

New Mexico Department of Health  
Public Health Accreditation  
Sustainability Plan

Version Date: July 30, 2018





This plan has been approved by the following individuals:

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NMDOH Office of Policy and Accountability Deputy  
Director: Policy and Performance

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Date

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NMDOH Accreditation Coordinator

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Date

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*The New Mexico Department of Health Accreditation Coordinator and Accreditation Support Team would like to thank the leadership, senior management, employees and community partners who helped make it possible for the health department to achieve public health accreditation. Your hard work and dedication does not go unnoticed. You are greatly appreciated.*

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## **Mission**

To effectively sustain the New Mexico Department of Health's (NMDOH) Public Health Accreditation.

## **Purpose**

The Sustainability Plan describes the accredited status and reaccreditation process through November 2020. The plan may be revised quarterly or any time there is a need to keep it current and functional. The plan's content will vary depending upon the complexity of the process. The Accreditation Coordinator will determine the level of detail to be provided in the plan with input from the Accreditation Support Team.

## Public Health Accreditation

The NMDOH was awarded five-year national accreditation status on November 10, 2015 from the Public Health Accreditation Board (PHAB). The department is currently one of 31 nationally accredited state health departments. PHAB's public health accreditation standards and measures are grouped into 12 domains, the first 10 of which align with the 10 Essential Public Health Services (Figure 1). In addition to these 10 domains, PHAB accreditation also assesses management and administration and governance. The standards and measures focus on population-based disease prevention, health protection, and health promotion. Programs, services, and initiatives within PHAB's accrediting authority must be population-based, and must address disease prevention or health promotion across entire populations. They must extend beyond medical treatment by targeting underlying risks. As described in the *PHAB Acronyms and Glossary of Terms*, a public health program is a set of activities and interventions aimed at improving the health of a particular segment of the population or of the population as a whole. Examples of public health programs include, but are not limited to environmental



Figure 1. The 10 Essential Public Health Services

public health, maternal-child health, chronic disease, and emergency preparedness. Public Health Accreditation does not cover individual patient care or associated interventions, including case management; programs for reimbursement for health care services (such as Medicaid); social services and educational support programs; professional and facility licensure and certificate programs; and animal health programs.

## Annual Reports

The NMDOH is required to submit a report to PHAB through e-PHAB annually. The report must include information relating to leadership changes and other changes that may affect the health department's ability to be in conformity with the Reaccreditation Standards and Measures. Each annual report is made up of three sections:

- Continued accreditation status;
- Continuous quality improvement and performance management; and
- Population health outcomes reporting.

## Reaccreditation

To sustain PHAB accreditation beyond November 2020, the NMDOH is required to submit a reaccreditation application no later than December 31, 2020. The NMDOH may also be required to receive additional training and to participate in the entire accreditation process, including submission of an application and the site visit.

The NMDOH received initial accreditation under Version 1.0 of the PHAB Standards and Measures. After NMDOH's accreditation, PHAB released Version 1.5 of the Standards and Measures. The Reaccreditation Standards and Measures, which PHAB publicly released in December 2016, incorporate the standards and measures from version 1.0 and version 1.5, and are the same for all health departments regardless of the version of the accreditation standards and measures they were initially accredited under. To be reaccredited, the NMDOH must meet the PHAB Reaccreditation Standards and Measures.

Copies of the Public Health Accreditation Standards and Measures version 1.0 and 1.5, and the Public Health Reaccreditation Process and Requirements may be downloaded for free from the Public Health Reaccreditation Board's website at <http://www.phaboard.org>.

## Benefits of Public Health Accreditation

### Improved Communication and Collaboration

- Within the health department, accreditation improves the understanding of the functions and roles of health department staff, and improves relationships with state and local partners.
- Accreditation promotes staff understanding of how one's job contributes to the health department's mission and the delivery of essential services, in turn improving the morale of all staff members.
- Accreditation encourages better communication and collaboration among DOH programs, the governing entity, partners, community members, and other external stakeholders.
- It clarifies the roles and responsibilities that communities play in public health.

### High Performance and Quality Improvement

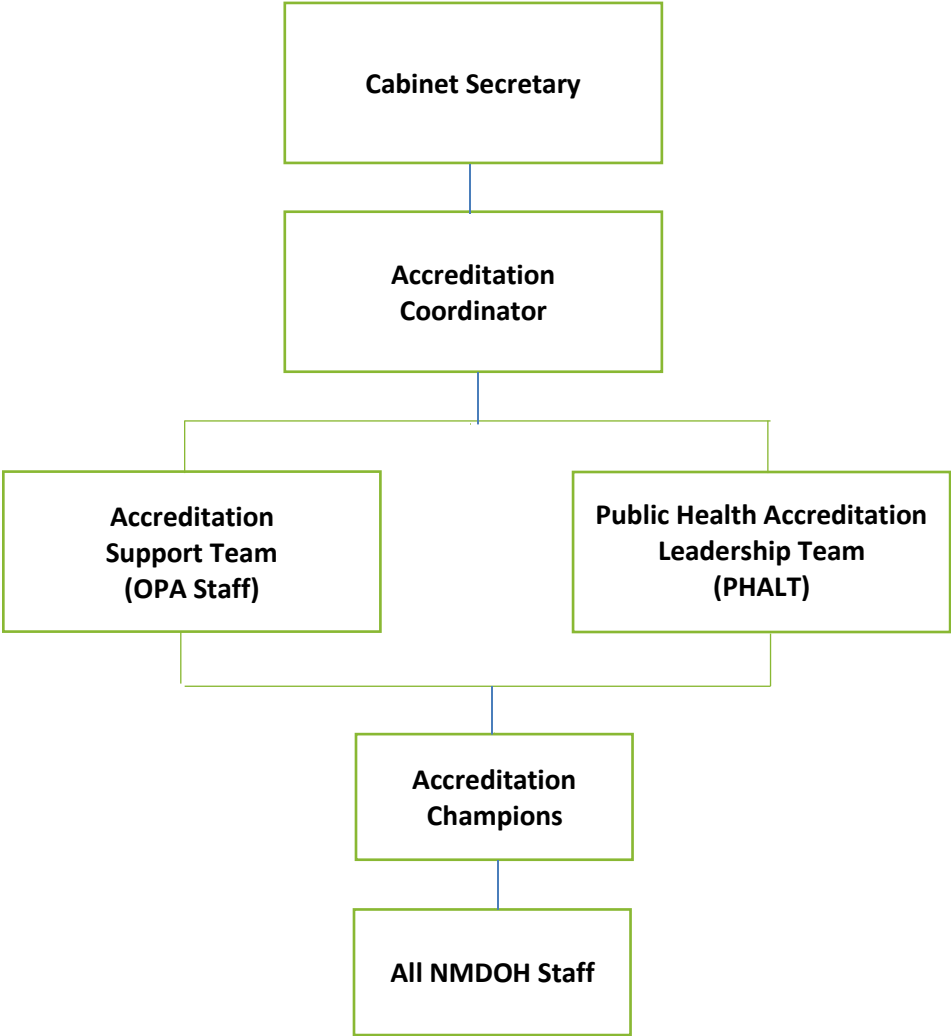
- It catalyzes quality and performance improvement within all public health programs and can help the department be better prepared to proactively respond to emerging and reemerging health challenges.
- The accreditation process will highlight strengths and allow the health department to identify and address areas for quality and performance improvement.

- The accreditation process will provide the health department with an opportunity to apply the mission, vision, and values to improve business practices given the challenging social and economic environment.
- It strengthens the delivery of public health services that lead to healthier people and a healthier community.
- It distinguishes the state of New Mexico as a leader for other states who are in the running for public health accreditation.
- It spurs innovation as the department will work to meet the state's needs.

### **Leverage for funding**

- Provides evidence to policymakers and public funders that investing public dollars into accredited public health agencies is a useful and efficient use of funds to ensure a return on investment.
- Will provide accountability to taxpayers, funding sources, and elected officials.
- An accreditation status is now a requisite or weighted factor for grant eligibility, including CDC grants and other public health grant funders.
- There may be a possibility that it will streamline the process for accredited agencies to apply for federal funding.

# Structure of Reaccreditation Team and Reporting





## Reaccreditation Team Roles and Responsibilities

### Cabinet Secretary

- Complete the PHAB and NMDOH Introduction to Public Health Accreditation orientation.
- Be knowledgeable regarding the steps and timeline to sustain accreditation for NMDOH.
- Interact with the Governor's Office and other public health partners in support of the department's accreditation status and reaccreditation process.
- Help ensure that NMDOH staff understand the importance of PHAB accreditation and help motivate employees to incorporate accreditation as part of their daily work.
- Assist with the submission of the PHAB Annual Report.
- Ensure that essential personnel and financial resources are available to support reaccreditation efforts.

### Accreditation Coordinator

- Ensure that the Department satisfies all PHAB requirements and maintains its accreditation through the Board.
- Complete the PHAB and NMDOH Introduction to Public Health Accreditation orientation and other related training regarding the accreditation requirements and reaccreditation process.
- Coordinate the development and implementation of the department's Accreditation Sustainability Plan to educate and engage staff in the reaccreditation process.
- Lead and provide support to PHALT, Accreditation Support Team, Accreditation Champions, and all NMDOH staff.
- Facilitate the PHALT meetings and monitor/report progress made to sustain the department's accreditation status and maintain the reaccreditation process.
- Help lead and provide support to the Quality Improvement Council, Quality Improvement Catalysts and Performance Management Coordinators.
- Help to engage partner organizations and community partners in the reaccreditation process along with Accreditation Champions.
- Manage the document selection process for the PHAB Reaccreditation Standards and Measures.
- Manage the SharePoint Document Library for proposed and selected documentation along with the Accreditation Support Team.
- Complete and submit required PHAB applications, documents, and applicable fees.
- Coordinate the department's annual report development and submission along with the Accreditation Support Team and Cabinet Secretary.

- Schedule, prepare for, and manage the PHAB Site Visit along with the Accreditation Support Team and Cabinet Secretary.
- Coordinate the department's review and response to the Site Visit Report and Action Plan, if applicable.
- Interact with PHAB and other national partners regarding the department's reaccreditation activities and progress.
- Explore and help access educational, technical, and financial resources in support of reaccreditation activities.
- Manage the communication and awareness of NMDOH's accreditation status and reaccreditation efforts along with the Accreditation Support Team, Accreditation Champions and the NMDOH Communications Office.
- Maintain reaccreditation process documentation, including but not limited to meeting agendas and minutes, training, attendance, etc.

### **Public Health Accreditation Leadership Team**

- Complete the PHAB and NMDOH Introduction to Public Health Accreditation orientation.
- Provide subject matter expertise and general guidance and support to the Accreditation Coordinator and Accreditation Champions.
- Ensure reaccreditation documentation is submitted on time, and in accordance with this sustainability plan, into the SharePoint Library for the NMDOH Divisions they are accountable for. Review submitted documentation to ensure the document clearly satisfies the PHAB Standards and Measures.
- Accountable for follow up and follow through by staff under their supervision who are involved as Accreditation Champions.
- Identify and address organizational constraints or obstacles during the reaccreditation process.
- Assist Accreditation Champions in program gap remediation.
- Communicate and promote the NMDOH's accredited status and reaccreditation project goals across the department.
- PHALT members should reserve 4-8 hours a month to work on reaccreditation efforts.

### **Accreditation Support Team**

- Complete the PHAB and NMDOH Introduction to Public Health Accreditation orientation.
- Provide assistance and support to the Accreditation Coordinator to develop and provide evidence in support of the Public Health Accreditation requirements.
- Help with the development and execution of the Accreditation Sustainability Plan.
- Help maintain the Accreditation SharePoint Document Library.

- Assist with the development of the PHAB annual reports.
- Assist with the scheduling and preparation for the PHAB Site Visit.
- Provide assistance in the development of training materials to address the PHAB Reaccreditation Standards and Measures, document selection, document management, and Quality/Performance Improvement for NMDOH employees and external partners.
- Support the process with the duties of scheduling meetings, developing agendas, and scribing for the PHALT, and Accreditation Champion meetings.
- Help the Accreditation Coordinator develop the Accreditation Newsletter on a quarterly basis.
- Assist with communication and awareness of NMDOH's accreditation status and reaccreditation efforts.

### Accreditation Champions

- Complete the PHAB and NMDOH Introduction to Public Health Accreditation orientation.
- Participate in the designated monthly/quarterly domain meetings and email check-ins.
- Develop, facilitate, and monitor a work plan that guides their division toward reaccreditation and present this plan at the designated monthly/quarterly domain meetings.
- Be well informed regarding PHAB documentation guidance and requirements.
- Serve as a subject matter expert for the respective division during the reaccreditation process and be knowledgeable regarding the related documentation.
- Serve as the document provider for their division; develop and/or collect documentation; submit the best potential documentation for review/selection on to the Accreditation SharePoint Document Library on the designated deadline.
- Identify opportunities for improvement within their division and participate in quality improvement initiatives to address them, when and as applicable. Coordinate with QI Council members, QI Catalysts and Performance management coordinators.
- Help spread awareness of the department's accredited status and reaccreditation efforts.
- Accreditation Champions should reserve 8 hours a month to work on reaccreditation efforts.

### All NMDOH Staff

- Complete the PHAB and NMDOH Introduction to Public Health Accreditation orientation.
- Be able to understand the importance of PHAB accreditation and incorporate accreditation as part of their daily work.
- Help spread awareness of the department's accredited status and reaccreditation efforts.

## Accreditation Team Roster

**Cabinet Secretary:** XXXXXXXX

**Accreditation Coordinator:** XXXXXXXX

### Accreditation Support Team:

- XXXXXXXX

### PHALT Members:

- XXXXXXXX

### Accreditation Champions:

- XXXXXXXX

**If there is a change in employment status please contact the Accreditation Coordinator so that your accreditation team role may be filled.**

### **Reaccreditation Maintenance Timeline**

The NMDOH is committed to maintaining its five-year accreditation status through the Public Health Accreditation Board. To ensure that accreditation and its values of continuous quality improvement are integrated in everyday operations, the NMDOH has chosen to implement a continuous maintenance process through an integrated timeline for documentation preparation, submission, and PHALT review and acceptance processes.

This process implements agency-wide participation in an annual review of accreditation domains and the associated standards and measures. This process ensures engagement from all levels of the agency.

Required documentation is expected to be complete and submitted by the last business day of the designated month according to the domain it falls under. This timeline will help Accreditation Champions remember the month a domain falls under because of the 12 domains and 12 months of the year. Accreditation Champions will be responsible for collecting and/or developing, reviewing (along with the PHALT member) and submitting potential documentation to the Accreditation Coordinator through the Accreditation SharePoint Document Library. The Accreditation Coordinator, along with the Accreditation Support Team is responsible for reviewing the documentation. This approach supports the integration of document review and maintenance into daily job duties.

<b>Domain</b>	<b>Month</b>
1	January
2	February
3	March
4	April
5	May
6	June
7	July
8	August
9	September
10	October
11	November
12	December

To assist NMDOH staff in becoming familiar with the Reaccreditation Standards and Measures, the Accreditation Coordinator will hold monthly domain orientations. Using the table above, domain orientations will take place once a month. During these orientations, the Accreditation Coordinator will lead a 1-2 hour orientation on the domain, standards and measures, and the required documentation. These monthly orientations will also serve as an opportunity for Accreditation Champions to ask questions, address concerns, and to reassess scheduled documentation review dates. If needed, documentation due dates may be changed to address documents of different sizes and complexities. These orientations will also be open for any NMDOH employee to attend.

### **Documentation Timeframe**

Documents submitted to demonstrate conformity with the Reaccreditation Standards and Measures requirements must be dated within five years, and some within 2 years, of the date the NMDOH submits its complete set of documentation to PHAB for reaccreditation. As this date of document submission to PHAB will occur between November 10, 2020 and December 31, 2020, the NMDOH has determined that all documents submitted to demonstrate conformity with the Reaccreditation Standards and Measures requirements must be dated January 1, 2016 or later (as is the case of within two year required documentation).

### **Documentation Authenticity**

All submitted documents must have a logo, signature, email address, or some other evidence that the document is authentic.

### **Documentation Types**

The PHAB Reaccreditation Standards and Measures describe three types of documents that may be requested to demonstrate the NMDOH's conformity with the requirements:

1. Narrative – Description of the department's current processes, procedures, or activities. In some cases, narratives may describe specific example(s) of current processes, procedures, or activities that demonstrate conformance.
2. Example – An example of the NMDOH's current processes, procedures, or activities that demonstrates conformance. Examples of documents that may be submitted as examples include brochures, meeting minutes, presentation slide decks, etc.
3. Plan or Report – A plan or report produced by the NMDOH.

All documentation must be submitted in pdf format.

## Documentation Submission

### Submission and Approval Process

- The Accreditation Champions will identify and collect documentation required to support each measure within the respective Domain. They will also work with others to develop the documentation if needed.
- The Accreditation Champions will be responsible for formatting and submitting the best documentation for review to the Accreditation SharePoint Document Library. They will also be responsible for submitting the documentation using PHAB's templates.
- The Accreditation Coordinator and Accreditation Support Team will conduct an initial completeness review of the submitted documentation to confirm that basic elements are met using the NMDOH Document Guidance Cheat Sheet.
- PHALT will review submitted documentation to ensure the document clearly satisfies the PHAB Standards and Measures. They will work with Accreditation Champions to resolve any weaknesses or deficiencies identified.
- The Cabinet Secretary will have final approval on documentation selected for upload to e-PHAB.

### Documentation Management System

- The Accreditation Coordinator and Accreditation Support Team will develop and maintain the Accreditation SharePoint Document Library.
- The Accreditation Support team, Public Health Accreditation Leadership Team, and Accreditation Champions will be trained on how to use this online document management system.

### Document Structure

- Accreditation Champions should submit 2 examples per measure requirement unless otherwise stated in the PHAB Reaccreditation Standards and Measures.
- Documentation must be dated within the timeframe provided in the PHAB Reaccreditation Standards and Measures.
- Accreditation Champions should have 2 other back-up examples, if applicable to the measure, in case they are needed.
- Accreditation Champions will rank their documents in coordination with their respective Public Health Accreditation Leadership Team member and submit the best example(s) to the documentation management system accordingly.

## Work Plan

- Each Accreditation Champion will create and monitor a work plan to organize and track their responsibilities consistent with the Accreditation Maintenance Timeline.
- Accreditation Champions will provide updates regarding the work plan during the Public Health Accreditation Leadership Team meetings and upon request.

## Population Health Outcomes Measures

The NMDOH must select and report on between 5-10 population health outcome objectives we are tracking. NMDOH's reporting on population health outcomes will not be submitted to or used by the PHAB Accreditation Committee to inform any decision about the continued accreditation status of the department. Rather, PHAB will use the population health outcomes reports to monitor the nation's progress toward improving population health outcomes.

## Marketing and Promotion

- The Accreditation Coordinator, Accreditation Support Team, and Accreditation Champions will lead efforts to spread awareness regarding the department's reaccreditation activities.
- The NMDOH Communication's Office will also play a role in communicating the department's accredited status and reaccreditation efforts.
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Marketing will be done through Public Health Accreditation Orientations, New Employee Orientations, Training Webinars, newsletters, roadshows, emails, ChileNet, the department website, and social media outlets.





New Mexico Department of Health

# Reaccreditation Tracking Guide

June 1, 2018



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## Domain 1: Conduct and Disseminate Assessments Focused on Population Health Status and Public Health Issues Facing the Community

Measure 1.1: The community health assessment is continually updated to broaden and deepen the community’s understanding of public health issues and resources					
Standard 1.1: Participate in or lead a collaborative process resulting in a comprehensive community health assessment					
Requirements	Guidance	Division	PHALT Lead	Accred. Champion	Final Version
<p><b>1. Collaborative process for the enhancement of the community health assessment</b></p> <p><b>Required Doc:</b> Narrative</p> <p><b>Dated Within:</b> Most Current Process</p> <p><b>Past Submitted Docs:</b></p>	<p>1. Describe the ongoing community collaborative process for continuous (at least annual) enhancement of the community health assessment.</p> <p>The narrative must include:</p> <p>a. A description of the community partnership’s membership; structure; and methods of communication, sharing of data, and partnering on information gathering.</p> <p>b. A description of the ongoing community collaborative process for updating and revising the assessment (the incorporation of new information or data, for an increased understanding of public health issues and community assets). Include how various sectors contribute additional or new information and data and how information and data are incorporated into the assessment.</p> <p>c. A description of how the partnership ensures the participation of a variety of sectors of the community.</p>	ERD	Michael Landen	Nicholas Sharp, Sandra Cole	January 2018, 2019, 2020

	Narrative
	Examples
	Plan

## NMDOH Reaccreditation Tracking Timeline by Year

**2018**

Measure	Standard	Requirement # & Number of Examples	Plan	Example	Division	Final	Guide Page #
<b>Domain 1</b>							
1.1	1.1	1			ERD	January 2018	page 3
1.1	1.1	2	SHA		ERD	January 2018	page 5
1.1	1.1	3 (2)		a	ERD	January 2018	page 6
				b	ERD	January 2018	
1.1	1.1	4			ERD	January 2018	page 7
1.3	1.2,1.3,1.4	3 (2)		a	ERD	January 2018	page 10
				b	PHD	January 2018	
1.3	1.2,1.3,1.4	4 (2)		a	ERD	January 2018	page 11
				b	PHD	January 2018	
1.3	1.2,1.3,1.4	5	HE Analysis		ERD, PHD, OHE	January 2018	page 12

