

Public Health Accreditation, Performance Management and Quality Improvement Updates



Public Health Council

February 10, 2016

Antonia Blinn, Director

Performance Management and Quality Improvement

Overview

- Building a Culture of Performance Management and Quality Improvement
- Accreditation
 - Why Is accreditation important?
 - Timeline
 - Connecting the dots to everyday excellence
- Questions

Performance Management

*“...the use of **data** to help set agreed-upon performance goals, allocate resources and inform policy or program directions to meet those goals, and report on progress...”*



Adapted from the Guidebook for Performance Measurement,
Turning Point Project

Public Health Performance Management System



Adapted in 2013 from the 2003 Turning Point Performance Management System Framework

Definitions

POPULATION
ACCOUNTABILITY

RESULT

A condition of well-being for children, adults families or communities

Healthy children; Youth graduate on time; Families are economically stable

INDICATOR

A measure which helps quantify the achievement of a result.

Obesity rates; Graduation rates; Median family income.

PERFORMANCE
ACCOUNTABILITY

STRATEGY

A coherent collection of actions often implemented as program, initiatives, systems, and services that have a reasonable chance of improving results.

Let's Move, Promise Neighborhoods, Prevention & Wellness Trust Fund

PERFORMANCE MEASURE

A measure of how well a program, service, system or strategy is working.

Three Types:

1. How much did we do?

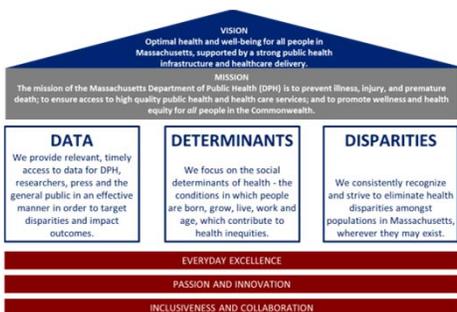
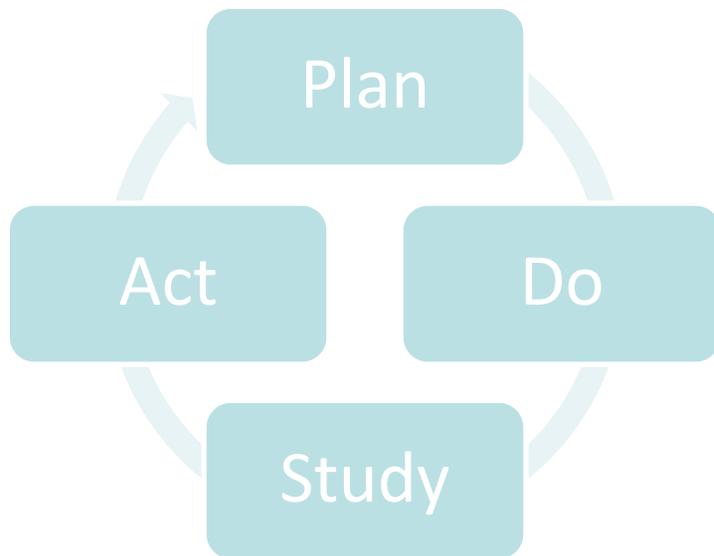
2. How well did we do it?

3. Is anyone better off?

= CUSTOMER RESULTS

Everyday Excellence

Continuous Improvement Model - PDSA



Performance Management

- Monitoring - measure and record actual performance
- Control - identify and attempt to close the gap between planned target and actual performance
- Improvement - identify critical improvement opportunities
- Coordination and Collaboration
 - Information for decision making
 - Leading indicators
 - Internal communication across processes
 - External communication with stakeholders/customers
- Motivation - align behavior and encourage transformation





- PHAB is a non-profit, voluntary public health accreditation organization founded in 2007 whose goal is to advance public health performance by providing a national framework of standards for tribal, state, local, and territorial health departments.
- PHAB is the national organization charged with administering the public health accreditation program.

Importance of Accreditation

- Identify successes and opportunities for improvement
- Promote quality initiatives
- Energize the workforce and develop a strong team
- Focus on common goals
- Increase collaboration across bureaus/ programs/offices (breaking down silos)

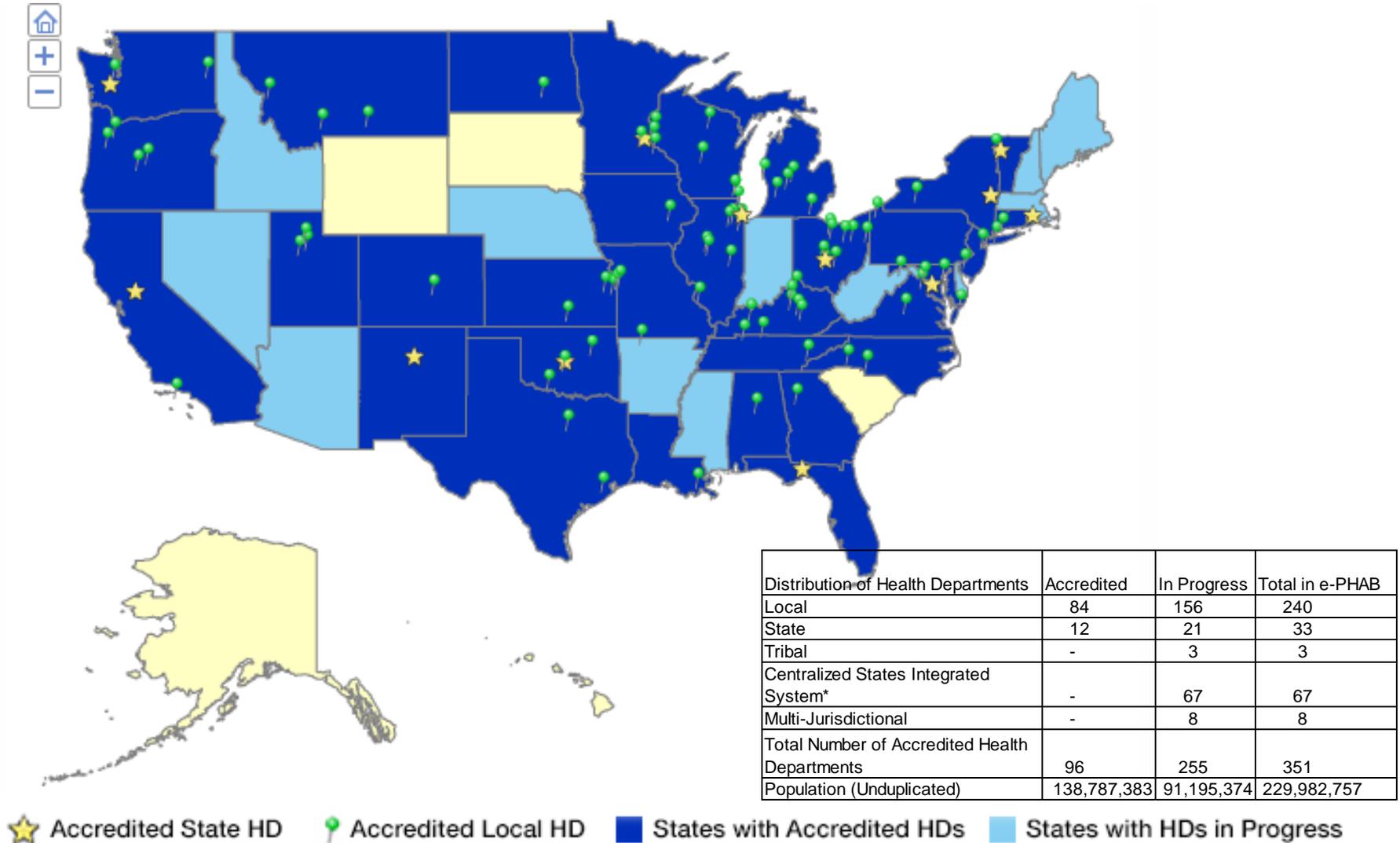
Accreditation Process Steps

Steps	Date Achieved/Goal Date
1. Pre-application	September 8, 2014
2. Application	November 3, 2014
3. Document Selection and Submission	November 20, 2014 – May 19, 2016
4. Site Visit	Approximately 2-6 months from submission
Site Visit Report available electronically	Within 2 weeks of site visit
5. Accreditation Decision	Accreditation Board meets quarterly. The Commissioner will be notified via phone within 2 weeks and a written letter to follow.
If Approved	Celebration
If Work Plan Issued Towards Accreditation	Begin plans to implement work plan (have one year to complete work plan requirement)
6. Reports	Annually submit reports to PHAB
7. Reaccreditation	Every five years

Accreditation Focuses on:



Accreditation Activity as of January 2016



State Health Depts. that are PHAB Accredited (n=12)

- California
- Florida
- Illinois
- Louisiana
- Minnesota
- New York
- Oklahoma
- Vermont
- Washington
- Rhode Island (2015)
- New Mexico (2015)
- Ohio (2015)



*Advancing
public health
performance*

Public Health Accreditation Board

STANDARDS & Measures

VERSION 1.5

Adopted December 2013

Twelve PHAB Domains

version 1.5

1. Conduct and disseminate assessments focused on population health issues facing the community
2. Investigate health problems and environmental public health hazards to protect the community
3. Inform and educate about public health issues and functions
4. Engage with the community to identify and address health problems
5. Develop public health policies and plans
6. Enforce public health laws



*Advancing
public health
performance*

Twelve PHAB Domains (continued)

7. Promote strategies to improve access to health care
8. Maintain a competent public health workforce
9. Evaluate and continuously improve processes, programs, and interventions
10. Contribute to and apply the evidence base of public health
11. Maintain administrative and management capacity
12. Maintain capacity to engage the public health governing entity



MDPH Accreditation Team

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Thank you ! Questions?

