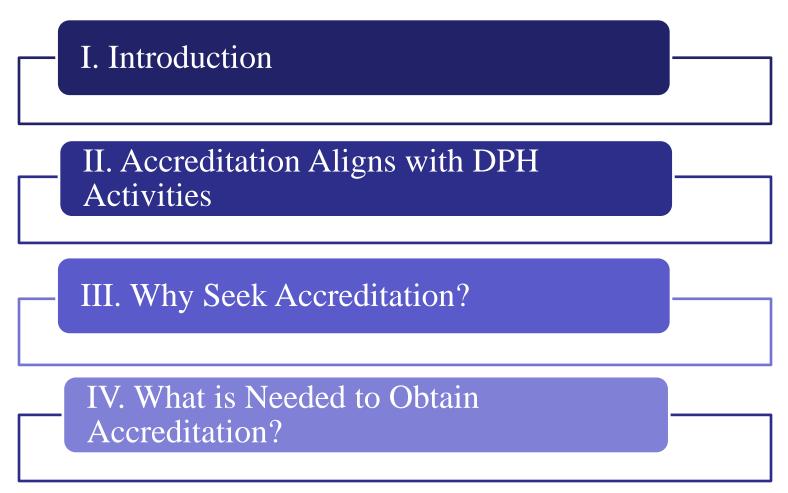# Using Accreditation to Advance the Mission of the Los Angeles County Department of Public Health

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# Overview

I. Introduction

II. Accreditation Aligns with DPH Activities

III. Why Seek Accreditation?

IV. What is Needed to Obtain Accreditation?

# I. Introduction

The Los Angeles County Department of Public Health

**Our Vision**

Healthy People in Healthy Communities

**Our Mission**

To protect health, prevent disease, and promote the health and well-being of all persons in Los Angeles County

# I. Introduction

> The purpose of public health accreditation is consistent with our mission

Public health accreditation aims to improve and protect the health of the public by advancing the **quality** and **performance** of public health departments

Ultimate outcomes for the public health field:
➢ Strengthened public health agencies and systems
➢ Improved conditions in which people can be healthy
➢ Improved community health indicators/ reduced health disparities
➢ Increased capacity for maximum return on investment
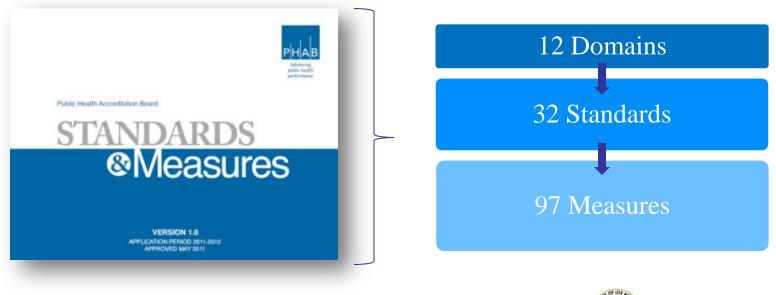➢ Increased public recognition of public health role and value

Source: Public Health Accreditation Board (PHAB), http://www.phaboard.org/

# I. Introduction

## What is accreditation?

**Accreditation provides health departments with a structured framework to assess performance**

Public Health Accreditation Board

**STANDARDS &Measures**

VERSION 1.0
APPLICATION PERIOD 2011-2012
APPROVED MAY 2011

PHAB
Advancing public health performance

12 Domains

32 Standards

97 Measures

COUNTY OF LOS ANGELES
Public Health

# I. Introduction

**To become accredited, health departments must demonstrate their capacity to meet the Public Health Accreditation Board (PHAB) standards and measures**

- Domain 1: **Assess**
- Domain 2: **Investigate**
- Domain 3: **Inform & Educate**
- Domain 4: **Community Engagement**
- Domain 5: **Policies & Plans**
- Domain 6: **Public Health Laws**
- Domain 7: **Access to Care**
- Domain 8: **Workforce**
- Domain 9: **Quality Improvement**
- Domain 10: **Evidence-Based Practices**
- Domain 11: **Administration & Management**
- Domain 12: **Governance**

Public Health Accreditation Board

**STANDARDS & Measures**

VERSION 1.0
APPLICATION PERIOD 2011-2012
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COUNTY OF LOS ANGELES
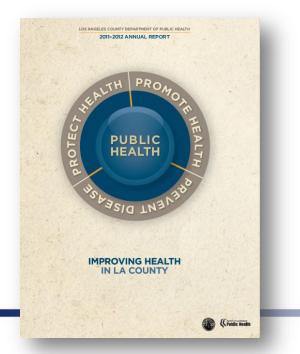**Public Health**

# II. Accreditation Aligns with DPH Activities

The PHAB's framework is aligned with our Department's **10 key public health actions,** making accreditation a relevant tool to help advance mission and improve our performance.



LOS ANGELES COUNTY DEPARTMENT OF PUBLIC HEALTH
2011-2012 ANNUAL REPORT

PROMOTE HEALTH
PROTECT HEALTH
PREVENT DISEASE
PUBLIC HEALTH

**IMPROVING HEALTH IN LA COUNTY**

County of Los Angeles Public Health



## 10 KEY PUBLIC HEALTH ACTIONS

The Los Angeles County Department of Public Health protects and improves the health of our community by performing these key actions:
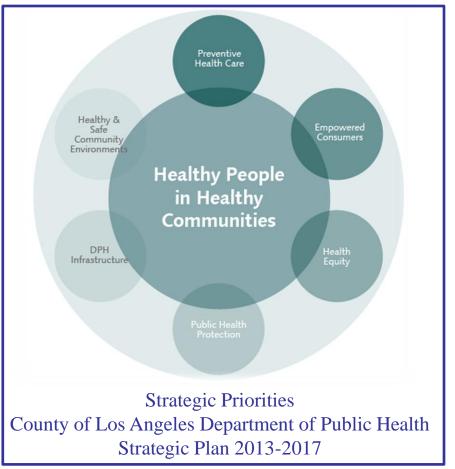
1. **MONITOR**
   Find health problems in the community.

2. **DIAGNOSE**
   Find what causes health problems.

3. **INFORM, EDUCATE, AND EMPOWER**
   Teach people about health problems.

4. **MOBILIZE**
   Work with the community to find and solve health problems.

5. **DEVELOP**
   Make rules and plans that help individual and community health.

6. **ENFORCE**
   Make sure rules are followed so that people are safe and their health is protected.

7. **LINK**
   Make sure there are enough medical services for people who need them.

8. **ASSURE**
   Make sure our employees are prepared to do their job well.

9. **EVALUATE**
   Make sure our programs are working and doing a good job.

10. **RESEARCH**
    Study new ways to solve health problems.

# II. Accreditation Aligns with DPH Activities

**Accreditation provides a process designed to stimulate and accelerate efforts to reach the department's goals and objectives**

Example: To address a standard under Domain 5 (Policies & Plans), health departments must adopt and implement a Strategic Plan and include reports of progress towards the plan's goals and objectives



Strategic Priorities
County of Los Angeles Department of Public Health
Strategic Plan 2013-2017

# II. Accreditation Aligns with DPH Activities

**Accreditation promotes opportunities to strengthen the organization's infrastructure by refining existing procedures or processes**

Example: Health departments must implement a performance management system and use a process to report on the achievement of goals, objectives, and measures (Domain 9)

- In 2008, the LA County Department of Public Health implemented a performance management system to monitor progress towards the Department's performance measures

- To enhance the existing performance management system and improve the reporting process, a Performance Improvement Application (PIA) was developed
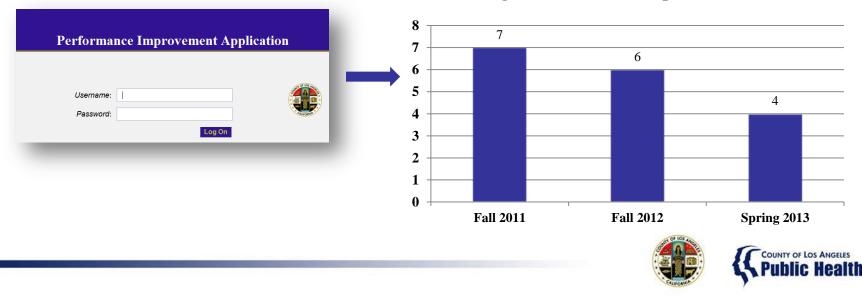
# II. Accreditation Aligns with DPH Activities

**The Performance Improvement Application (PIA)**
serves as the Department's database of performance measures

- PI data collection is completed online
- Using the PIA has decreased the total number of steps and time required to complete the data collection process

**Performance Improvement Application**

Username: |
Password:

Log On

**Average # of weeks to complete data collection**

| | Fall 2011 | Fall 2012 | Spring 2013 |
|---|---|---|---|
| Weeks | 7 | 6 | 4 |

# III. Why Seek Accreditation?

**Some incentives for public health accreditation include:**

- ✓ Accreditation as a potential condition of future funding

- ✓ Potential streamlining of grant reporting for accredited health departments

- ✓ Opportunities to contribute to the early evidence-base around public health accreditation

# III. Why Seek Accreditation?

**The accreditation process creates opportunities to strengthen external relationships**

✓ Processes that solicit community input & engagement
- Example: Community Health Assessment

✓ Plans that encourage cross-sector partnerships to reach goals
- Example: Community Health Improvement Plan

✓ National recognition for excellence
- Increases visibility & public awareness of the health department's role and value
- Strengthens public trust

# III. Why Seek Accreditation?

**"High" trust leads to many organizational benefits:**

- Increased value
- Accelerated growth
- Enhanced innovation
- Improved collaboration
- Stronger partnering
- Better execution
- Heightened loyalty

→ Stronger constituency for public health funding and infrastructure

Source: Covey, Steven M.R. *The Speed of Trust:*
*The One Thing That Changes Everything*. New York: Free Press; 2008

COUNTY OF LOS ANGELES
**Public Health**

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# IV. What is Needed to Obtain Accreditation?

**Completing the accreditation process will take:**

✓ Support of the public health department leadership

✓ Involvement of staff throughout the department
  ➢ The Accreditation Team includes an advisory council, domain champions, and performance improvement team members

✓ Recognition that accreditation is about <u>continuous</u> quality improvement

# Summary

- Accreditation focuses on continuous quality improvement as a means to improve the public's health

- Accreditation can be used to accelerate efforts to reach our goals

- Other potential benefits of accreditation include strengthened partnerships, national recognition for excellent public health practice, and a stronger constituency for public health funding and infrastructure