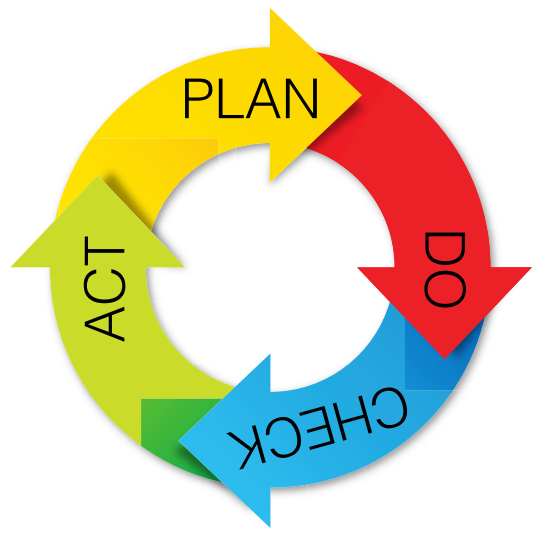


The Impact of PHAB Accreditation on Agency Performance and Quality



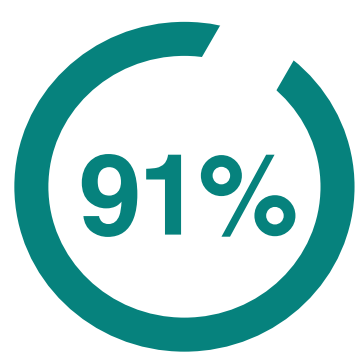
What does Public Health Accreditation Board (PHAB) accreditation do?

Drives health department performance and efficiency by promoting a culture of quality.

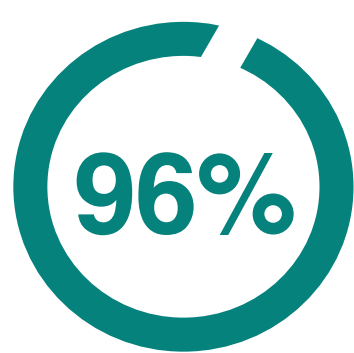
Urges health departments to assess how they are doing and identify areas for improvement.

Encourages health departments to use quality improvement (QI) as a tool to make data-driven decisions.

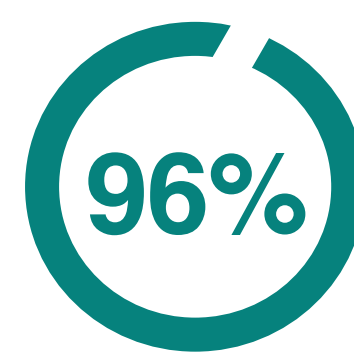
What are health departments saying about the benefits¹ of accreditation?



91% agreed the accreditation process resulted in a stronger QI culture.



96% agreed accreditation stimulated quality and performance improvement opportunities.



96% agreed they use or plan to use information from QI processes to inform decisions.

Accreditation Success Spotlight

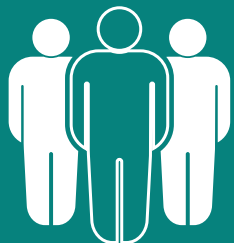


Connecticut Department of Public Health (CDPH)



New Mexico Department of Health (NMDOH)

Before Accreditation



No agency-wide process to execute QI efforts.

Less than 10% of health department staff were trained in QI.

Agency staff practiced an informal, ad-hoc approach to quality assurance.

Only staff in specific programs were trained in QI. Agency-wide QI training was not a health department expectation.



Pursuing Accreditation



Aligned QI activities with agency's Strategic Plan and the Health Improvement Plan.

Established a QI council to promote a culture of quality.

Developed a comprehensive performance management system to measure progress toward goals and identify QI opportunities.

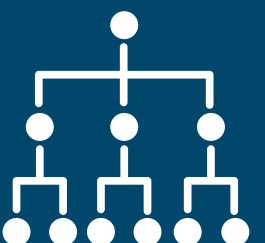
Agency-wide QI training program encouraged staff to integrate QI into daily public health activities.

Developed framework to move agency toward a more proactive, QI-oriented approach.

Established the QI Catalyst, a subcommittee of staff, to provide on-demand support for QI projects.

Created a performance management system to monitor organizational objectives.

Included QI training in the agency's Workforce Development Plan and staff onboarding.



After Accreditation



Many staff throughout the agency are trained in QI.

More managers use QI data to inform decisions.

Resulted in increased staff engagement and improved agency efficiency.

Program staff implemented sustainable and robust QI practices.



Improvements Facilitated by Accreditation

CDPH staff proactively engaged in continuous QI activities. **In 2017, staff initiated 24 QI projects.**

CDPH used QI to address problems that impact community health services, including improving the process to collect sociodemographic data and streamlining cancer registry data collection.

Staff used QI techniques to improve a water sanitation survey, reducing the time to resolve potential violations and ensuring clean public drinking water.

Average number of days to issue findings from water sanitation survey:

Before QI



After QI



NMDOH is integrating QI across the agency to improve and streamline operational processes and outcomes.

Staff added a QI Toolkit and Idea Portal to the health department intranet to share QI successes and initiate new projects.

NMDOH led a gap analysis to assess internal policies and the development process. This resulted in two new training videos, a revised policy implementation process, and removal of outdated policies.

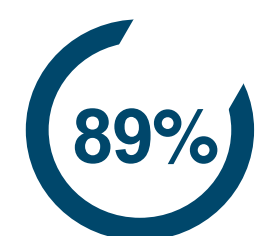
In total, 135 policies were updated, 8 new policies were implemented, and 8 policies were rescinded.

Percentage of policies that comply with established criteria:

Before QI



After QI



Acknowledgements: This infographic was supported by cooperative agreement CDC-RFA-OT13-1302CONT17, funded by the Centers for Disease Control and Prevention. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the CDC or HHS.

¹Based on NORC at the University of Chicago's evaluation survey of health departments one year after they were accredited, and on responses to interviews and surveys as part of the NORC project.