



NORTH CAROLINA  
Local Health Department  
Accreditation

# Action: Strategically Moving Forward

April 22, 2021




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

1

## Today's Agenda

- HDSAI Retrospective Interpretation Document, 2021
- HDSAI Interpretation Document, 2022
- Website Updates
- NCLHDA Strategic Roadmap, 2021-2025
- *BONUS:*
- *Quality Improvement focus group discussion following webinar*



2



## Presenters

- **Amy Belflower Thomas**, MHA, MSPH, CPH, Accreditation Administrator, North Carolina Institute for Public Health, UNC Chapel Hill
- **Margaret Benson Nemitz**, MPH, Community Assessment Coordinator
- **Ali Zuercher**, MPH Candidate, Accreditation Graduate Assistant

3



## Up Next!

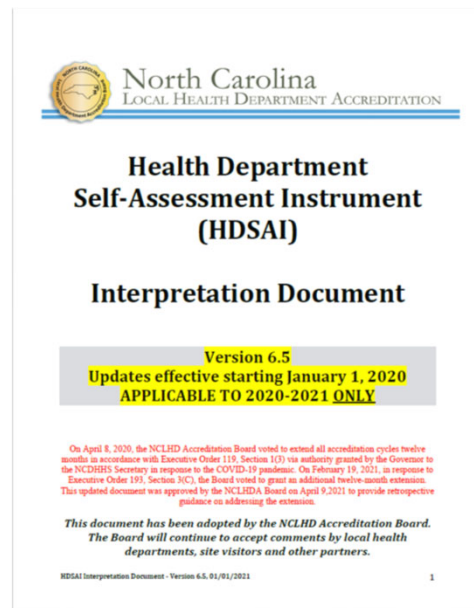
- **Bi-Annual Dashboard Webinar**  
April 27, 9—10:30 a.m. [Register.](#)
- **Reading the Script and Learning the Lines: A Deep Dive into the HDSAI Interpretation Document Revisions.**  
May 20, 10—11:30 a.m.

Actors tend to rely on “through lines” to learn their lines; they focus on learning the intent behind the words to help them remember. This webinar will go through the revisions that were made to the HDSAI Interpretation document. We will share the intent behind the revisions and how to use the new features to better understand the requirements and to increase efficiency in submitting evidence. There is no cost to attend; however, registration is required. [Register.](#)

4

# Retrospective HDSAI Interpretation Document, 2020- 2021

Effective January 1, 2020-  
December 31, 2021



5

## 2020/2021 Updates

### Activity 1.1

- Any extensions granted by the Director of Health Assessment at NCDPH will be honored

#### Guidance

The required documentation for this activity is to provide copies of any CHAs conducted since the previous site visit (usually one, but may be two depending on the individual cycle). In addition, departments must provide the letter(s) received from NCDPH. The letter(s) will define which of the requirements listed in the activity are contained within the CHA.

NCDPH will review the county's CHA using the standards of the Health Department Self-Assessment Instrument. NCDPH has developed a one-page checklist that has each of the components that are listed in Activity 1.1. If there are areas that were not met, the health department will develop a Corrective Action Plan (CAP) that addresses those unmet areas. If there is a CAP, site visitors will expect to see a follow-up letter from NCDPH stating that the CAP has been accepted and/or closed.

Through authority granted by Executive Order 193, Section 3(C)(1), the NCLHD Accreditation Board voted to modify enforcement of the CHA report requirements of this activity that would otherwise be due during the COVID-19 State of Emergency or within sixty days following the COVID-19 State of Emergency to align with variances (extensions) granted by NCDHHS Division of Public Health. Therefore, any CHA extensions granted by the Director of Community Health Assessment at NCDPH will be honored for compliance with this activity.



NORTH CAROLINA  
Local Health Department Accreditation

6

## 2020/2021 Updates

### Activity 1.2

- Any extensions granted by the Director of Health Assessment at NCDPH will be honored
- One-page SOTCH on template accepted

#### Guidance

This activity is required by NCDPH by Consolidated Agreement. The Consolidated Agreement between NCDPH and local health departments states that one of the responsibilities of the LHD is to "provide to the State ... a State of the County's Health Report each of the interim two or three years" between CHA cycles. It also seeks to show that the CHA is a key document for the work of the department. It does this by demonstrating that the local health department is following up on priority issues identified in the community health assessment, and that it will identify any emerging issues.

NCDPH has requirements for the SOTCH Report. The department must provide copies of all annual SOTCH reports produced since the previous site visit. The department must also provide the letter of receipt from NCDPH and any CAPs for each of the SOTCH reports that were submitted.

[While still required in 2020 and 2021 \(if a CHA was not conducted in that year\), SOTCH report extensions within the year due granted by the Director of Community Health Assessment at NCDPH will be honored as will submission of web-based, one-page SOTCH reports using a template provided by NCDPH that addresses the three requirements stated in the Activity language \(tracking priority issues from CHA, identifying emerging issues, and identifying new initiatives.\)](#)



NORTH CAROLINA  
Local Health Department Accreditation

7

## HDSAI Interpretation Document, 2022

Released April 22, 2021  
Effective January 1, 2022



NORTH CAROLINA  
Local Health Department  
Accreditation

## Health Department Self-Assessment Instrument (HDSAI) Interpretation Document

### Version 7.0

Planned updates effective starting January 1, 2022

This document has been adopted by the NCLHD Accreditation Board. The Board will continue to accept comments by local health departments, site visitors and other partners.

8

## HDSAI 2022 Revision Process



NORTH CAROLINA  
Local Health Department Accreditation

9

## Public Comment Overview

Of the 29 respondents, 20 left written comments

**1660**

times an individual  
activities was reviewed

**803**

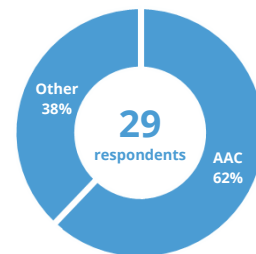
written comments

**522**

related to phase 3

**79**

produced direct changes



Documentation requirement adjustments in 19 activities




NORTH CAROLINA  
Local Health Department Accreditation

10

## New Layout

- New, more accessible format
- Activity crosswalks
- Mapped the revised 10 EPHS to each activity
- Incorporated equity language into activity intent when applicable
- Updated text for consistency

Activity 1.2 State of the County's Health Report		
<b>STANDARD</b> Agency Core Functions and Essential Services  <b>FUNCTION</b> Assessment	<b>BENCHMARK</b> 1: A local health department shall conduct and disseminate results of regular community health assessments.	<b>ESSENTIAL SERVICES</b> 
<b>ACTIVITY</b> The local health department shall update the community health assessment with an interim "State of the County's Health" report (or equivalent) annually. The report shall demonstrate that the local health department is tracking priority issues identified in the community health assessment, identifying emerging issues and shall identify any new initiatives.		
<b>REQUIRED DOCUMENTATION</b> A. Since the previous site visit, copies of each annual SOTCH report produced AND B. Letters from NCDPH stating each SOTCH meets content requirements described above AND C. If applicable, a letter from NCDPH stating that CAP(s) have been accepted		
<b>INTERPRETATION</b> <i>Intent</i> The intent of this activity is to show how the agency is continuing to use the data of the CHA in its work, and as a resource for the community on this work. The State of the County's Health (SOTCH) report also will use any data/statistics that the LHD wishes to report and will include new programs that may have been implemented by the LHD. For this activity, the department is required to update the community health assessment using a SOTCH report that is produced annually. Updating the CHA and informing the community of this resource encourages community engagement, accountability and approval to ensure that the community members feel heard and valued.		



NORTH CAROLINA  
Local Health Department Accreditation

11

## Summary of Changes

Activity	Topic of Activity Title	Description of Change
1.1	Community Health Assessment	<b>Documentation change:</b> Adjusted so just one piece of documentation is required Added clarifying context to interpretation intent
1.2	State of the County's Health Report	Added clarifying context to interpretation intent and guidance
1.3	CHA and SOTCH Dissemination	<b>Documentation change:</b> B and D now require one method directed to the general population rather than two Added clarifying context to interpretation intent and guidance



NORTH CAROLINA  
Local Health Department Accreditation

12

# Additional Materials



NORTH CAROLINA  
Local Health Department Accreditation

13

# HDSA 2022 Release



NORTH CAROLINA  
Local Health Department Accreditation

14

# Website Updates

[NCLHDaccreditation.unc.edu](http://NCLHDaccreditation.unc.edu)



15

## 2020-2021 HDSA Interpretation

[Accreditation Process > Health Department Self-Assessment Instrument \(HDSA\)](#)



### Health Department Self-Assessment Materials (2021)

- [HDSA Retrospective Interpretation Document \(pdf\)](#):
  - The HDSA Interpretation document provides a detailed description of what is required to meet each of the activities in the HDSA. The HDSA Retrospective Interpretation document applies to calendar years 2020 and 2021 only.
- [Summary of changes to Retrospective HDSA Interpretation Document \(pdf\)](#): The HDSA Interpretation document is reviewed and updated annually. Any changes that were made to the HDSA Interpretation document are summarized in the Summary of Changes to the HDSA Interpretation document.
- [Activities that Require Visual Observation Document \(pdf\)](#): The Visual Observation document outlines the Activities that will be visually observed by Site Visitors during a Site Visit.
- [HDSA Standards and Scoring Requirements \(pdf\)](#): The HDSA Standards and Scoring Requirements document provides the number of Activities that must be met for each Standard in order for a health department to be recommended for accreditation status.

[View Archived Health Department Self-Assessment Materials \(2015-2020\)](#)



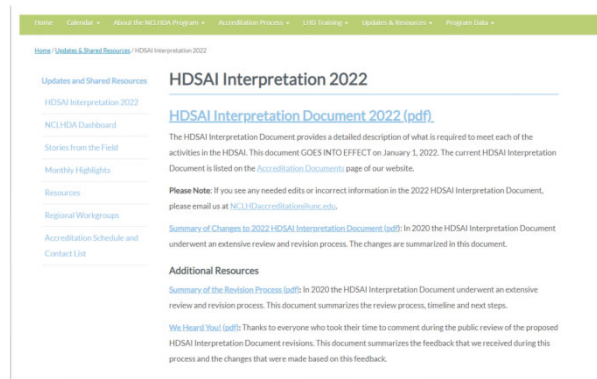
NORTH CAROLINA  
Local Health Department Accreditation

16



# 2022 HDSAI Interpretation

## Updates & Resources > HDSAI Interpretation 2022

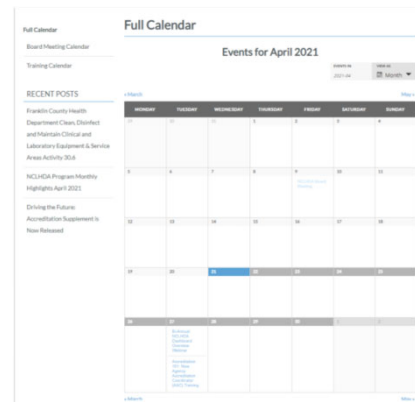


NORTH CAROLINA  
Local Health Department Accreditation

17

# New Calendar Features

## Calendar > Full Calendar

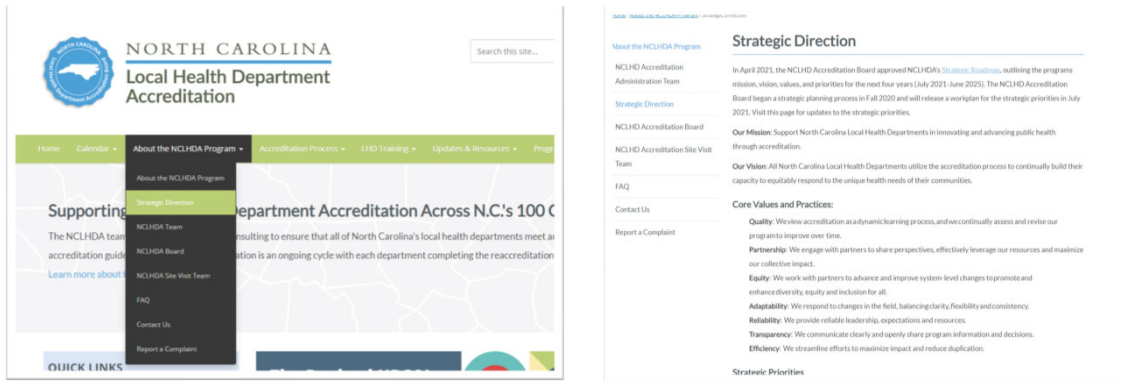


NORTH CAROLINA  
Local Health Department Accreditation

18

# Strategic Direction

[About the NCLHDA Program > Strategic Direction](#)



19

## Strategic Process

September 2020—Present



20

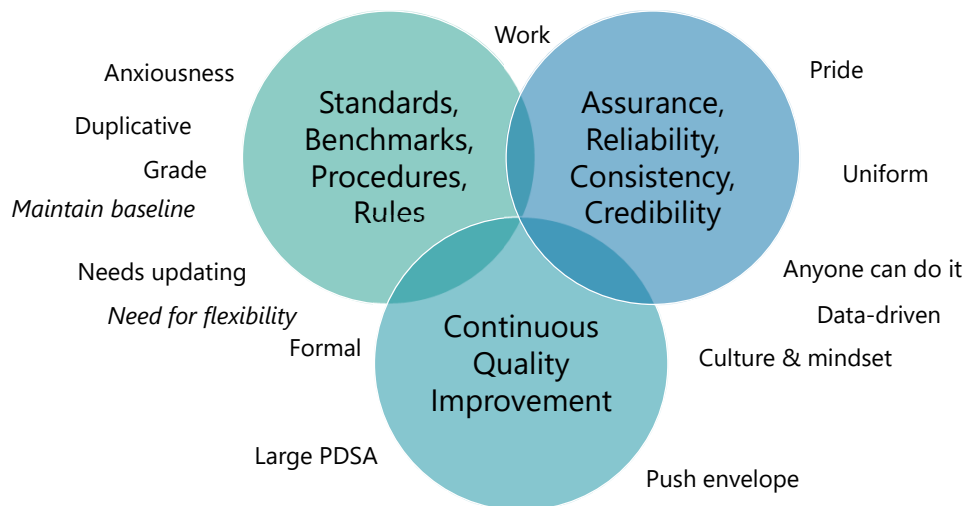
# Strategic Planning Plan



NORTH CAROLINA  
Local Health Department Accreditation

21

## When you hear the word accreditation...



NORTH CAROLINA  
Local Health Department Accreditation

22

## Strategic Questions

How does NCLHDA stay relevant?

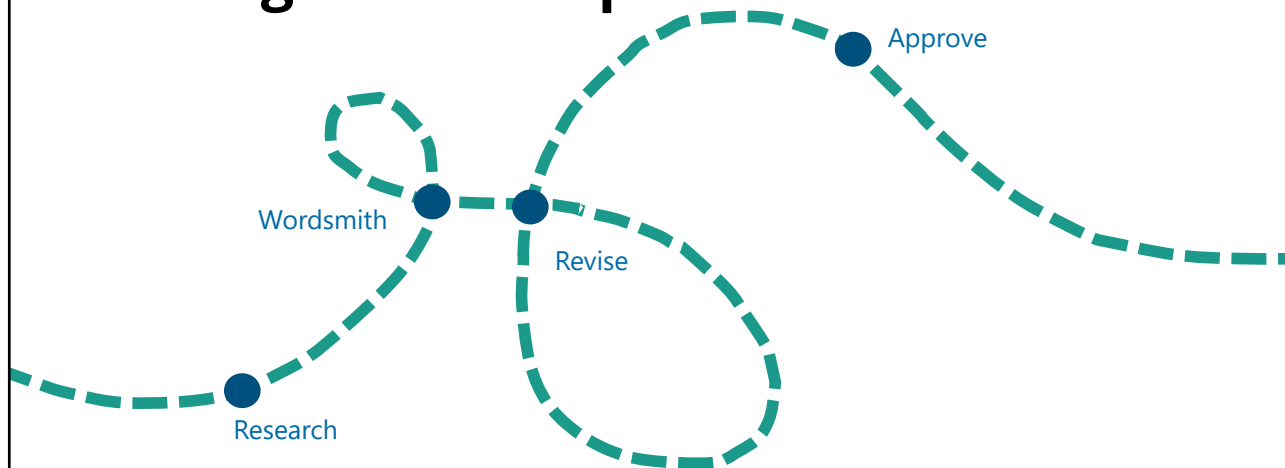
How can NCLHDA generate sufficient value for all stakeholders?



NORTH CAROLINA  
Local Health Department Accreditation

23

## Crafting the Strategic Roadmap



NORTH CAROLINA  
Local Health Department Accreditation

24

# Strategic Roadmap

July 2021—June 2025

<https://nclhdaccreditation.unc.edu/about-nclhda/strategic-direction/>

## NCLHDA STRATEGIC ROADMAP JULY 2021–JUNE 2025

**MISSION** Support North Carolina Local Health Departments in innovating and advancing public health through accreditation

**VISION** All North Carolina Local Health Departments utilize the accreditation process to continually build their capacity to equitably respond to the unique health needs of their community

### CORE VALUES & PRACTICES

<b>Quality</b>	We view accreditation as a dynamic learning process, and we continually assess and revise our program to improve over time.
<b>Partnership</b>	We engage with partners to share perspectives, effectively leverage our resources and maximize our collective impact.
<b>Equity</b>	We work with partners to advance and improve system-level changes to promote and enhance diversity, equity and inclusion for all.
<b>Adaptability</b>	We respond to changes in the field, balancing clarity, flexibility and consistency.
<b>Reliability</b>	We provide reliable leadership, expectations and resources.
<b>Transparency</b>	We communicate clearly and openly share program information and decisions.
<b>Efficiency</b>	We streamline efforts to maximize impact and reduce duplication.

### STRATEGIC PRIORITIES

1. Evolve NCLHDA standards, benchmarks and activities as state strategy and local capacity progresses
2. Streamline the NCLHDA program for efficiency, interoperability and relevancy
3. Build equity improvement into the NCLHDA program structure
4. Lead efforts to improve diversity, equity and inclusion through the accreditation program
5. Intentionally engage partners, including but not limited to Health Directors, Boards of Health, County Commissioners, DPH, Commission for Public Health and State Legislature, in NCLHDA program impacts and accomplishments to support the capacity of the public health system overall

### ONE-YEAR MILESTONES

1. Expand NCLHDA Accreditation Dashboard use beyond evidence submission and review
2. Roll out the HDSAI Interpretation Document (I/D)
3. Collaborate with LHDs to design quality improvement and equity supports
4. Initiate the process of revising administrative rules
5. Explore options for sustainable remote site visits
6. Build an interactive system for visualizing data about accreditation activities



25

## Mission Statement

Support North Carolina Local Health Departments in innovating and advancing public health through accreditation



NORTH CAROLINA  
Local Health Department Accreditation

26

## Vision Statement

All North Carolina Local Health Departments utilize the accreditation process to continually build their capacity to equitably respond to the unique health needs of their communities



NORTH CAROLINA  
Local Health Department Accreditation

27

## Core Values & Practices

- Quality:** We view accreditation as a dynamic learning process, and we continually assess and revise our program to improve over time.
- Partnership:** We engage with partners to share perspectives, effectively leverage our resources and maximize our collective impact.
- Equity:** We work with partners to advance and improve system-level changes to promote and enhance diversity, equity and inclusion for all.
- Adaptability:** We respond to changes in the field, balancing clarity, flexibility and consistency.
- Reliability:** We provide reliable leadership, expectations and resources.
- Transparency:** We communicate clearly and openly share program information and decisions.
- Efficiency:** We streamline efforts to maximize impact and reduce duplication.



NORTH CAROLINA  
Local Health Department Accreditation

28

## Strategic Priorities

- 1 Evolve NCLHDA standards, benchmarks and activities as state strategy and local capability progresses
- 2 Streamline the NCLHDA program for efficiency, interoperability and relevancy
- 3 Build quality improvement into the NCLHDA program structure
- 4 Lead efforts to improve diversity, equity and inclusion through the accreditation program
- 5 Intentionally engage partners, including but not limited to Health Directors, Boards of Health, County Commissioners, DPH, Commission for Public Health and State Legislature, in NCLHDA program impacts and accomplishments to support the capacity of the public health system overall



NORTH CAROLINA  
Local Health Department Accreditation

29

## One-Year Milestones

- Expand NCLHD Accreditation Dashboard use beyond evidence submission and review
- Roll out the 2022 HDSAI Interpretation Document v7.0
- Collaborate with LHDs to design quality improvement and equity supports
- Initiate the process of reviewing administrative rules
- Explore options for sustainable remote site visits
- Build an interactive system for visualizing data about accreditation activities



NORTH CAROLINA  
Local Health Department Accreditation

30

## One-Year Milestones

- Expand NCLHD Accreditation Dashboard use beyond evidence submission and review
- Roll out the 2022 HDSAI Interpretation Document v7.0
- Collaborate with LHDs to design quality improvement and equity supports
- Initiate the process of reviewing administrative rules
- Explore options for sustainable remote site visits
- Build an interactive system for visualizing data about accreditation activities



NORTH CAROLINA  
Local Health Department Accreditation

31

## One-Year Milestones

- Expand NCLHD Accreditation Dashboard use beyond evidence submission and review
- Roll out the 2022 HDSAI Interpretation Document v7.0
- Collaborate with LHDs to design quality improvement and equity supports
- Initiate the process of reviewing administrative rules
- Explore options for sustainable remote site visits
- Build an interactive system for visualizing data about accreditation activities



NORTH CAROLINA  
Local Health Department Accreditation

32



## One-Year Milestones

- Expand NCLHD Accreditation Dashboard use beyond evidence submission and review
- Roll out the 2022 HDSAI Interpretation Document v7.0
- Collaborate with LHDs to design quality improvement and equity supports
- Initiate the process of reviewing administrative rules
- Explore options for sustainable remote site visits
- Build an interactive system for visualizing data about accreditation activities



NORTH CAROLINA  
Local Health Department Accreditation

33

## One-Year Milestones

- Expand NCLHD Accreditation Dashboard use beyond evidence submission and review
- Roll out the 2022 HDSAI Interpretation Document v7.0
- Collaborate with LHDs to design quality improvement and equity supports
- Initiate the process of reviewing administrative rules
- Explore options for sustainable remote site visits
- Build an interactive system for visualizing data about accreditation activities



NORTH CAROLINA  
Local Health Department Accreditation

34

## Next Steps



NORTH CAROLINA  
Local Health Department Accreditation

35

**Take this chance to shape the script!**

The 2021 NCLHDA Annual Survey will take place in May this year. We hope you take 10-20 minutes to help us learn about and improve based on your experience!

# ANNUAL SURVEY COMING SOON

May 3 – May 28

Health directors, AACs and other accreditation team members are all encouraged to complete the annual survey

36

## Thank you.

**Amy Belflower Thomas**

NCLHDA Administrator

[amy.b.thomas@unc.edu](mailto:amy.b.thomas@unc.edu)

(919) 843-3973

**Margaret Benson Nemitz**

Community Assessment Coordinator

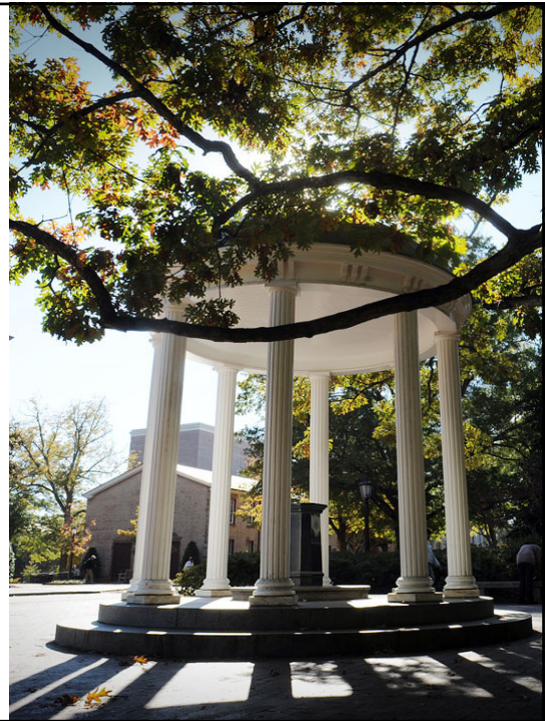
[Margaret.Nemitz@unc.edu](mailto:Margaret.Nemitz@unc.edu)

**Ali Zuercher**

Accreditation Graduate Assistant

[alisonkz@live.unc.edu](mailto:alisonkz@live.unc.edu)

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.



37

## Join us for a Focus Group

30-minute discussion

on how the Accreditation Program can support Quality Improvement at Local Health Departments

38