Alabama Department of Public Health
PHAB Accreditation Team Meeting Minutes

Meeting Arrangements:
Date: Thursday, July 18, 2013
Scheduled Time: 2:00 pm - 3:00 pm
Meeting Location: ADPH Board Room, Room 1554, RSA Tower, Montgomery, AL

Attendance in Person:
ADPH:
- Becky Leavins, RN (attending for Grover Wedgeworth), Nurse Consultant, Bureau of Home and Community Services
- Brian Hale, Deputy General Counsel, Office of General Counsel
- Carol Heier, LCSW, Performance Improvement Manager (PIM); Accreditation Coordinator, Office of Performance Management
- Cathy Molchan Donald, MBA, Director, Center for Health Statistics
- Debra Thrash, CPA, CIA, Director, Office of Program Integrity
- Dennis Blair, Director, Office of Emergency Medical Services
- Grace Thomas, MD, Assistant State Health Officer for Family Health Services
- Jamey Durham, MBA, Director, Bureau of Professional and Support Services
- Jim McVay, DrPA, Director, Bureau of Health Promotion and Chronic Disease
- John Heitman, MS, Director, Bureau of Information Technology
- Mary McIntyre, MD, Assistant State Health Officer for Disease Control and Prevention
- Patronya Sanks, HSA I, Office of Performance Management
- Valerie Cochran, MSN, RN, NE-BC, Assistant State Nursing Director, Bureau of Professional and Support Services
- Walter T. Geary, Jr., MD, Director, Bureau of Health Provider Standards

UAB:
- Lisa McCormick, DrPH, University of Alabama School of Public Health

Attendance by Conference Call:
- None

Absent:
- Cathy Caldwell, MPH, Director, Bureau of Child Health Insurance
- Chris Haag, MPH, Deputy Director, Bureau of Family Health Services
- Grover Wedgeworth, MPH, RN, Director, Bureau of Home and Community Services; Public Health Administrative Officer
- Harrison Wallace, MPH, Director, Bureau of Communicable Disease
- James McNees, MS, CHP, Director, Office of Radiation Control
- Linda Hines, Financial Support, Business and Information Architecture, Bureau of Information Technology
- Michele Jones, MS, Deputy Director for Program Operations
- Pat Ivie, General Counsel, Director, Office of General Counsel
- Sandra Wood, SPHR, Director, Office of Human Resources
Meeting Chair: Carol Heier
Call to Order: 2:05 p.m.
Adjournment: 3:00 p.m.
Approval of Minutes: Accreditation Team Meeting, October 25, 2013

Agenda Item 1: Welcome and Introductions
Discussion
Handout #1 – Agenda

Jamey Durham welcomed everyone and introduced Carol Heier as the new Accreditation Coordinator. Valerie Cochran, who served in this position previously, has taken on more duties with Nursing, but thankfully will continue to be involved in the accreditation process.

Jamey Durham stated that the goal of the Accreditation Team, those involved in this meeting, was to submit our accreditation application and all supporting documents to the Public Health Accreditation Board (PHAB) by September 30, 2015.

Conclusions
No questions, objections, or assignments for this discussion.

Agenda Item 2: Proposed Revision to PHAB Standards and Measures (Version 1.5)
Discussion
Handout #2 – 7 Steps of PHAB Accreditation

Carol Heier greeted the Accreditation Team and said she looked forward to working with them. She referred the Accreditation Team to Handout #2. ADPH is currently in Step 1: Pre-application and the goal is to complete Step 3: Document Selection and Submission by September 30, 2015.

Handout #3 – References

An email was sent to the Accreditation Team on July 12, 2013 regarding the proposed revision to the PHAB Standards and Measures (Version 1.5). The final version of Version 1.5 to become effective July 2014 will be applicable to Alabama. Comments can be submitted to ASTHO by August 1st. ASTHO will respond to PHAB on behalf of the State Agencies. Reviewers can also send comments directly to PHAB through an online survey. The survey must be submitted by August 9th. Refer to Handout #3 – Reference and the July 12 email from Carol Heier for additional information.

Conclusions
Comments regarding the proposed revision of the PHAB Standards and Measures (Version 1.5) may be submitted to ASTHO by August 1 or PHAB by August 9.
Agenda Item 3: Update on ADPH PHAB Accreditation Readiness

Discussion

Handout #4 – Readiness Checklist

Carol Heier referred the Accreditation Team to Handout #4 that represents the current ADPH Readiness Checklist. Most of the items checked were completed under Valerie Cochran’s leadership. Carol reviewed the checklist items that are incomplete and stated that our goal is to verify/complete all items except the Prerequisites Checklist by September 30, 2013.

- Initial Checklist
  - Handout #5 – The 10 Essential Public Health Services Scan
    - All items have been completed except the last one. Carol Heier referred to Handout #5, a form that lists Public Health Core Functions, Essential Services, and service examples. She asked the Accreditation Team to complete the form based on their knowledge of the services provided by ADPH. Team members should select the checkboxes and use the additional space to identify examples of the Essential Services provided by ADPH. Results will be compiled by Carol Heier as documentation that ADPH does provide all 10 Essential Services. Results will also be made available to the Domain Leads. At the suggestion of Jamey Durham, the Team set Friday, July 26, 2013 as the target date to return the scan form to Carol Heier.

- Process Readiness Checklist:
  - On-line Orientation: Carol Heier said that PHAB online orientation training is required for the Accreditation Coordinator and Health Department Director and is highly recommended for the Accreditation Team. There are four modules that each take less than 1 hour to complete. Upon completion of each module, the participant completes an evaluation and receives a Certificate of Completion. After completing all modules, the participant completes a final evaluation and receives a final Certificate of Completion with a unique PIN. Although it is not mandatory, Carol Heier asked that all members of the Accreditation Team complete the orientation by September 27, 2013 and email their final Certificate of Complete with PIN to her. Refer to Handout #3 - References for supporting additional information.
  - Review of Department Policies: Carol Heier reported that she confirmed with Jamey Durham that ADPH does have a process (the Policy Clearinghouse) to systematically review department policies and procedures and revise and date them, as needed. Carol Heier will update the Readiness Checklist to indicate that this item is complete.
  - Seek collaboration with Tribal/Sate/Community Partners/Stakeholders: Carol Heier said that our State Health Department routinely works with state and community partners and stakeholders. She asked the Accreditation Team to identify programs that actively work with the Tribal Community in Alabama. The following programs were identified: CHIP, WIC, Minority Health, Rural Health, Environmental, Emergency Preparedness, and Epidemiology. According to Dr. Mary McIntyre, Epidemiology worked on a reservation with one of the Alabama Tribes approximately one year ago. Carol Heier will update the Readiness Checklist to indicate that this item is complete.
Organizational Readiness/Pre-requisites Checklists
  o *Handout #6 - UAB Objectives and Scope*
  o Carol Heier announced that the Office of Performance Management has partnered with UAB School of Public Health to assist with completion of the remaining items on the Organizational Readiness and Pre-requisites Checklist. Those items include accreditation planning, Accreditation Team reorganization, and completion of the pre-requisites (the Community Health Assessment (CHA), Community Health Improvement Plan (CHIP) and Strategic Plan (SP)). Funding for the grant will be provided by Alabama’s CDC National Public Health Improvement Initiative (NPHII) cooperative agreement.
  o ADPH is currently finalizing a grant with UAB School of Public Health for July 2013 thru September 2013. UAB has submitted a proposal to continue work on the CHA, CHIP, and SP during Year 4 of the NPHII cooperative agreement (September 30, 2013 – September 29, 2014). A proposal will likely be developed to continue work on other objectives related to accreditation through September 2015.
  o Dr. Lisa McCormick spoke on behalf of Dr. Pete Ginter and others on the UAB Project Team regarding the scope of work for year 2014. The UAB Project Team consists of: Dr. Pete Ginter (Project Team Lead), Dr. Jack Duncan, Dr. Andy Rucks, Dr. Lisa McCormick, Dr. Jesse Pevear, Rongbing Xie (Doctoral Student), Sylvan Parker (Administrative Associate) and Cathy Johnson (former PHAB Accreditation Coordinator at Jefferson County Health Department). Most of the UAB Project Team worked with Jefferson County Health Department in Birmingham during their accreditation application process and have lessons learned to apply to ADPH.

  ▪ The UAB Project Team has completed draft plans for developing the CHA, CHIP, and SP and has submitted them to Carol Heier for review. The main focus of the UAB Project Team will be to work with the applicable Domain Leads/Work Groups on PHAB Standard 1.1 (CHA), Standard 5.2 (CHIP) and Standard 5.3 (SP) and the goal is complete all of them by September 2014. These are very ambitious plans and will require Domain leadership, Domain membership, and broad ADPH commitment.
  ▪ The entire accreditation process will likely take over 2 years, but ADPH is targeting completion in 2015 and the UAB Project Team will work the ADPH to develop a detailed timeline.
  ▪ Members of the UAB Project Team will meet with all the Domain Leads once they are selected to review the accreditation process and their responsibilities.
  ▪ A PowerPoint presentation explaining the 7 steps of the accreditation process has been drafted for use with the Domain Leads. The presentation can be modified for presentation/orientation of Domain Work Groups, the Document Review Panel, the Accreditation Champions, stakeholders and the general public.
  ▪ The UAB Project Team has developed Domain meeting agenda and minutes templates for planning and documentation of meetings (a general PHAB Domain requirement) which will provide some consistency.
Conclusions

- The Accreditation Team will complete and submit The 10 Essential Services Scan to Carol Heier by Friday, July 26, 2013.
- Carol Heier will compile the results to confirm that ADPH provides all 10 Essential Services and will complete the Initial Readiness Checklist by September 30, 2013.
- Carol Heier will update the Process Readiness Checklist to indicate that ADPH does have a department process to systematically review department policies and there is evidence of collaboration with Tribal partners. She will update the Process Readiness Checklist by September 30, 2013.
- The Accreditation Team will complete the PHAB on-line orientation by September 27, 2013, if possible, and forward their final Certificates of Completion with PIN to Carol Heier.
- Members of the UAB Project Team will meet with the Domain Leads by the end of July to review the accreditation process and their responsibilities.

Agenda Item 4: Proposed Accreditation Team Organizational Model

Discussion

- Handout #7 – Proposed Structure of Accreditation Teams and Reporting
- Carol Heier referred the Accreditation Team to Handout #7 and discussed a proposed model for reorganizing our Accreditation Team for success. The model for ADPH is based on the model used at the Washington DC Department of Health. Dr. McIntrye asked if Washington DC had been accredited. Carol Heier answered that they have not. They have submitted their application and documentation and the Performance Improvement Manager who supervises the Accreditation Coordinator was involved in PHAB beta testing. The appointment of Domain Leads is recommended by PHAB and by health departments such as Oklahoma who have been accredited by PHAB, however.
  - Carol Heier then gave an explanation of the model and the role for each functional group.
    - The State Board of Health is our governing body.
    - The State Health Officer (Dr. Donald Williamson) will interact with the Governor’s Office, the State Board of Health and ADPH leadership regarding the accreditation process and importance for ADPH. He will also ensure the resources needed for the process.
    - The Deputy Director for Program Operations (Michele Jones) will interact with governance and ADPH leadership regarding the accreditation process. She will also encourage Bureau involvement and serve as Domain 1 and 5 Lead.
    - The Accreditation Coordinator (Carol Heier) will evaluate our readiness for accreditation and work to engage our staff and partners in the process. She will facilitate the Accreditation Team work plan. She will develop and maintain an electronic process to review, select, and store accreditation documentation. She will also facilitate the entire accreditation process and explore/seek out educational and technical assistance resources, as needed. As the Performance Improvement Manager, Carol Heier will serve as the Domain 9 Lead.
    - Domain Leads – A Domain Lead or Domain Co-Leads will be selected for each of the 12 Domains in the PHAB Standards and
Measures. Domain leadership will serve as the Accreditation Team and as the documentation providers for their respective Domains. Domain Leads will serve as subject matter experts for their Domains, even through the Site Visit. They will enlist their Domain Work Group composed of 6-10 Central Office and Area staff from various programs to help identify ADPH documentation that supports their Domain. The Domain Leads will become well-versed in their respective Domain requirements and understand the documentation guidance and submission process. They will also generate Work Group meeting agendas, sign-in sheets, and minutes.

- **Domain Work Groups** – Members of the 12 Domain Work Groups will be enlisted by the Domain Leads. They will function as document finders to collect or develop, when necessary, the documentation required for their respective Domain. Each Domain Work Group will include 6-10 staff members from Central Office and Public Health Areas and represent a variety of health department programs. They, too, will need to be well-versed in their respective Domain requirements and understand the documentation guidance and submission process.

- The **Document Review Panel** will serve as the final reviewers of documentation selected by the Domain Leads for submission to PHAB, similar to a mock Site Visitor Team. They will ensure that the selected documentation demonstrates the intent of the measure and conformity with the specifics of the required documentation guidance for the measure. The Panel will be composed of ADPH staff with expertise in document review. Once they approve the documentation as meeting the standard and as ready for upload to PHAB, the document will be forwarded for final review/approval by ADPH leadership. The Accreditation Coordinator will develop and maintain the procedure for this.

- **Accreditation Champions** will serve as “cheerleaders” for the process. They will be responsible for educating and keeping accreditation on the minds of all levels of health department staff. They will also emphasize the role and procedures of all ADPH staff to identify and suggest documentation in support of Domain standards and measures.

- The Accreditation Team was asked for comments regarding the proposed model. No objections or recommended changes were voiced and the Team was supporting of adopting the model.

- **Handout #8 – Accreditation Team Recommendations Regarding Domain Leads/Work Group Members**

- Dr. Mary McIntryre asked about how the Domain Leads and Work Groups would be selected. Carol Heier referred the Accreditation Team to Handout #8. She asked that they use it to record their recommendations regarding individuals who would best serve as Lead/Work Group members for each Domain, the Document Review Panel and the Accreditation Champions. She emphasized how important it is to select the right individuals for these positions. Health Departments are encouraged by PHAB to utilize documentation from a variety of public health programs; therefore, Leads and Work Group members should represent various divisions and programs across the department. Consideration should be given to
an individual’s experiences with a specific topic/Domain, their interest in the accreditation process, and their ability and availability to work with a team. Although Michele Jones will serve as the Domain 1 and 5 Lead and Carol Heier will serve as the Domain 9 Lead, the Accreditation Team can suggest individuals who might serve as a Co-Leads. All Domains need to have a Co-Lead to help ensure continuity. Some Domains may function better to have 2-3 Domain Co-Leads assigned to different standards within a Domain.

- After recommendations are received from the Accreditation Team, Carol Heier will compile the results and begin recruiting Domain Leads before the end of July. Recommendations regarding Domain Work Groups will be forwarded to the Domain Leads for consideration as they recruit their own Domain Work Groups.
- Jamey Durham led the Team to select July 26, 2013 as the deadline to submit recommendations to Carol Heier. Carol also advised that she would provide an electronic copy of the form to the team after the meeting.
- UAB would like to have the first meeting with the Domain leads by the end of July, if possible.

Conclusions

- The Accreditation Team was supportive of adopting the proposed model to organize the Accreditation Team by Domain and to select a Document Review Panel and Accreditation Champions.
- The Accreditation Team will use Handout #8 to record their recommendations regarding staff to serve as Domain Leads, Domain Work Group members, and as Lead/Work Group members on the Document Review Panel and Accreditation Champions. Recommendations will be submitted to Carol Heier by Friday, July 26, 2013.
- Carol Heier will compile the recommendations from the Accreditation Team and recruit the remaining Domain Leads, Document Review Panel Lead, and Accreditation Champion Lead by the end of July, if possible.
- Carol Heier will forward recommendations for Work Groups members to the Leads.

Agenda Item 5: Next Steps

Discussion

- Quality Improvement (QI) Training – Carol Heier thanked the Accreditation Team members who uploaded documentation to the Employee Documentation section of the Document Library in May 2013 at the request of Valerie Cochran. As the Domain Leads review this documentation, opportunities for improvement may be uncovered. The Office of Performance Management has made arrangements with the Public Health Foundation (PHF) to conduct another session of Quality Improvement Train-the-Trainer. The training will be similar to that completed by Area Teams from Family Planning Clinics and a Central Office Team from the Cancer Prevention and Detection Division earlier this year. This training, however, will include more consultation time with the PHF trainers because it is designed for QI Teams whose members may have had little or no prior QI training. An email regarding the training will be sent to Area Administrators and Bureau Directors on Friday, July 19. The training is open to up to 50 participants. Refer to Handout #3-References for information regarding the training schedule.
• Carol Heier asked if the Accreditation Team would like to meet monthly. Dennis Blair and Dr. Jim McVay confirmed that monthly was suitable for now. More or less frequent meetings may be needed later in the process. Jamey Durham asked if there was a standard meeting day/time that could be identified for the Accreditation Team meetings. None could be identified by the Team. The Team liked using the Doodle Poll to determine the best meeting time/date. Carol Heier will issue another Doodle Poll to select a date/time for the next meeting, likely mid-August.

Conclusions
• On July 19, 2013, Carol Heier will forward an email to the Area Administrators and Bureau Directors regarding the upcoming QI Train-the-Trainer opportunity with the PHF later this year.
• Carol Heier will issue a Doodle Poll to select a date/time for the next Accreditation Team meeting in mid-August.

Agenda Item 6: Adjourned
• Carol Heier adjourned the meeting and thanked those in attendance.

Action Items

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<thead>
<tr>
<th>Task</th>
<th>Responsibility</th>
<th>Deadline</th>
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<tbody>
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</tr>
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<td>Carol Heier</td>
<td>End of July</td>
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<tr>
<td>Members of UAB Project Team to meet with Domain Leads regarding accreditation process and responsibilities</td>
<td>UAB Project Team and Domain Leads</td>
<td>As soon as possible; target date end of July</td>
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