

NORTH CAROLINA
LOCAL HEALTH DEPARTMENT ACCREDITATION BOARD

**Accreditation:
Your Role as a Health Director**

03 26 07
NC Public Health Academy – Health Directors

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Objectives of Today's Presentation

- Recognize the importance of the accreditation process and its relationship to performance improvement
- Describe the elements of the accreditation process in North Carolina
- Describe the role of the health director in the accreditation process

Source: Project Director, Public Health Academy

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Agenda

- Purpose of Accreditation
- Accreditation Process
- HDSA I and Accreditation Requirements
- Accreditation Participants
- Public Health Academy
- Resources

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Purpose of Accreditation

Quality Improvement Initiative

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Accreditation Process

- The Accreditation Board selects health depts.
- The Accreditation Administrator notifies the health depts.
- Health depts. have 90 days to submit the HDSA I
- The SVT reviews the HDSA I, visits the health dept. for 3 days and completes interviews

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Accreditation Process

- The SVT prepares a report
- The Accreditation Board meets and reviews the SVT's report
- The Accreditation Board grants a status of Accredited or Conditionally Accredited
- Conditional Accreditation status is available for up to 2 years
- Accreditation is granted for 4 years



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Conferences and Meetings during 3-day site visit

Entrance Conference

- Representatives from the senior administration of the agency, including the AAC, will meet with members of the SVT to exchange introductions, discuss the general schedule of the site visit, and make note of any recent changes in the organization which may be relevant to the Site Visit.

Site Visit Team Executive Sessions

- The Site Visit Team discusses the outcomes of the day's work and identifies questions they would like to ask or additional documentation they would like to review.



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Conferences and Meetings during 3-day site visit

End-Of-Day Conferences

- The Site Visit Team discusses the outcomes of the day's work and identifies questions they would like to ask or additional documentation they would like to review. This information is passed along to the Health Director and the Agency Accreditation Coordinator.

Exit Conference

- The Exit Conference is scheduled for the end of the site visit and attended by any staff that the Local Health Director chooses to have present. The purpose of the Exit Conference is to offer general impressions of the site visit.



Health Department Self-Assessment Instrument (HDSAI)



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Health Department Self-Assessment Instrument

Standard #1: Agency Core Functions and Essential Services (CF&ES)

- 29 Core Functions and Essential Services Benchmarks
- 93 Activities



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Health Department Self-Assessment Instrument

Standard #2: Agency Facilities and Administrative Services (F&AS)

- 4 Facilities and Administrative Services benchmarks
- 27 Activities



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Health Department Self-Assessment Instrument

Standard #3: Board of Health

- 8 Board of Health Benchmarks
- 28 Activities



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Accreditation Requirements

- 41 benchmarks and 148 related activities
- Local health departments must satisfy 33 of the 41 benchmarks



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Accreditation Requirements

- Agency Core Functions and Essential Services Benchmarks
 - Assessment Function = 6 of 8
 - Policy Development Function = 5 of 7
 - Assurance Function = 11 of 14



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Accreditation Requirements

- Facilities and Administrative Services Benchmarks = 3 of 4
 - Board of Health Benchmarks = 6 of 8
- 2 of the 33 benchmarks can come from any of the 3 standards



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Accreditation Participants



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Accreditation Board-Composition

- 4 County Commissioners
- 4 Board of Health members
- 3 Local Health Department Directors
- 2 Staff members from the Division of Public Health
- 1 Staff member from the Division of Environmental Health
- 3 At-large members



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Accreditation Board-Role

- To contribute to the improvement of public health programs and services throughout the state by defining, endorsing and upholding standards of minimum performance for the state's local health departments.
- To act as the official entity that assigns accreditation status to a local health department participating in the health department accreditation process.



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Site Visit Team-Composition

The Site Visit Team members are peers that volunteer to participate in the accreditation process.

The Site Visit Teams may include:

- Local Health Administrator
- Public Health Nurse
- Environmental Health Specialist
- Board of Health Representative



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Site Visit Team-Role

The primary task of the SVT is to **amplify, clarify and verify** the health department's self-assessment in order to evaluate the health department's degree of compliance with the benchmarks and associated activities.

To accomplish this task, the SVT will

- Review the HDSA I and supporting documentation
- Visit the local health department facilities
- Interview local health department staff, Board of Health members and other persons necessary to evaluate compliance with the benchmarks and
- Inspect the facilities in accordance with the benchmarks.

Note: The team may request additional supporting documentation or other evidence as necessary to evaluate compliance with the benchmarks.



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Accreditation Participants

AMT - Accreditation Management Team

- A multidisciplinary team that leads the accreditation exercise.

AAC - Agency Accreditation Coordinator

- A member of the Management Team
- Serves as the agency's liaison to the Accreditation Administrator

Other Participants in the Local Health Department Accreditation Process

Site Visit Team (SVT), Lead Site Visitor (LSV), Accreditation Board (AB), DPH and DEH, Accreditation Administrator's office and.....



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Accreditation Guidance Document



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Health Departments Submit the Following:

- HDSA I
- HDSA I Cover Page
- HDSA I Summary Checklist
- Mission Statement
- Strategic Plan
- Organizational Chart



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Health Departments Submit the Following:

- Management Team Roster
- Entire Staff Roster
- Community Health Assessment
- SOTCH
- Narrative



Accreditation and the NC Public Health Academy

25



Public Health Law

- 9.6 - Title VI (Civil Rights Act and ADA)
- 14.3 and 14.4 - Rules or Ordinances
- 16.1 - Public Health Law course
- 16.2 - Employee Orientation and Public Health Laws
- 16.3 - Environmental Health Staff and Public Health Laws
- 17.3 - Communicable Disease Control Laws and Rules
- 18.1, 18.2 and 18.3 – Enforcement of Public Health Laws
- 26.1 - Non-discrimination Policy
- 29.1 and 29.2 - Rights of Participants Policy
- 30.5 - OSHA Regulations
- 34.3 - Access to Legal Counsel
- 34.4 and 34.5 - BOH - Rules Adoption
- 35.1 - BOH - Adjudication Procedure
- 40.2 - BOH Support - Enactment and Retention of Laws and Rules
- General Policy Development (Note: 15.3)

26



Personnel

- 4.3 - Epidemiologist
- 7.7 - Public Health Preparedness and Response Coordination Team/Epi-Team
- 15.5 - New Employee Orientation Policy
- 15.6, 16.3 and 31.1 - Accessibility of Policies
- 16.1 - On-going Training in Public Health Law
- 16.2 - New Employee Orientation
- 23.1 - Health Director's Credentials
- 23.2, 24.3, 31.4 and 31.5 - Personnel Records
- 23.3 - Licensed Medical Director
- 24.1 - Staff Training Policies
- 24.2 - Staff Development Plan
- 26.1 - Staff Training Log (Non-Discrimination Policy) & 26.3 (Cultural Sensitivity & Competency Training)
- 26.2 - Diversity Plan
- 31.1 - Administrative Policies
- 31.3 - Personnel Policies
- 32.2 - Personnel Records (Staff Member's Use of the Management Information System)
- 37.1 - BOH - Qualified Health Director
- 37.3 and 37.4 - BOH - Discussion of Health Director Qualifications and Job Description
- 37.5 - BOH - Health Director Performance Review

27



Community Partnerships

- 1.1 - Community Health Assessment
- 1.2 - State of the County Health Report
- 11.1, 12.1, 12.2 and 12.3 - Collaborative Meetings
- 11.2 - Involvement of Community Members
- 13.1 - Partnerships
- 20.1 and 20.2 - Collaboration with Health Care Providers and Agencies
- 21.4 - Involvement of Community Health Advocates
- 25.1 and 25.2 - Partnerships with Academic Institutions
- 38.3 - BOH Policy - Community Participation
- 41.1 - BOH - Community Input
- 41.2 and 41.3 - BOH - Partnership Building


28



Media

- 1.3 - Dissemination of Community Health Assessment and State of the County Health Report
- 5.3 - Health Alerts
- 9.1 - Dissemination of Local Health Information
- 9.2 and 9.3 - Public Accessibility to Health Status Information
- 9.4 - Public Requests for Information Policy
- 9.5 - Notifying the Public of Changes
- 21.1 and 21.2 - Community Health Resources
- 40.2 - BOH Support

29



Strategic Planning

- 15.1 - Strategic Plan

30



Financial Management and Budget Development

- 12.2 and 15.4 - Assessment of Resources
- 31.6 - Inventory List
- 33.1 - Financial Support
- 33.2 - Budget
- 33.3 and 33.4 - Recent Audit
- 33.5 - Cost of Services
- 33.6 and 33.7 - Financial Tracking Reports and Risk Management System
- 37.6 - BOH - Budget Allocations
- 39.1 - Financial Resources
- 39.2 - BOH - Financial Reports
- 39.3 - BOH - Approval of Fees
- 39.5 - Maintenance of Effort and Budget

31



Performance Management

- 27.1 and 27.2 - Consumer Satisfaction
- 27.3 - Quality Assurance/Quality Improvement Policies and Procedures
- Program monitoring

32



Policy Development

Policies:

A course of action adopted and pursued by an agency that guides and determines future decisions and actions.

Policies indicate the general course or direction of an organization within which the activities of the personnel must operate.

Purpose:

Shapes the behavior of personnel – providing consistency in agency practice.

33



Policy Development

Contents of Policies:

- Title
- Policy Number
- Approved By
- Effective Date
- Revised Date
- Affected Program Area(s)
- Purpose Statement, Definitions, Responsibilities, Reference Policies/Procedures

34



Policy Development

Policy on Policies:

A policy that governs the policy development process

Describes the process used in your agency to develop policies and procedure

Components:

- Approval Process
- Review and revision cycles

35



Benefits of Accreditation

- Communicates value of public health agency in the community
- Provides a team building opportunity for local health department staff
- Improves health department staff understanding of coworkers' functions and roles.
- Promotes staff understanding of how one's job contributes to the health department's mission and the essential services
- Highlights health department strengths
- Identifies areas for health department improvement
- Facilitates health departments setting future goals

36



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Resources for Questions

- Accreditation Administrator's office
- DEH and DPH Consultants
- Accreditation Website
 - Questions and Answers
 - Sample List of Plans, Policies & Procedures
 - The Key to Writing Policies
 - Sample Electronic Submission Material
- Biweekly Conference Calls



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