

Accreditation Learning Community

October 24, 2018

Meeting Summary

Expanding the Peer-to-Peer Network

A Document Review Workgroup would peer review documentation other health departments against the Version 1.5 Standards and provide external feedback on the strength of the documentation. Participants would practice their PHAB interpretation skills and knowledge, and learn what others are doing for certain measures. The workgroup could then share outcomes or examples from reviews with the rest of the ALC either on the call or via email and grow our peer-to-peer sharing. Please email Melissa if interested.

Topic of the Call: Domain 7 – Promote Strategies to Improve Access to Health Care

Health Equity Module

As an improvement effort for the ALC, a Health Equity “module” will focus on suggestions and ideas for advancing health equity as it relates to the topic areas of the month.

How can a health department advance health equity through Domain 17?

Suggestions (*Advancing Health Equity in Health Department’s Public Health Practice*, PHAB Feb. 2018):

- Create a culture of respectful co-learning, evaluation, reflection, and transparency about community and department needs/priorities to build trust between department and community partners.
- Commit to developing a professional workforce that reflects the demographics of the populations served and the communities facing health inequities.
- Examine public and organizational policies, rules, and regulations that facilitate or inhibit working upstream and ensure that resources are not reinforcing cultural bias, barriers, and inequities.
- Work to advance language justice by improving department’s interpretation and translation practices by: gaining a better understanding of internal capacity, streamlining processes with vendors, finding opportunities for professional development; and developing consistency through policies and protocols.
- Work to address the availability of health care services to the population should be connected to ongoing analysis and systems-change work related to the social determinants of health. For example, even if healthcare services are available, they may not be accessible because of transportation, safety, or other barriers. Work in this domain should not be siloed because of these connections. Reports on those who experience barriers should include an explanation of and analysis of social determinants, as well as recommendations for moving forward.

Domain 7

Domain 7 addresses access to needed health care services. The intent of the PHAB Standards and Measures in Domain 7 is to address improved access from a community systems perspective. This Domain and its standards and measures are not about clinical services that the health department provides directly or how, when, or where those services are provided.

The assessment and promotion of the population's access to care requires that community partners evaluate and address factors such as prevalence of disabilities; insurance status; economic status; racial and ethnic minority status; limited English proficiency; poor mobility; lack of transportation; lack of health literacy; sexual orientation and gender identity; socioeconomic status; and residential location.

Three examples of documentation DPH submitted to PHAB for measures 7.1.1 and 7.1.3 were also shared with participants.

Issue Spotlight

Performance Management and QI Trainings

[Course # 1063722 Connecticut Department of Public Health, A High Performance Organization](#)

[Course # 1059243 Introduction to Quality Improvement in Public Health](#)

[Course # 1030628 Quality Improvement Quick Guide Tutorial](#)

[Managing Effectively: Quality Improvement in Public Health](#) (N.E. Public Health Training Center)

<https://phtc-online.org/learning/?courseId=48&status=all&sort=group>

Next Meeting: Wednesday November 28, 1-2pm

Topic: Standard 1.1 – Community Health Assessment