

Public Health Agency Accreditation: The North Carolina Story

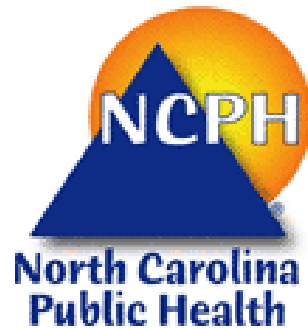
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Keeneland Conference

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North Carolina Local Health Agency Accreditation



THE NORTH CAROLINA
Institute for Public Health

The North Carolina Story

- 2002: local health directors committee
- 2004: six pilot projects
- 2009: 44 accredited local health departments (out of 85 health departments)

Evaluation Methods

- Multiple Methods
 - Surveys
 - Interviews
 - Review of LHD accreditation results
- Multiple Participants
 - LHD and SHD staff and leaders
 - Site visitors
 - Accreditation Administrator staff
 - Accreditation Board

Agency Benefits

- Enhanced Internal Cohesion
 - Building a better understanding of what others do
- Identification of areas of excellence and those needing attention

Changes in Local Agency Practice

Improved communications (websites, online training)

Enhanced personnel systems (development programs, orientation, tracking licensure)

Improved policy development processes

Improved strategic plan

Increased interaction with Board of Health

Created a Quality Improvement team or system

Updated licensing

Community Benefits

- Uniform Services across State
- Enhanced Local Services
- Enhanced Credibility



Financial Benefits

- Eligibility for Reimbursement
 - Medicaid
 - Contracts
- Direct Funding for Local Health Dept.
 - \$2 million for new building in NC



Phase I: Pilot Project (2004-5)

6 Pioneering Local Health Agencies

- Operational Challenges
 - Self assessment instrument development
 - Site visits and site visitor selection process
 - Training of site visitors
 - Communications
- Solutions
 - Revised instrument twice
 - Improved site visit processes
 - Improved training and communications

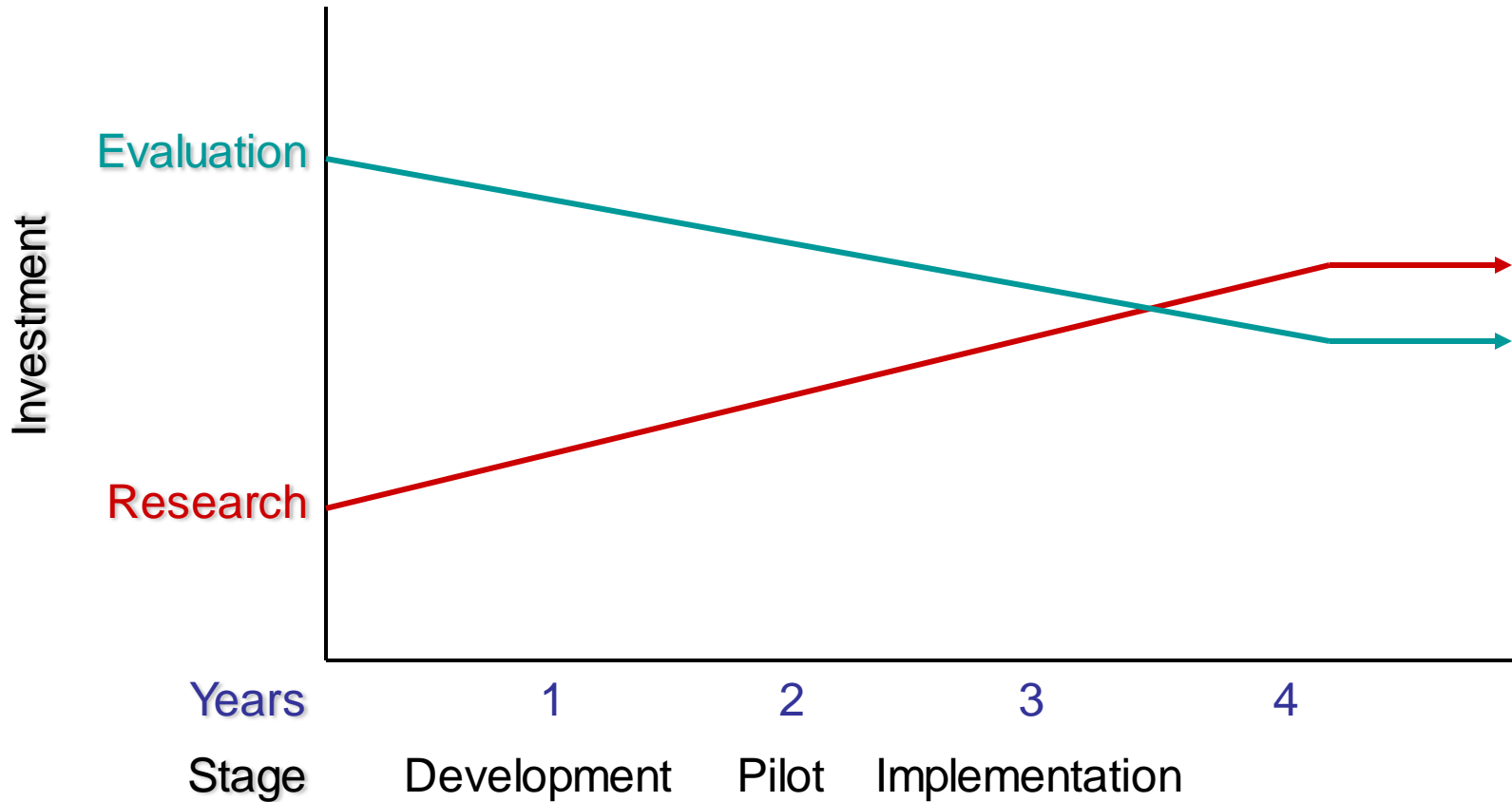
Phase II: Implementation (2005-9)

- Operational Challenges
 - Standards interpretation
 - Accreditation Board procedures
 - Policy “Borrowing”
- Solutions
 - Standards interpretation procedures
 - Enhanced Board procedures
 - Enhanced agency staff training



Accreditation Program

Research and Evaluation Balance



Impact of Evaluation Research

- Policy changes in all standards
 - Assessment, Policy Development, Assurance, Facilities and Administration, and Governance
- Practice changes
 - Updated strategic plans, created QI systems, improved communications
- Partnership Improvements
 - Boards of Health, community partners, county commissioners, state public health staff

Critical Success Factors

- Local Health director engagement
- State Health director leadership
- State health agency consultation
- Elected official involvement

Critical Success Factors

- Independent Program Administration
- Continuous Process Improvement
 - Pilot process
 - Ongoing improvement of policies and procedures

Results Highlights

- 90% of agencies say accreditation is worth the time and effort
- Benefits of Accreditation
 - Staff benefits
 - Agency benefits
- Most agency staff report that their LHD will be a more effective agency

Future challenges

- Reaccreditation
- Performance Improvement Linkage
- Workforce Development Linkage
- PHAB process- Equivalency

Accreditation and Performance

- Impact on Policy Development and Implementation
- Impact on Community Engagement
- Impact on Leadership Behaviors
 - Dorothy Cilenti paper

Other Accreditation Research

- MLC—Benefits of Accreditation
- CDC/NNPHI—Incentives to encourage state and local agencies

Priority Incentives

Incentive	State Agencies	Local Agencies
Financial to prepare for accreditation	X	X
Financial for being accredited	X	X
Infrastructure and quality improvement	X	X
Grants administration	X	
Grant application	X	
Technical assistance and training		X

ACCREDITATION ROAD MAP



NORTH CAROLINA ACCREDITATION
LEARNING COLLABORATIVE

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