


North Carolina
LOCAL HEALTH DEPARTMENT ACCREDITATION


**NC Local Health Department
Accreditation @ 30,000 Feet**

June 6, 2017
Health Director Training



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Presentation Overview

1. Review of Purpose of Accreditation
2. Tips for Success
3. Overview of Tools & Resources Available
4. Focus on BOH Roles & Responsibilities



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Purpose of Accreditation

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AAC Feedback from a Site Visit

CAUTION

BE CAREFUL WHAT YOU ASK FOR
YOU MAY JUST GET IT

*I've come to think of
accreditation as a
Kafkaesque bureaucratic
nightmare of exquisitely
unnecessary expense
and complexity*

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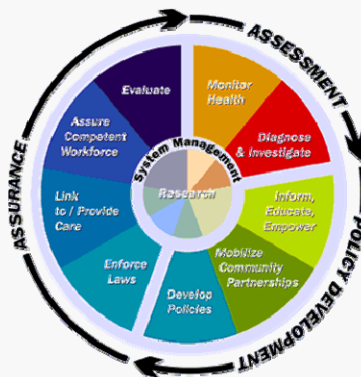
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Purpose of NCLHDA Program

The focus of NCLHDA is on the capacity of the local health department to perform core public health functions at an affirmed level of quality



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Accreditation provides a framework for a health department to:

- identify performance improvement opportunities,
- improve management,
- develop leadership, and
- improve relationships with the community.


The process is one that will challenge the health department to think about what business it does and how it does that business.

Public Health Accreditation Board, 2013



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The Law

- **Senate Bill 804**
 - Established NCLHDA Board within NCIPH (17 members appointed by NCDHHS Secretary)
 - Directs Commission to adopt rules establishing standards for LHDs
 - Mandates all LHDs to obtain (by December 1, 2014) and maintain accreditation
- **10A NCAC 48B**
 - Defines scoring requirements by core function
 - Describes Benchmarks and Activities

§ 130A-34.4. Strengthening local public health infrastructure.


(a) By July 1, 2014, in order for a local health department to be eligible to receive State and federal public health funding from the Division of Public Health, the following criteria shall be met:

(1) A local health department shall obtain and maintain accreditation pursuant to G.S. 130A-34.1.



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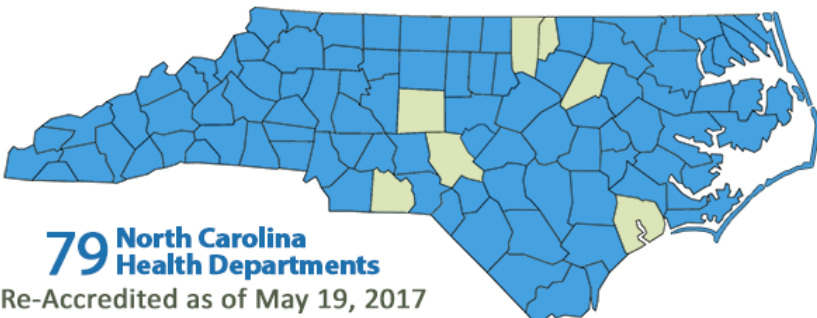
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Assuring the health of North Carolina through local health department accreditation



79 North Carolina
Health Departments
Re-Accredited as of May 19, 2017



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Tips for Being Successful with Accreditation



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What Affects Success of Your Local Accreditation Program?

- Many things related to what you actually *do* and *don't do*- facility, community programs, personnel records, training, etc.
- But, much of the effort is in *demonstrating* and *documenting* what you do
 - This is often the role of the AAC to lead

Pro^αve it.



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Agency Accreditation Coordinator

- A handful do QI/AAC as full-time job
- Most do so part-time and serve in various roles in agency:
 - ~30% nurses
 - ~30% health educators
 - ~40% other (EH, PC, AA, etc.)
- TREMENDOUS turnover and loss of continuity between cycles- starting over every time



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Strategically Assign AAC Role



- Don't make it an afterthought or default to a specific position
- When your AAC leaves, reconsider if that position is the "right place"
- If they have other hats, make sure they have enough time dedicated to AAC role and reflect that in their job description



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Strongly Consider a Co-AAC Model

- Prevents a crisis if one person leaves or is on extended leave
- Allows for two “expert” and trained perspectives



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Strongly Consider a Co-AAC Model

- Combined, AACs should have:
 - ✓ Comprehensive knowledge of all aspects of LHD
 - ✓ Ability to “make it happen” and hold persons accountable
 - ✓ Project management skills
 - ✓ Strong attention to detail
 - ✓ Technology skills
 - ✓ Creative thinking skills



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Make it a Team Process



- One or two people cannot do it alone
 - Asking for specific information vs. becoming a part of the process affects ability to provide good examples
- AACs need help making all staff accountable for providing documentation
- The agency, not a couple of people, are being accredited



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Have the Right Viewpoint



- Do not take SV results personally
- Take time to reflect on not just meeting the activity next time, but actually improving practice



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Create a Supportive Culture



- Make all staff involved in some way
- Emphasize the benefits vs. the costs
- Celebrate successes



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Tools & Resources



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Materials and Resources

<https://nciph.sph.unc.edu/accred>


As items are revised regularly, materials are rarely sent electronically or printed. Please visit the website for all materials.





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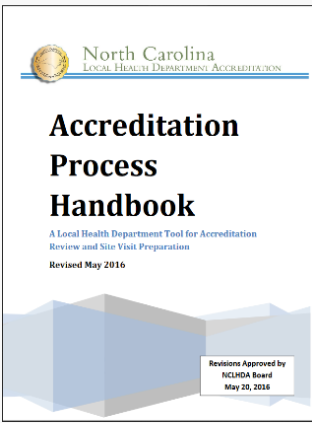



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Accreditation Process Handbook

Now focused specifically on LHD preparation

- Includes information about site visit preparation discussed on conference calls
- Clarifies language regarding electronic submission





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Accreditation 101 Training: New AAC

**6-hour training offered twice/year for
new AACs and back-ups**

- Offered on September 26th, 2017
@ NCPHA and again in Spring
2018 on opposite side of state
- Small registration fee (\$60)





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Accreditation 101 Training: Team-Based

**LHD 3-hour “team” training offered
via local AHEC request**


- Audience of 15-20- request
with an adjacent LHD if your
team is small
- \$0 from NCIPH- some small
fee may apply from AHEC





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Annual Skills Building Workshop

One central, 2-day workshop for all AACs


- Plenary sessions on skill-building topics
- Break-outs to share best practices and troubleshoot activities
- July 24-25: Registration now open
- Reasonable registration fee (\$135)





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Etc.

- *Board of Health Roles and Responsibilities for NCLHDA* slides and 4-page guide now on website (updated 1.10.17)
- Annually in January: webinar on materials update
- Presentations at professional association meetings:
 - *Today!*
 - *NCPHA Fall Conference during Leadership Section*





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Archived Trainings

Remember: you can always access archived trainings on our website:

For Health Departments

➔


Training





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Keep Updated!

- Regularly review website for updated information
- Make sure we have up-to-date contact information for agency AAC and back-up AAC





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Be One of the First to Try....

Our new one-stop shop
email address:



NCLHDAccreditation@unc.edu



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BOH Roles & Responsibilities



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Roles and Responsibilities of Boards of Health Related to NC Local Health Department Accreditation (NCLHDA)					
	Existence of Policy, Procedure, or Materials	Hear or Review	Discussion	Approval	Other Action or Involvement
Finance			33.1: minutes reflecting discussion of budget, specifically local dollars	37.2: policies in compliance with LHD's policy on policies (related to administration)	33.2: <i>official approval of budget from appropriate authority</i>
			33.5: minutes reflecting discussion of service costs proposed/ provided by local health department (LHD)	37.6: minutes or Consolidated Human Services (CHS) Director correspondence showing discussion and approval of a budget process to address workforce issues	39.1: correspondence with Board of County Commissioners (BOCC) and unit of government/ funder in support of LHD efforts to secure financial resources
			33.6: minutes reflecting discussion of three financial reports demonstrating assessment of financial accountability	39.3: minutes reflecting discussion and approval of department budget and fees	
			39.1: Board of Health (BOH)/Advisory Committee on Health (ACH) minutes reflecting endorsement for a grant application or request for additional funding		
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Important Notes	
<p><i>Italics:</i> requirement may apply depending on governance structure, if other documentation options chosen/not chosen, or if there is a Health Director vacancy</p> <p>*Health Director may serve, or be directed by the Board to serve, as the designee for the BOH for correspondence. However, it is expected that there be some type of link to and from the BOH showing their involvement and engagement.</p>	
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Board Role

1. Assure you have required policies, procedures, or materials
2. Hear or review LHD reports
3. Discuss service costs, need for new/amended rules or ordinances
4. Approve fees and budgets
5. Take other actions or be involved with efforts to assure the health department has what it needs to do its job



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Finance


The Board must:

- review financial reports
- discuss service costs as well as approve fees and final budget
- advocate with a wide array of funders in support of LHD efforts to secure financial resources to provide essential services



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Community Health

The Board must:

- assure input on community health improvement efforts
- hear reports on community health
- support partnership and resources
- educate and advocate with community leaders about community health issues and support for it

Community Collaboration





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Health Director/Staff

The Board must:

- if the Health Director position becomes vacant, make and implement plans to recruit and secure a credentialed and qualified new Health Director
- review and approve the Health Director's job description and performance evaluation





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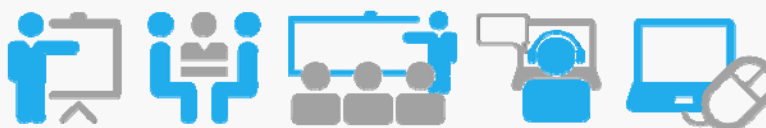
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Board Function

- Board members must receive initial (within the first year of appointment) and on-going training on BOH roles and responsibilities
- Board must have Operating Procedures, an annually updated handbook, and a training policy/procedure



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Rules & Ordinances

The Board must:

- have access to legal counsel and statutes
- have policies for rulemaking and appeals and demonstrate it is following said policy
- along with the LHD, evaluate the need for additional or amended rules/ordinances
- support prohibition of tobacco within 50 ft of all LHD facilities



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Questions & Comments



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