



NORTH CAROLINA
Local Health Department
Accreditation

NCLHD Accreditation Annual Update Webinar

January 21, 2021



GILLINGS SCHOOL OF GLOBAL PUBLIC HEALTH
North Carolina Institute for Public Health

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Webinar Logistics

For those live:

- Pose questions or comments via the chat box during the presentation


For those viewing as an archive:

- Email NCLHDaccreditation@unc.edu with any questions

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FY21 Approved Contract Deliverables

- An evolving COVID-19 Response Document that will 1) capture potential ways to use COVID response activities as evidence to meet NCLHDA activities, and 2) explore and suggest ways to use the Accreditation Dashboard for tracking response to conduct process improvement and capture information to advocate for resources
- Stand-up of a query-based Accreditation Data Dashboard on the website so LHDs can access data and information
- Provision of monthly, no-cost webinars focused on skill-building and HDSAI update trainings
- Communication tools for demonstrating the purpose/value of accreditation and local public health services through illustration of LHD best practices and successes
- A strategic planning document from the Board that provides focus for updated mission, future program supports, requirement changes, and funding sustainability



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NCLHD Accreditation Board Updates



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2020 Board Activities

Responded to Executive Order 119 by:

- Granting 12-month accreditation extension
- Updating Operational Guidelines to address off-cycle changes and remote meetings
- Updating the HDSAI Interpretation document to account for the 12-month extension
- Accelerating the work of the Accreditation Standards Workgroup to align the implementation of the revised HDSAI Interpretation document with the 12-month extension.
- Initiating strategic planning



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Operational Guidelines Changes

Specific changes are tracked in the Record of Revision at the beginning of each document.

Record of Revision

Page	Topic	Change	Date	Revised By
p. 5	Severe Weather Protocol	Added information, context, and appendix reference to the Severe Weather Protocol used informally in past years for site visits.	10/19/18	Amy Belflower Thomas
p. 10-11	Responsible person(s) & Procedure for adding or revising a benchmark and/or Activity	The newly formed AAC Advisory Council is now listed as a group to provide input into the Benchmarks and Activities.	10/19/18	Amy Belflower Thomas
p. 12	Review Appeal	Clarified that Reaccreditation with Honors is not a reason for appeal.	10/19/18	Amy Belflower Thomas
p. 12	Summary of Site Visit Team Report	Clarified that new or corrected documentation must be submitted within 10 business days of receipt of the report.	10/19/18	Amy Belflower Thomas
p. 18	Adjudication	Changed "accredited" to "reaccredited" in bullet four.	10/19/18	Amy Belflower Thomas
p. 15	Conditional Reaccreditation Status	Changed the subtitle of this section to reaccreditation and changed all bulleted references from accreditation to reaccreditation.	10/19/18	Amy Belflower Thomas
p. 15	Conditional Reaccreditation Status	Changed 10 calendar days to 10 business days.	10/19/18	Amy Belflower Thomas
p. 26	Appendix 8	Added Severe Weather Protocol.	10/19/18	Amy Belflower Thomas
p. 5	Safety and Security During a Site Visit	Added language about how to handle safety and security concerns during a site visit	10/24/19	Amy Belflower Thomas



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Operational Guidelines



Process Guidelines

Clarified instances when Programmatic documents are changed outside of the annual update process

Appendix 5

- Added a step for a Conditionally accredited Health Department to request a site visit
- Added expectations for Unaccredited Health Departments



Board Guidelines

Added Unaccredited as a designation given by the Board



Site Visit Team Guidelines

Updated terminology to align with the use of the NCLHDA dashboard

Updated the Site Visit Team interview process



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Strategic Planning



Key Strategic Questions

- How does NCLHDA stay relevant?
- How can NCLHDA generate sufficient value for all stakeholders?



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NCLHD Accreditation Board Transitions



Thank you:

- Chris Dobbins, N.C. Association of Local Health Directors
- Barbara Ann Hughes, Association of N.C. Boards of Health
- Larry Michael, N.C. Division of Public Health
- Jacqueline Newton, N.C. Association of County Commissioners

Welcome:

- Kevin Austin, N.C. Association of County Commissioners



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Program Updates



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Site Visit Logistics — Promotion to Local Governance

- Board advised program to start sending reaccreditation recommendations to agency Board of Health, County Commissioners, and County Manager via memo
 - To encourage support of travel to Board meeting
 - To promote importance of achievement of LHD
- Will be revising Cover Sheet with contact information
- Beginning with fall 2021 Site Visit Counties



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New Site Visitors

New cohort of Site Visitors will be trained May 2021 and will begin site visits fall 2021

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HDSAI Interpretation Document Revision Process	Phase 1 Review of HDSAI Interpretation for all Activities	Phase 2 Evaluation of Interpretation changes	Phase 3 Evaluation/ Analysis of need for rules changes
	April – Jan. 2021	Feb. 2021 – Dec. 2022	Jan. – June 2023

Note: these dates are subject to change due to COVID-19 and the timeline for Rules re-adoption

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Phase 1

Review of HDSAI Interpretation for all Activities April – January 2021

- Accreditation Standards Workgroup Met April – September 2020
- Public Comment on Revisions November – December 2020
- Final review of revisions January 2021



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Workgroup Members

- **Chris Dobbins**, Chair, Standards and Evidence Committee of NCLHDA Board and Gaston County Health and Human Services
- **Rebecca McLeod**, NCLHDA Board and Burke County
- **Susan Little**, Standards and Evidence Committee of the NCLHDA Board and N.C. Division of Public Health
- **John Rouse**, N.C. Association of Local Health Directors and Harnett County
- **Emily Mayes**, AAC, Surry County Health and Nutrition Center
- **Ashley Stoop**, AAC, Albemarle Regional Health Services
- **Jo Morgan**, NCLHDA, Site Visit Coordinator
- **Victoria Hudson**, NCLHDA Site Visitor and Orange County
- **Tommy Jarrell**, NCLHDA Site Visitor and Richmond County Health and Human Services



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... and SMEs

- **Jill Moore**, UNC School of Government
- **Dorothea Brock**, Program Manager, N.C. Office of Rural Health
- **Tish Singletary**, Branch Head, Community & Clinical Connections for Prevention and Health Branch, N.C. Division of Public Health
- **Karen Stanley**, Program Manager, Healthy Communities, N.C. Division of Public Health
- **Kathy Dail**, Director, Community Health Assessment, N.C. Division of Public Health
- **Cornell Wright**, Executive Director, Office of Minority Health and Health Disparities, N.C. Division of Public Health
- **Lauren Howard**, Director, North Carolina Office on Disability and Health, N.C. Division of Public Health
- **Teresa Davis**, Regional Specialist, Division of Environmental Health, On-Site Water Protection Branch, N.C. Division of Public Health
- **Catherine Ryan**, State Registrar and Director, N.C. Vital Records, N.C. Division of Public Health
- **Mary Beth Skarote**, Plans, Training and Exercise Officer, Public Health Preparedness and Response, N.C. Division of Public Health
- **Ty Adams**, Former IT Director, Albemarle Regional Health Services
- **Kathleen Brooks**, Public Health Administrative and Financial Consultant, N.C. Division of Public Health
- **Sally Herndon**, Head, Tobacco Prevention and Control Branch, N.C. Division of Public Health
- **Jim Martin**, Director of Policy and Programs, Tobacco Prevention and Control Branch, N.C. Division of Public Health
- **Dominick D'Erasmus**, HR Manager, N.C. Office of State Human Resources
- **James Harris**, HR Consultant I, N.C. Office of State Human Resources



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Purpose

Systematically review the Health Department Self-Assessment Interpretation (including documentation requirements and Interpretation language) according to a set of clear and agreed upon criteria.

- continued need/relevance
- objectivity
- value add
- whether the content is assured elsewhere
- current professional practice



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Preparation Materials

Activities organized by topic areas:

Topic	Number of Activities
Programs, services, board authorities, and confidentiality	26
Community health	30
Environmental health and clinical	27
Epidemiology and IT	31
Administration and finance	33



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Preparation Materials

Activity 9.6

DISSEMINATION OF INFORMATION

Activity 9.6: The local health department shall assure that information disseminated by the agency reflects the cultural and linguistic character of the local population as required by Title VI of the Civil Rights Act.

NCALHD Recommendation

Review

NCALHD Comments

Demonstrate this capability, require demonstrable evidence in documentation

RELATIONSHIP TO OTHER PROGRAMS

PHAB Equivalent Requirement

3.2.1 Communications with the public p. 30
3.3.2 Culturally sensitive and/or linguistically appropriate communication p. 30

Required in PHAB NOT in NCLHDA

Assured Elsewhere

Documentation requirement A can be part of the Title VI compliance plans required by the NCDHHS Office of Civil Rights.

METRICS: OVERALL LHD PERFORMANCE

# Agencies With Site Visits	# Missed	# SQI	Change in SQI Over Time
160	0	4	-

METRICS: SIGNIFICANT DIFFERENCE IN # SQI

LHD Size	Size of Population Served	Economic Tier	Consolidation Status
-	-	-	-



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Public Comment

November 5 – December 16, 2021

- **29** respondents reviewed individual activities
- **20** left written comments
- **18/29** held an AAC role
- Respondents reviewed individual activities **1660** times, leaving **803** written comments
- **522/803** related to a phase 3 change
- Direct changes made as a result of **79** comments



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Final Approval



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Implementation



February 28, 2021

Changes go into effect
Revised HDSAI Posted
Dashboard Updated



March 18, 2021

Webinar training - Overview



May 20, 2021

Webinar training – In-depth discussion

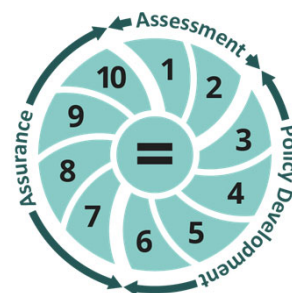


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Features of Revision

- New template
 - clarifies legislative policy vs. programmatic interpretation of policy
- New 10 Essential Public Health Services
- Activity Crosswalks



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Phase 2

- Annual Survey Questions – July 2021
- Hot wash calls with Site Visitors and LHDs – November 2021, April 2021, November 2022



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Phase 3

- Rules changes - TBD
- Jan. – June 2023



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PUBLIC HEALTH SUPERHEROES

PROTECTING AND PROMOTING PUBLIC HEALTH IN NORTH CAROLINA

with others in your agency or community who are interested in learning more about the NCLHD Accreditation Program.



Tips and Tricks for Accreditation Success: Stories from the Field

Surry County – Updating Signage to Support Compliance with Tobacco Free Policy

Adding tobacco free signs to include electronic delivery systems is one of the clearest tools for compliance. It helps the health department staff because it makes it clear that electronic delivery systems are included in the tobacco free policy and helps take the burden off of the health department staff to explain the policy to visitors. Health departments across the state have started to update their signage as they replace and update signs. Surry County has updated their signage to add this clarification.

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2019-2020 Annual Report Best Practices Supplement

Local Health Departments across North Carolina are implementing innovative strategies to improve quality public health in their communities. This report is a compilation of best practices from site visits during site visits conducted in fall 2019 and winter 2020. A summary of each practice is provided along with the name and contact information of the individual to reach out if you like to learn more.

Alamance County Public Health Department

Disseminate Community Data and Information

Activity 2.1

The Alamance County Public Health Department provides information throughout the community using television monitors that is current and uses visual images and infographics.



Best Practices and Value Demonstration



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Dashboard Guide

One User Guide for all Users

- Chapter 1: All Users
- Chapter 2: Org Admin User
- Chapter 3: Site Visit Process




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Dashboard User Guide 2021



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Accreditation Data Viz

Developed Tableau Dashboard to provide data to Accreditation Standards Workgroup

Piloted NCLHD Accreditation Annual Survey results in a Tableau dashboard now on website

Refining Tableau Dashboard to stand up on website in 2021



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Upcoming Projects



winter 2021

Driving the Future: NC Local Public Health Workforce Assessment – AAC supplement



summer 2021

Data Visualization
Communications Campaign – Why Accreditation Matters



Website Update

spring 2021



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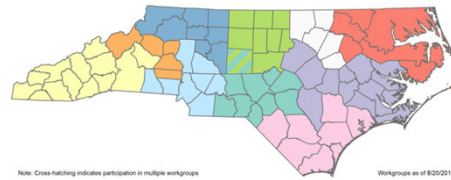
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AAC Advisory Council

Regional Workgroup Representatives

- [Anita Glance](#), Henderson County Department of Public Health
- [Brittney Raby](#), Caldwell County Health Department
- [Emily Mayes](#), Surry County Health and Nutrition Center
- [Norma Rife](#), Iredell County Health Department
- [Marcy Williams](#), Caswell County Health Department
- [Wendy Kennon](#), Randolph County Public Health
- [Jeff Sieber](#), Onslow County Health Department
- [Sara Graham](#), Beaufort County Health Department
- [Ashley Stoop](#), Albemarle Regional Health Services

NCLHDA Regional Workgroups



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2021 Continuing Education



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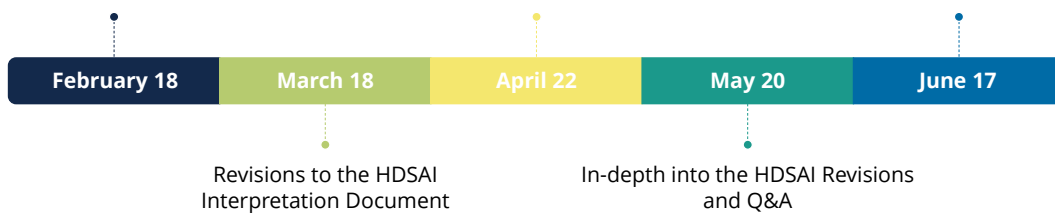
2020-2021 Webinar Schedule

New 10 Essential Public Health Services

What to expect with the HDSAI Interpretation Document roll-out

Strategic Plan Updates

Communications Campaign/Website Revisions



All webinars will be 10-11:30 a.m. EXCEPT for April 22, which will be 10:30 a.m. - Noon

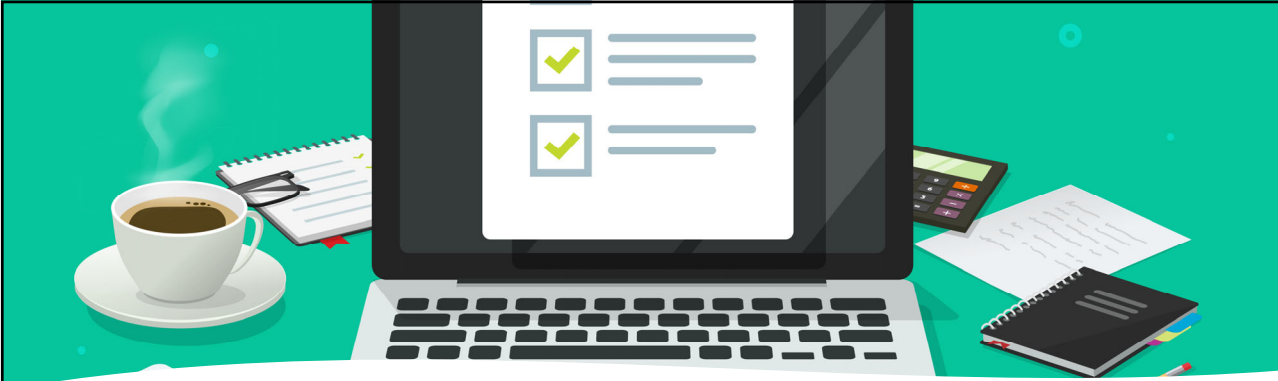


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Bi-Annual Dashboard Webinar

April 27
9—10:30 a.m.

October 5
9—10:30 a.m.

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**Accreditation 101:
New AAC Training**

April 27
12:30 – 5 p.m.*

October 5
12:30 – 5 p.m.*

- Online trainings.
- No cost to attend (registration fees typically cover facility costs).
- Registration is required.

* All registrants will also be required to attend the bi-annual webinar training prior to attending.



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Thank you.

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The North Carolina Local Health Department Accreditation Program is part of the North Carolina Institute for Public Health at the Gillings School of Global Public Health at the University of North Carolina at Chapel Hill.



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