

# 2016-2017 Annual Report



*North Carolina Local Health Department Accreditation Program*

## Message from the Accreditation Administrator

*By Amy Belflower Thomas, MHA, MSPH, CPH*

Welcome to our *inaugural* annual report! In an effort to increase communication, transparency, accountability and engagement with the North Carolina Local Health Department Accreditation (NCLHDA) program, we are excited to provide this annual report to all partners engaged with local health department (LHD) accreditation in North Carolina.

Change is certainly constant in the public health world. Though NCLHDA is a heavily standardized program, there are continual opportunities to adapt to changes in the public health environment and to improve the program. Fifteen years after the start of the accreditation program, 2016-2017 was an appropriate time to reassess program operations. In response, the NCLHDA program solidified its administrative function and clarified and strengthened its support function by defining a major new goal of supporting LHDs' ability to succeed at accreditation by removing unnecessary structural barriers, providing clear and consistent guidance, supporting the sharing of best practices and providing training to both new and experienced staff. Much of this was accomplished through the addition of skilled staff to provide enhanced support for local health departments and finalized "2.0" revisions to the Local Health Department Self-Assessment Instrument (HDSA) and Interpretation.

## NCLHDA Program: Supporting Local Health Departments' Ability to Succeed



On behalf of the NCLHDA team, I am delighted to share this annual report that outlines the many program accomplishments of the past year and gives a sneak peek into plans for an even more successful 2017-2018!

Sincerely,

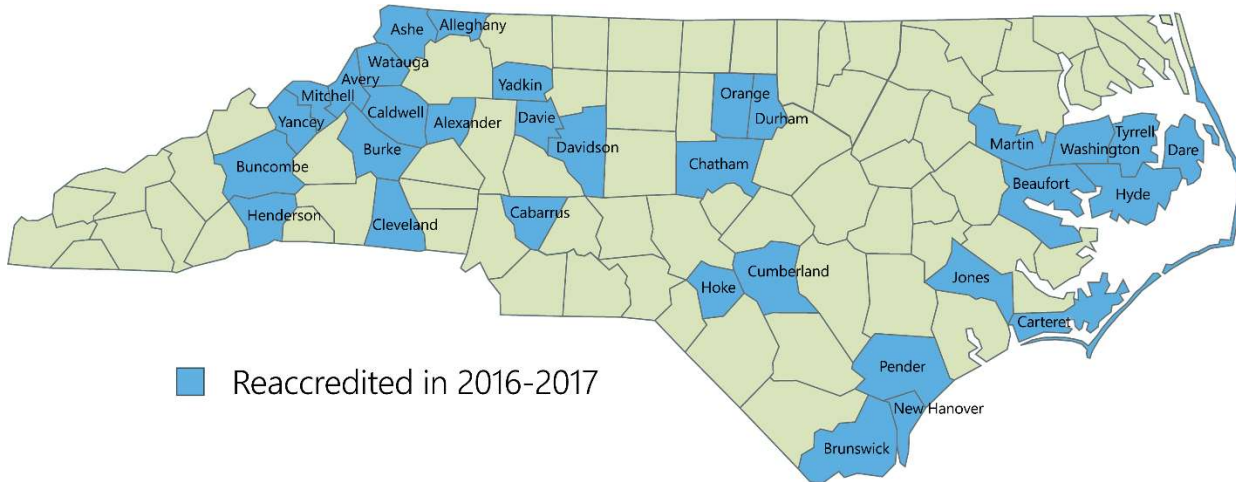
A handwritten signature in black ink, appearing to read "Amy Belflower Thomas".

# Administration and Operations

## 26

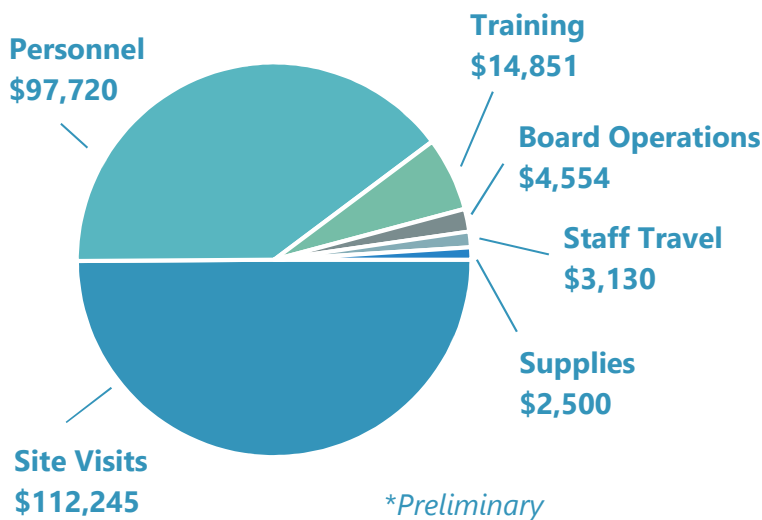
### Health Departments Reaccredited

All 85 NC health departments have been accredited, and 79 have been reaccredited at least once since May 2017.



The NCLHDA program budget has remained stable—it largely supports the site visit process and staff.

#### 2016-2017 Expenses\*



#### 2016-2017 Site Visit Team Miles Traveled



Over  
**37,000**



## Top 5 Activities Cited for Suggested Quality Improvement (SQI) in 2016-2017

### Activity 30.6 21 Occurrences

The local health department shall ensure cleaning, disinfection and maintenance of clinical and laboratory equipment and service areas and shall document all cleanings, disinfections and maintenance.

### Activity 24.3 18 Occurrences

The local health department staff shall participate in orientation and on-going training and continuing education activities required by law, rule or contractual obligation.

### Activity 30.1 13 Occurrences

The local health department shall have facilities that are clean, safe and secure for the specific activities being carried out in the facility or any area of the facility, such as laboratory analyses or patient examinations.

### Activity 7.3 12 Occurrences

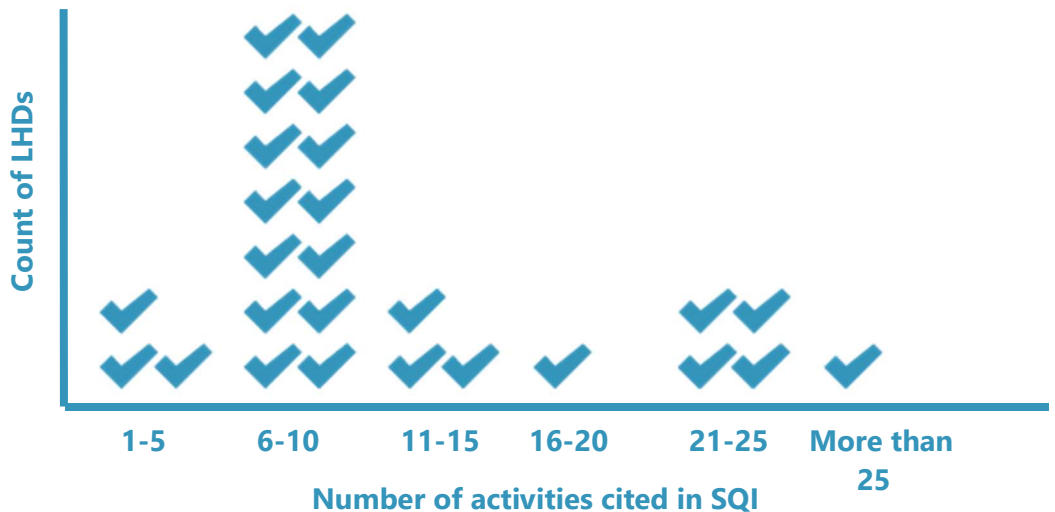
The local health department shall investigate and respond to environmental health complaints or referrals.

### Activity 31.4 12 Occurrences

The local health department shall have current written position descriptions and qualifications for each staff position.

## Distribution of SQI Activities in 2016-2017

An average of 11 activities were cited in the SQI reports from the 26 reaccredited local health departments, with a minimum of two activities and a maximum of 30 activities.



# New Support Systems

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## Making it Easier to Get Information and Resources



We have a new email address. When you use this email address, you reach all of the NCLHDA program staff. If you don't know who you need to contact... contact us all!

We also have a new address that makes it easier to find us on the web:



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## Training

We developed and rolled out a new training program. The multi-tiered training program offers trainings to meet a wide range of needs. The *New Agency Accreditation Coordinator (AAC)* training, offered bi-annually, and the *Team-Based* training, offered through AHEC technical assistance requests, provide basic knowledge and understanding of the accreditation process. The *Annual Update Webinar* provides key program updates and the *Annual Skills Building Workshop* presents new strategies and innovative approaches for accreditation.

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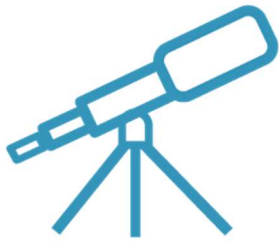
"For a new AAC especially, the NCIPH Accreditation trainings have been invaluable. They have provided well-organized, relevant information delivered effectively as well as an opportunity to engage with NCIPH and other local health department staff."

- Lauren Wood, AAC, Haywood County

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# Looking Forward to 2017-2018



## ★ Accreditation with Honors

The NCLHDA Board is implementing the Accreditation with Honors program beginning in fall 2017. Local health departments that miss one or fewer activities within each of the five standards will receive the designation of Accreditation with Honors.

## ★ Policy Review and Update

The NCLHDA Board is reviewing and updating all policies. Revised policies are expected to be posted to <http://NCLHDaccreditation.sph.unc.edu> by January 1, 2018.

## ★ Reviewing Site Visit Cycles

The NCLHDA Board is exploring the feasibility of one cohort of site visits per year rather than the current model of two cohorts per year in four-year cycles. The changes to the cycle would increase efficiency and more clearly define an accreditation “year.” Updates will be shared in the coming year as this option is discussed.

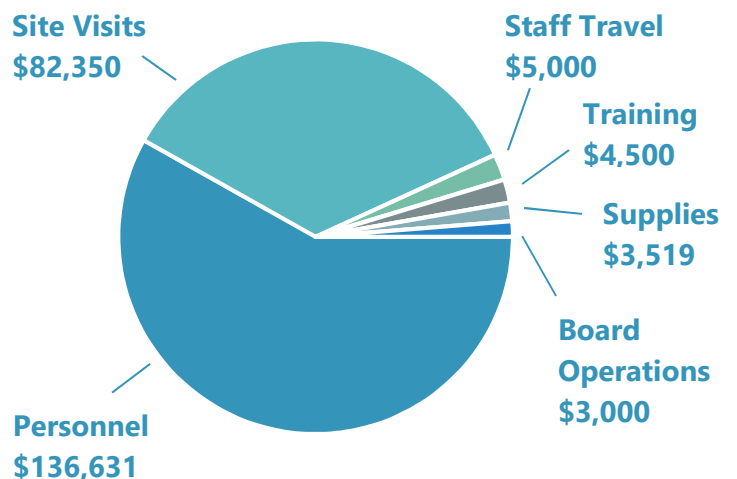
## ★ NCLHDA Program White Paper

A new white paper comparing the NCLHDA Program to the Public Health Accreditation Board (PHAB) National Accreditation will be released in 2018.

### Save the Date



### Proposed 2017-2018 Budget



# Appreciation to Our Strongest Supporters

## NCLHDA Site Visitors

Public Health Administration	Public Health Nursing	Environmental Health	Board of Health
Ann Absher	Ann Absher	Carl Carroll	Carl Carroll
Tommy Jarrell	Valerie Bulluck	Terri Craver	Sylvia Chapman
Bill Smith	Kim Crump	Holly Haire	Barbara Chavious
Andy Smith	Kelly Gates	Bill Hardister	Tina Dixon
Anne Thomas	Deborah Herring	Victoria Hudson	Mark Phelps
Leeanne Whisnant	Sharon Owen	Daniel Ortiz	Dicke Sloop
	Cynthia Richmond	Mark Phelps	Carol Wray
	Wendy Smith	Dicke Sloop	
	Leeanne Whisnant	Andy Smith	
		Robert Stott	



## NCLHDA Board

Board of Health	Local Health Director	County Commissioner	N.C. Division of Public Health	At-Large
Bob Blackburn (C)	Rebecca McLeod*	Barbara Beatty	Chris Hoke*	Roxanne Holloman**
Susan Elmore	Chris Dobbins (VC)	Robert Byrd	Larry Michael	Jerry Parks
Barbara Ann Hughes	Teresa Ellen	Elaine Crittenton**	Phyllis Rocco	David Stanley
Benjamin Tillett		Ann Holton	Danny Staley**	Bill Sollecito

\* newly appointed in 2016-2017    \*\* concluded service in 2016-2017



**UNC**  
GILLINGS SCHOOL OF  
GLOBAL PUBLIC HEALTH



**NCALHD**  
North Carolina Association  
of Local Health Directors

### NCLHDA Program

A program administered by the North Carolina Institute for Public Health, part of the Gillings School of Global Public Health at the University of North Carolina at Chapel Hill, and funded through partnership with the North Carolina Association of Local Health Directors.

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