### Are We Accredited Yet?

**PHAB Site Visit**

On December 15-16, 2014, the department will host a Public Health Accreditation Board (PHAB) site visit. A three-member site visit team will be here to interview key staff regarding documentation submitted to PHAB.

### Can We Be State #7?

Yes! If we demonstrate to PHAB our commitment to national standards to improve public health in New Mexico, we will join the 6 states and 48 local health departments that have received 5-year accreditation status.

### Three Benefits of Public Health Accreditation

- Increase awareness of our work for New Mexicans and nationally.
- Strengthen our effectiveness in delivering the ten essential public health services.
- Highlight the health department’s strengths and find areas of improvement.

### Questions?

Contact Shannon Barnes, Accreditation Coordinator at Shannon.Barnes@state.nm.us
Where are we now on the PHAB Map?

1. **Pre-Application**
   - Health Department: 1. Learns about PHAB
   - Completes Readiness Checklists
   - Completes Online Orientation

2. **Application**
   - PHAB Provides the Health Department Access to ePHAB Application
   - Health Department Submits Complete Application and Fee
   - PHAB Determines if Application is Complete
   - Health Department Attends and Completes In-Person Process Training

3. **Document Submission**
   - PHAB Provides the Health Department Access to ePHAB Document Submission
   - Health Department Uploads and Submits Documentation
   - PHAB Determines if Documentation is Complete
   - PHAB Selects Trained Site Visitors

4. **Site Visit**
   - Site Visit Team Reviews All Documentation and PHAB Schedules Site Visit
   - Site Visit Conducted and Site Visit Team Lead Submits Site Visit Report to PHAB
   - PHAB Reviews Report for Factual Accuracy
   - PHAB Submits Final Site Visit Report to the Accreditation Committee

5. **Accreditation Decision**
   - Accreditation Committee Reviews Final Site Visit Report
   - Accreditation Committee Determines Accreditation Status
   - Health Department Develops and Submits Accreditation Action Plan
   - PHAB Determines if Action Plan is Approved
   - Accreditation Status Expires

6. **Reports**
   - Health Department Submits Annual Reports and Fees to PHAB
   - Accreditation Status Expires
   - Accreditation Status Expires
   - Accreditation Status Expires

7. **Reaccreditation**
   - PHAB Notifies Health Department of Expiring Accreditation Status
   - Health Department Determines to Seek Reaccreditation
   - Health Department Notifies PHAB
   - Begin Reaccreditation Process

**KEY**

- Start/End Step
- Process Activity
- Process Activity with Documentation
- Decision Point
Accredited State Health Departments

Oklahoma State Health Department
Washington State Health Department
Florida Department of Health
Minnesota Department of Health
Vermont Department of Health
New York State Department of Health

This map below is distributed by the Public Health Accreditation Board (PHAB) on a monthly basis or when new departments get accredited. It showcases other states who are somewhere in the accreditation process, as documented in e-PHAB, or who have been accredited. The states that are in green either have accredited local health departments, state health departments, or both. The departments above are the only state health departments that are accredited.

*Single accreditation for multiple health departments*
When Change is Needed, Every Person is a QI Champion!

An important part of QI is recognizing that everyone in the organization has the ability to make a change! It’s not unusual to find that “those closest to an identified problem or concern are usually the ones who know the solutions to those problems” (Bialek, Duffy, & Moran, 2009, p. 104). The following key factors that make each person a potential “QI Champion” are adapted from Chapter 9 of the Public Health Quality Improvement Handbook, Creating Lasting Change. Kathleen F. (Kay) Edwards: Know that changing anything is hard! Sometimes people feel pressured to make a change and sometimes people recognize there’s a better way to do an activity or method. It may be time to think about the reasons to do things “the way we always have” or “the way we used to” and “what are today’s needs”.

- Build relationships throughout the agency before changes occur! Learning about what others work roles and responsibilities are help everyone identify skills and knowledge important to solving problems.
- Involve a diverse group of people in solving problems and designing change. It’s important to have traditional thinkers, those folks who can see both sides of issues and may appear flexible, and those creative, free-flowing colleagues. People deal with situations differently and different ways of solving problems can enrich the decision and ideas!
- Be patient! Change takes time! Knowing why a change is needed, who will be impacted (internal and external stakeholders), and potential harms and benefits are all important to tackling any change.
- Be an effective communicator! People are busy and wonder how they can fit QI into already busy schedules. But remind folks they’re solving problems every day. QI done well should be a part of everything an organization does. Simple communication suggestions include:
  - Pull together a team and set the stage for change: decide what to do!
  - Create a sense of urgency and make it happen! Help others understand the need for change and why it’s important to move quickly.
  - Empower others to act and remove as many barriers as possible providing training, support, and skill development.
  - Celebrate short-term “wins” . . . and if first attempts are not successful, determine what went wrong, readjust, and try it again!

Want more information about how to create lasting change in an organization’s QI culture? Start with a look at the Roadmap to a Quality Culture Preview at:

Other QI resources can be found at
http://www.naccho.org/topics/infrastructure/accreditation/QIresources.cfm

Reference
Employee Engagement Opportunities

Want to Get Involved?

Have you always wanted to get more involved within the department? Are you a team player who is passionate about improving the health of New Mexicans? Consider becoming a member of the following groups!

Quality Improvement Council
The Quality Improvement Council (QIC or the Council) is chartered by the New Mexico Department of Health (NMDOH) to create, implement, monitor, and evaluate the quality improvement efforts of the department. The intent is to improve the level of performance of key processes and outcomes and to build a culture of continuous quality. The QIC is charged with developing an annual Quality Improvement Plan that utilizes and integrates the NMDOH Strategic Plan and the Public Health Accreditation Board (PHAB) Standards for developing and implementing a quality improvement program based evidenced-based organizational practice, programs, processes, and interventions.

State Health Improvement Planning Committee
The State Health Improvement Planning Committee helps develop and plan a health improvement process to include: a) the identification of health priorities for the state; b) cross-disciplinary leaders as partners; and c) regional, community and tribal input for planning and implementing strategies. The committee is charged with developing an annual State Health Improvement Plan that will complement the Department Strategic Plan and State Health Assessment. The State Health Improvement Plan will serve as a system-wide planning guide for states and if adhered to, it can improve the health of New Mexicans.

If you are interested please email OPA.ForYou@state.nm.us

“Never doubt that a small group of committed citizens can change the world; indeed it is the only thing that ever has!” —Margaret Mead
As part of our ongoing campaign to support NMDOH employees in their efforts to be role models for healthy living, the Wellness Committee is compiling a list of existing wellness activities which take place at DOH locations throughout the state. Once we have compiled the list we will share with all DOH staff, with an eye to increasing participation in these activities.

Please take a minute and send us a quick note. We are interested in any activities at your workplace which are wellness oriented; this could be informal walking groups, lunchtime workout groups, mental health breaks, healthy meeting initiatives, etc.

Please provide the following information:

- What is the wellness activity?
- Where does the wellness activity occur?
- When does it occur?
- Is the activity open to all?
- Is there a contact or point person for the group or for employee wellness in general?

Also, if there is interest in trying to start some sort of group in your office, region, etc., please let us know and we can help get that going.

With your help we can continue to move toward accomplishing Secretary Ward’s goal of having the Department of Health be one of the best places to work in New Mexico!

Please send your responses to Rachel Wexler at Rachel.Wexler@state.nm.us
Promote a stairwell “Stair Well” climbing competition. Convert stairwells to walking areas by improving the lighting and adding colorful posters.

Invite consultants from retail shoe stores or shoe manufacturers to be on-site for a day.

Develop a cookbook of employees’ low-fat recipes, exchange recipes and feature healthy employee recipes periodically on the cafeteria menu.

Send out daily quotes with encouraging messages and have employees share their favorites to use in the following days.

Every time you need to use the restroom, take the stairs to another floor.

Develop a cookbook of employees’ low-fat recipes, exchange recipes and feature healthy employee recipes periodically on the cafeteria menu.

Hold low-fat cooking demonstrations.

Provide a tobacco savings calculator tool and have employees see what they could do with money they spend on tobacco each year.

You burn 10 calories taking the stairs vs. 1.5 calories waiting on or for an elevator.

Have a homegrown fruit and vegetable exchange.

Remember portion size! Buy a Kid-Size meal and enjoy the toy!

Since every step counts, wearing a pedometer is a wonderful motivator to move during your workday.

Employee Wellness Resources

Worksite Wellness Resources

Centers for Disease Control and Prevention (CDC) National Healthy Worksite Program Resources
www.cdc.gov/nationalhealthyworksite/join/resources.html

North Carolina State Health Plan for Teachers and State Employees Worksite Wellness Resources
www.shpnc.org/ncHealthSmart/workWellness/resources.aspx

California Department of Public Health Take Action! Worksite Employee Wellness Program
www.takeactionca.cdph.ca.gov/educational-materials.asp
Quality Improvement Projects at NMDOH

**Flu Vaccination Clinic**

As part of the continuous quality improvement efforts of the Department, the Health and Safety Quality Improvement Committee chose to use a QI model for employee vaccinations.

The posters you have seen around Runnels, are a collaboration with the NMDOH and Southwest Pharmacy to provide flu vaccines to employees.

Employee vaccines was selected by the Health and Safety Committee to develop a robust employee wellness program. The Centers for Disease Control recommends everyone get an influenza vaccination every year and Whooping Cough cases are on the rise and the Department of Health recommends getting vaccinated. What better way to make these available to all employees then through an on-site clinic that takes care of your insurance! This is how the QI project was developed.

The Health and Safety Committee looks forward to using quality improvement efforts for future employee wellness efforts not only at Runnels but throughout the state!

If you would like to share your Quality Improvement project story please email us at OPA.ForYou@state.nm.us.