Accreditation Learning Community
May 30, 2018
Meeting Summary

[Journal of Public Health Management and Practice – May/June 2018 Supplement: Impact of Public Health Accreditation](#)

PHAB coordinated this supplement to assess the impact that accreditation has had and is having on public health practice. The supplement has 4 sections: Quality Improvement and Performance Management; Partnerships; Administration and Management; and Future Directions. The first 3 reflect broad areas in which health departments have reported benefits from accreditation, while the last explores how accreditation is evolving to reflect emerging public health issues and initiatives. Each section contains a mix of scientific articles, commentaries, and case reports highlighting the experiences of accredited health departments. This research and evaluation is also helping PHAB inform improvements to the accreditation standards. Version 2.0 is expected to be released in early 2020.

Within these 4 sections are a wide-range of topics. Several articles describe case studies from local health departments, including one who describes using their agency strategic plan to drive improvement or another who has seen accreditation bolster its ability to respond to the Zika Virus outbreak. Another article discusses how, regardless of their actual intent to apply for accreditation, non-applicant health departments are reportedly referencing PHAB guidelines for developing the CHA, CHIP, and health department strategic plan. Evaluations are demonstrating that these health departments experience benefits associated with accreditation prior to their formal involvement in the PHAB accreditation process.

Developing/Implementing Operational & Health Equity Policies to Support Public Health (Standard 11.1)

The goal of the Domain 11 standard is for health departments to take an inside look at its current capacities to support program implementation. For example, what software and data collection methods or data management capabilities do you have? Where are there gaps in IT management that are preventing your processes from going electronic? What infrastructure is in place to protect client data or how does the department ensure staff are providing public health services in a socially, culturally, and linguistically competent way? The PHAB Readiness Checklist points departments towards about how to start thinking about standardizing your policies and implementing best practice, such as dating all documents or branding all documents, whether meeting minutes, sign in sheets, or powerpoint presentations. DPH's policy template and policy on policies were provided during the webinar for participants to adopt or use as seen fit.

Orlando Velazco, DPH's Director of the Office of Health Equity, presented on best practices and activities local health departments could adopt to demonstrate conformity to measure 11.1.4. For required documentation 1, Orlando provided webinar participants with DPH's Health Equity Policy and Procedures, an example of how DPH works to ensure equitable access to resources and high quality services for vulnerable populations. The Health Equity Toolkit (http://www.portal.ct.gov/DPH/Health-Education-Management--Surveillance/Office-of-Health-Equity/Health-Equity-Toolkit-LHD) contains many resources for local health departments adopting health equity programs or interventions,

including those Orlando discussed for required documentation 2. The "I Speak" cards can be found in the Health Equity Toolkit. Orlando additionally provided DPH's Sociodemographic Data Collection Policy and Limited English Proficiency Policy in the webinar handouts.

For required documentation 3, the health department must provide an assessment of cultural and linguistic competence. Orlando provided several options for standard assessments a local health department could undertake. This assessment could be included in an agency's workforce development plan as well, however, Orlando noted that it is important for a council or group within the department to be driving the assessment process rather than just one person.

For required documentation 4, Orlando provided information on DPH's "Cultural and Linguistic Standards 101" training on CT TRAIN. This is available for local health departments and can be used as a health equity and cultural competency training for staff.

If you have any questions about the resources on the Health Equity Toolkit, or any questions related to CLAS or Health Equity, you can reach Orlando at dphhealthequity@ct.gov.

Next Meeting: Wednesday June 20, 1-2pm
       Topic: Effectively Managing Accreditation Teams/Documentation