Accreditation Roadmap

Cultivating a Culture of High Performance and Quality

ORGANIZATIONAL READINESS

Accreditation Team (AT)

- Tribal Public Health Department (TPHD) determines if it is eligible for accreditation though PHAB.
- TPHD Director affirms support for seeking public health accreditation.
- TPHD Director designates an Accreditation Coordinator (AC) to lead the process.
- AC completes the PHAB online orientation, receives a PIN and reviews accreditation related materials.
- TPHD establishes a multidisciplinary "Accreditation Team" (AT) led by the AC.
- AT and TPHD Director complete the PHAB online orientation and review the PHAB Guide to National Public Health Department Accreditation.

Date Completed ____/____/____

Tribal Leadership Engagement and Support

- Appropriate appointing authority and governing entity are informed about the purpose, benefits, costs, and requirements of accreditation.
- Appointing authority and the governing entity affirm their support for the TPHD seeking public health accreditation.
- TPHD Director determines whether there is documentation of the TPHD's authority to conduct public health activities.
- Governing entity and the TPHD Director determine whether there is documentation of the governing entity's authority, structure and composition.

Date Completed ____/____/____

Cost

- TPHD Director considers the costs of applying for PHAB accreditation and the budget implications.
- Accreditation Coordinator and Team consider resources, consultants, and trainings needed to pursue accreditation.

Date Completed ____/____/____

Information Systems

- AC, or designee, meets with the appropriate Information Systems/ Information Technology (IS/IT) staff to discuss accreditation requirements and current infrastructure capacity.
- IT determines the Tribe has the capability to develop and maintain an electronic filing system, manage and securely store data, and provide technical support to users.

Date Completed ____/____/____

FOUNDATIONAL PREREQUISITES

Community Health Assessment (CHA)

- AT identifies staff and stakeholders to participate on a CHA Team, or committee, to lead a collaborative process to develop a CHA.
- CHA Team identifies an accepted CHA model. If a specific model is not selected, then the team has identified the key steps to be taken.
- Appropriate approvals to develop a CHA are obtained from Tribal leadership, such as Tribal Council or Health Committee.
- AC, or designated staff, trains staff and stakeholders participating in the CHA on the process and PHAB requirements.

Date Completed ____/____/____

Community Health Improvement Plan (CHIP)

- AT identifies staff and stakeholders to participate on a Community Health Improvement Planning Team (CHIP Team) or committee.
- CHIP Team identifies an accepted CHIP model. If a specific model is not selected, then the team identifies the key steps to be taken.
- AC, or designated staff, trains staff and stakeholders on the CHIP process and PHAB requirements.

Date Completed ____/____/____

Organizational Strategic Plan

- AT identifies staff and stakeholders to participate in a strategic planning process to develop a TPHD Organizational Strategic Plan.
- TPHD identifies a facilitator and the steps to be used in the strategic planning process.
- AC trains staff and stakeholders on the strategic planning process and PHAB requirements.

Date Completed ____/____/____

PERFORMANCE MANAGEMENT

Self Assessment

- AT reviews the Ten Essential Public Health Services and determines the TPHD provides all ten, alone or in partnership with other departments.
- AT identifies and orients TPHD staff and partners to participate in a self-assessment based on the PHAB standards and measures.
- AT assigns accreditation domains to participating staff partners, and clarifies roles and responsibilities.
- TPHD staff and partners complete a preliminary self-assessment of readiness for accreditation.

Date Completed ____/____/____

Performance Management/ Quality Improvement (PM/QI)

- AC develops a PM/QI committee to oversee PM/QI development and implementation. If a PM/QI Committee exists, ensure public health issues can be addressed.
- AC engages and trains the Performance Manager, QI Coordinator, PM/QI Committee and appropriate staff in the development of a PM/QI system.
- PM/QI committee decides if PM/QI will be part of an overall PM/QI system for the greater health division (clinic and public health), or specific to public health.

Date Completed ____/____/____

EARLY PHASE

Accreditation Team (AT)

- Tribal Public Health Department (TPHD) determines if it is eligible for accreditation though PHAB.
- TPHD Director affirms support for seeking public health accreditation.
- TPHD Director designates an Accreditation Coordinator (AC) to lead the process.
- AC completes the PHAB online orientation, receives a PIN and reviews accreditation related materials.
- TPHD establishes a multidisciplinary "Accreditation Team" (AT) led by the AC.
- AT and TPHD Director complete the PHAB online orientation and review the PHAB Guide to National Public Health Department Accreditation.

Date Completed ____/____/____

Tribal Leadership Engagement and Support

- Appropriate appointing authority and governing entity are informed about the purpose, benefits, costs, and requirements of accreditation.
- Appointing authority and the governing entity affirm their support for the TPHD seeking public health accreditation.
- TPHD Director determines whether there is documentation of the TPHD's authority to conduct public health activities.
- Governing entity and the TPHD Director determine whether there is documentation of the governing entity's authority, structure and composition.

Date Completed ____/____/____

Cost

- TPHD Director considers the costs of applying for PHAB accreditation and the budget implications.
- Accreditation Coordinator and Team consider resources, consultants, and trainings needed to pursue accreditation.

Date Completed ____/____/____

Information Systems

- AC, or designee, meets with the appropriate Information Systems/ Information Technology (IS/IT) staff to discuss accreditation requirements and current infrastructure capacity.
- IT determines the Tribe has the capability to develop and maintain an electronic filing system, manage and securely store data, and provide technical support to users.

Date Completed ____/____/____

Community Health Assessment (CHA)

- AT identifies staff and stakeholders to participate on a CHA Team, or committee, to lead a collaborative process to develop a CHA.
- CHA Team identifies an accepted CHA model. If a specific model is not selected, then the team has identified the key steps to be taken.
- Appropriate approvals to develop a CHA are obtained from Tribal leadership, such as Tribal Council or Health Committee.
- AC, or designated staff, trains staff and stakeholders participating in the CHA on the process and PHAB requirements.

Date Completed ____/____/____

Community Health Improvement Plan (CHIP)

- AT identifies staff and stakeholders to participate on a Community Health Improvement Planning Team (CHIP Team) or committee.
- CHIP Team identifies an accepted CHIP model. If a specific model is not selected, then the team identifies the key steps to be taken.
- AC, or designated staff, trains staff and stakeholders on the CHIP process and PHAB requirements.

Date Completed ____/____/____

Organizational Strategic Plan

- AT identifies staff and stakeholders to participate in a strategic planning process to develop a TPHD Organizational Strategic Plan.
- TPHD identifies a facilitator and the steps to be used in the strategic planning process.
- AC trains staff and stakeholders on the strategic planning process and PHAB requirements.

Date Completed ____/____/____

Self Assessment

- AT reviews the Ten Essential Public Health Services and determines the TPHD provides all ten, alone or in partnership with other departments.
- AT identifies and orients TPHD staff and partners to participate in a self-assessment based on the PHAB standards and measures.
- AT assigns accreditation domains to participating staff partners, and clarifies roles and responsibilities.
- TPHD staff and partners complete a preliminary self-assessment of readiness for accreditation.

Date Completed ____/____/____

Performance Management/ Quality Improvement (PM/QI)

- AC develops a PM/QI committee to oversee PM/QI development and implementation. If a PM/QI Committee exists, ensure public health issues can be addressed.
- AC engages and trains the Performance Manager, QI Coordinator, PM/QI Committee and appropriate staff in the development of a PM/QI system.
- PM/QI committee decides if PM/QI will be part of an overall PM/QI system for the greater health division (clinic and public health), or specific to public health.

Date Completed ____/____/____

PLANNING PHASE

Accreditation Team (AT)

- AT reviews PHAB's Accreditation Readiness Checklists and is familiar with the PHAB webpage and resources.
- AT develops an "Accreditation Work Plan" outlining major activities; benchmarks and timelines are developed.
- AT has a clear understanding of his/her role and responsibilities in completing the major activities outlined in the Accreditation Roadmap.
- AT assesses available resources, consultants, and trainings available to help with accreditation readiness efforts.

Date Completed ____/____/____

Tribal Leadership Engagement and Support

- Governing authority and entity's role in the accreditation process is discussed and a strategy for demonstrating support is developed and documented.
- TPHD Director works with the governing entity and legal counsel to determine what legal documentation is needed, if any, to articulate the department's public health authority.
- Governing entity, TPHD Director and legal counsel determine what legal documentation is needed, if any, to describe the governing entity's authority, structure and composition.

Date Completed ____/____/____

Cost

- A cost analysis of accreditation preparation is completed, including, but not limited to, the following:
  1) Staff time
  2) Technical assistance needs
  3) Infrastructural needs (e.g. electronic filing system)
  4) PHAB application fee
- Cost estimates are finalized and used for budget allocation requests and grant proposals, as appropriate.

Date Completed ____/____/____

Information Systems

- TPHD and IT identify and install the chosen electronic filing system, which includes a separate file for each measure in order to electronically organize documentation based on the standards and measures.
- TPHD has determined what performance management software is available and whether it can include public health measures.
- If no performance management software is available, the TPHD identifies software for purchase.

Date Completed ____/____/____

Community Health Assessment (CHA)

- CHA Team develops a plan to conduct a CHA that includes, but is not limited to, the following:
  - Community engagement
  - Identification of health indicators
  - Data collection, analysis, and reporting
  - Health priority setting
  - Reporting results
- AC ensures the planning process is well documented according to PHAB requirements.

Date Completed ____/____/____

Community Health Improvement Plan (CHIP)

- CHIP Team engages broad participation from community partners in the planning process.
- CHIP Team and participants review data, information and priorities gathered from the CHA, TPHD self-assessment, and other reports.
- Stakeholders identify issues and themes, and assets and resources that can be used to improve community health.
- CHIP planning process and community engagement is well-documented according to PHAB requirements.

Date Completed ____/____/____

Organizational Strategic Plan

- Participants in the strategic planning process review data and information collected in the CHA, CHIP, TPHD Self-Assessment, and the QI Plan.
- Strategic planning process is documented, including the number of meetings, duration of the process and the steps of the planning process.
- Strategic planning participants, or designated staff, conduct an environmental scan and an analysis of internal strengths and weaknesses, and external opportunities and threats.
- Strategic planning process is well-documented and the Strategic Plan links to the CHIP and QI plan.

Date Completed ____/____/____

Self Assessment

- TPHD staff and partners identify strengths and gaps, and prioritize measures requiring improvement.
- TPHD staff and partners develop a process to select existing, and develop new documentation, for each measure, including who is responsible for each domain.
- TPHD staff and partners create a preliminary timeline to address performance improvement areas and develop documentation.
- AT consults the performance manager, (Quality Improvement) QI coordinator or appropriate staff to identify opportunities for performance improvement and QI.

Date Completed ____/____/____

Performance Management/ Quality Improvement (PM/QI)

- PM/QI Committee or designee(s) develops a written PM Plan to describe the PM process. If a PM Plan exists, it is updated to reflect CHIP, Strategic Plan and other public health priorities.
- PM/QI Committee determines if PM and QI will be combined into a single plan, or two separate plans.
- QI Coordinator, or designee, develops a QI Plan to address performance improvement issues. If a QI Plan exists (often for clinical), revise to include public health, or create a separate QI Plan for public health to complement the existing plan.
- PM/QI Committee coordinates with IT to ensure PM can be collected, analyzed and displayed in a user-friendly format.

Date Completed ____/____/____

IMPLEMENTATION PHASE

Accreditation Team (AT)

- AT develops a process to identify and select documentation for each measure.
- AT meets regularly to monitor and document progress in completing the accreditation work plan activities.
- AT procures proper documentation of the TPHD's eligibility. (Standard 12.1)
- AC, or designee, determines TPHD readiness to register and submit PHAB application requirements.
- AT establishes a target date for submitting an application to PHAB.

Date Completed ____/____/____

Tribal Leadership Engagement and Support

- Legal documentation of the TPHD's public health authority is developed or updated.
- Legal documentation of the governing entity's authority, structure and composition is developed or updated.
- Governing entity supports TPHD engagement with internal and external partners in accreditation activities.
- TPHD documents governing entity engagement in the TPHD's overall responsibilities, including communications about important health issues, policies, and priorities.
- Governing authority writes and signs a letter of support.

Date Completed ____/____/____

Cost

- Resources are secured to cover costs associated with accreditation readiness activities, application, and annual accreditation fees.

Date Completed ____/____/____

Information Systems

- Electronic filing system is used to organize documentation for each measure.
- AC monitors the completion and organization of documentation
- Performance management software is installed and being used to store and analyze performance data.
- AC consults with the appropriate IT staff to ensure the technology is in place to support a site visit.

Date Completed ____/____/____

Community Health Assessment (CHA)

- CHA Team implements the plan with stakeholders and community engagement occurs at multiple points during the process.
- CHA Team works with stakeholders to collect and analyze the data.
- CHA Team creates a CHA report and shares the results with the tribal community and partners.
- CHA findings are shared with the community at large for input.
- CHA Team engages the community and health system stakeholders in health priority setting.

Date Completed ____/____/____

Community Health Improvement Plan (CHIP)

- The final CHIP describes health priorities, objectives, strategies, and time-framed performance measures.
- Stakeholders accept responsibility for implementing strategies.
- Policy changes needed to support the plan are identified.
- Measurable health outcomes or indicators to monitor progress are identified.
- CHIP aligns with Tribal, national, and state priorities.
- CHIP is complete and is ready to be implemented.

Date Completed ____/____/____

Organizational Strategic Plan

- The final Organizational Strategic Plan contains a mission and vision statement, goals, objectives, strategies and targets.
- The Organizational Strategic Plan addresses PHAB requirements.
- TPHD's Organizational Strategic Plan is complete, adopted and ready to be implemented.

Date Completed ____/____/____

Self Assessment

- Assigned staff and partners develop, gather and prepare required documentation for AC/AT review.
- Technical assistance is sought and secured to address opportunities for improvement as needed.
- AC/AT reviews all documentation for completion based on standards and measures.

Date Completed ____/____/____

Performance Management/ Quality Improvement (PM/QI)

- PM/QI Committee assigns responsibility for data collection, analysis, reporting and monitoring.
- PM/QI Plan is implemented and the PM/QI staff are documenting evidence of PM and QI.
- QI Projects are completed in compliance with accreditation standards and as indicated by the conclusions drawn from PM System results.
- PM/QI Committee addresses identified improvement opportunities using QI techniques and/or tools where appropriate.

Date Completed ____/____/____

DOCUMENTATION PHASE

Accreditation Team (AT)

- TPHD Director and AC register for e-PHAB.
- PHAB provides the Tribal Health Department access to e-PHAB application system.
- The AC submits the application to PHAB.
- AC attends PHAB's in-person accreditation process training after application submission.

Date Completed ____/____/____

Tribal Leadership Engagement and Support

- TPHD secures a legal document that sets forth its mandated public health operations, programs and services (eligibility documentation).
- TPHD secures a description of the governing entity and a formal statement of its authority.
- Appointing entity signs a letter of support to be included with the PHAB application.
- AC completes the online application to PHAB and confirms the department is a 'governmental public health department'.

Date Completed ____/____/____

Cost

- Funds are allocated to cover the costs associated with the PHAB application fee.
- PHAB application and fee are submitted (with required documentation of eligibility and other requirements).
- PHAB notifies TPHD whether the application is complete and the fee was received.

Date Completed ____/____/____

Information Systems

- Electronic system contains all necessary documentation for submission and review by accreditation site visit team.
- Performance management system allows for remote access and will be easily accessible by Site Visitors, if requested.

Date Completed ____/____/____

Community Health Assessment (CHA)

- AC gathers documentation of the CHA process.
- AC uploads the CHA and process documentation into the TPHDs internal electronic files.
- In the PHAB application, TPHD confirms that it has an adopted, current (dated within the last five years) CHA.
- AC uploads the CHA in e-PHAB during the documentation selection and submission stage of the accreditation process.

Date Completed ____/____/____

Community Health Improvement Plan (CHIP)

- AC gathers documentation of the CHIP development process.
- In the PHAB application, TPHD confirms that it has an adopted, current (dated within the last five years) CHA.
- AC, AT and/or CHIP Team(s) implement the CHIP and designated staff monitor, evaluate and document progress.
- AC uploads the CHIP in e-PHAB during the documentation selection and submission stage of the accreditation process.

Date Completed ____/____/____

Organizational Strategic Plan

- AC gathers documentation of the strategic plan development process.
- In the PHAB application, TPHD confirms that it has an adopted, current (dated within the last five years) Organizational Strategic Plan.
- AT and/or Strategic Planning Team completes at least one annual report of progress towards goals and objectives contained in the strategic plan, including monitoring and conclusions on progress.
- AC uploads the Organizational Strategic Plan in e-PHAB during the documentation selection and submission stage of the accreditation process.

Date Completed ____/____/____

Self Assessment

- AC uploads all documents into the TPHD's electronic filing system.
- PHAB provides AC access to the e-PHAB Documentation Submission.
- AC uploads and submits documentation to e-PHAB.

Date Completed ____/____/____

Performance Management/ Quality Improvement (PM/QI)

- AC uploads PM Plan and QI Plan and documentation of PM system management (which includes data collection, management, analysis), and QI projects into the TPHD's electronic filing system for Domain 9.
- AC uploads and submits documentation to e-PHAB.

Date Completed ____/____/____