The Benefits of Public Health Accreditation

Insights from Local Health Departments

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Local Accreditation Readiness 2014

- Involved in discussions about accreditation; seeking technical assistance & information when possible
- Started actively progressing toward accreditation
- Working on or have completed the prerequisites for Accreditation
- Submitted Statement of Intent or Application for Accreditation
- PHAB Accredited
- Local Health Departments working on formal QI projects

Current as of September 2014 based on status updates and surveys conducted by CLHO. Please Note: this may not represent all health department progress toward accreditation as accreditation readiness evolves quickly.
Benefits

• Enhanced capacity to make improvements that show the value of agency
• Assisted in the development of the performance management system and quality improvement efforts
• Staff and leadership were able to see the results of their great work
Benefits

• Increased communication with our Board of Commissioners
• Support and recognition from leadership and partners
• Reinforced the good work we do and affirmed all the hard work put into the accreditation process
Benefits

• Affirmed our strengths
• Staff at all levels felt a sense of pride and ownership over the process
• Increased partnership engagement throughout the process
• Validated our effectiveness with our County Leadership and with our community
Benefits

- Improved public health practice
- Engaged community partners
- Assisted with the implementation of the Performance Management System
- Leadership (County Commissioner) support
Lessons Learned from the Accreditation Process

- Consistent and clear communication was key in collecting strong documentation
- Leadership buy-in was essential
- Preparing staff and managers for the site visit was helpful in gaining everyone’s confidence and excitement
- The entire team is important to the process
- Action Plan – It helped!
- Back-up plans
- Small Department challenges during the site visit
- Core final review team added consistency in document selection and presentation
- Staff submitting the documents and doing the work must be involved in the site visit interviews
- Start early, meet often
- Truly delegate to all program/staff at all levels--it pays off with their involvement and with the reviewers.