Public Health Governing Entity</td>
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**STANDARD 1.1:** Participate in or lead a collaborative process resulting in a comprehensive community health assessment.

<table>
<thead>
<tr>
<th>MEASURE</th>
<th>PURPOSE</th>
<th>SIGNIFICANCE</th>
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<tbody>
<tr>
<td>Measure 1.1.3 A</td>
<td>Accessibility of community health assessment to agencies, organizations, and the general public.</td>
<td>The purpose of this measure is to assess the Tribal, state, or local health department’s efforts to share the community health assessment with other agencies and organizations and to make the assessment results available to the general public.</td>
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<table>
<thead>
<tr>
<th>REQUIRED DOCUMENTATION</th>
<th>GUIDANCE</th>
<th>NUMBER OF EXAMPLES</th>
<th>DATED WITHIN</th>
</tr>
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<tbody>
<tr>
<td>1. Information provided to partner organizations concerning the availability of the community health assessment.</td>
<td>1. Health departments must document how it inform partners, stakeholders, other agencies, associations, and organizations of the availability of the community health assessment. Documentation could be, for example, emails to partners and stakeholders providing information of how to access the assessment; announcements in department newsletters; articles in newspapers; digital media, health department tweet or Facebook; public service announcements, and local news announcement.</td>
<td>2 examples</td>
<td>5 years</td>
</tr>
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Methods/Approach

• Results Based Accountability & Performance Improvement training
  – Maintain language discipline
  – Identify the appropriate level of accountability
  – Performance measures
    • How much do we do?
    • How well do we do it?
    • Is anyone better off?
Methods/Approach

- Meet with bureau directors
  - Search Baltimore County Department of Health website for bureau information
  - Interview bureau directors about programs, clients and staff
Deliverables

- Presentation on Essential PH Service and Core Public Health Program alignment
- BCDH program/service spreadsheet organized by PHAB criteria
- Crosswalk document
How Programs align with 10 Essential Public Health Services

- governance
- maternal and child health
- access to clinical services
- public health emergency preparedness
- policy development
- management/administration
- community health
- health promotion
- health education
- infectious disease
- injury prevention
- chronic disease prevention and control
- communicable disease
- public health laboratory services
- environmental public health
- health statistics
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- health promotion
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Strengths and Challenges

Strengths

- Leadership
- Services
- Buy-in

Challenges

- Time
- Resources
- Capacity
Lessons Learned

• Communication is key
• Community voices are valuable
  – Pikesville Senior Center focus group
• PHAB is a collaborative process
Public Health and Practice Implications

97% of health departments that have had their PHAB site visit strongly agree that “Going through the accreditation process has improved the performance of our health department.” – PHAB 2013
Public Health and Practice Implications

- Stimulate quality and performance improvement opportunities
- Better identify strengths and weaknesses of health department
- Improve management processes
- Greater accountability and transparency within the health department
- Accountability to external stakeholders
References


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