

Accreditation Coordinator Duties

This document describes the roles and responsibilities typically associated with serving as a designated Accreditation Coordinator (AC) for a local health department (LHD). Knowledge, skills and abilities of an effective AC are also included, and an underlying premise is that this individual must be given authority to work with staff, at all levels, to undertake the accreditation process --including the ability to delegate assignments to staff and hold them accountable for completion of tasks. This description is intended for anyone fulfilling the AC role – whether someone is hired into a new position or these duties are assigned to an existing staff member.

Role and Responsibilities of the Accreditation Coordinator (AC)

- Complete PHAB's *Health Department Readiness Checklist*:
<http://www.phaboard.org/pdfs/Readiness%20Checklist%20FINAL%20draft%2010-26-09.pdf>.
- In collaboration with the health officer (if not the health officer), develop and lead an Organizational Self-Assessment Team. An Organizational Self-Assessment Team is made up of staff throughout the LHD and is responsible for implementing the self-assessment process, analyzing the results, and making recommendations regarding program improvements based on the results. Because the purpose of this process is to conduct a comprehensive assessment of the agency as a whole, it is often valuable for the team to represent members from all levels of management and staff, and all program areas. This will ensure that the wide range of skills and expertise required to conduct the assessment are available. For additional guidance on forming a team, read NACCHO's *Organization Self-Assessment Guide* by visiting:
http://www.naccho.org/topics/infrastructure/accreditation/upload/Organizational_Self-Assessment_Guide_FINAL.pdf.
- Facilitate processes for the Organizational Self-Assessment Team to achieve consensus as needed (e.g., how to divide up accreditation work, determine organizational priorities stemming from the results of the self-assessment, identify areas for quality improvement, etc.). For additional information on prioritizing areas for improvement, read *First Things First: Prioritizing Health Problems* by visiting:
<http://www.naccho.org/topics/infrastructure/accreditation/upload/Prioritization-Summaries-and-Examples.pdf>.
- Orient staff, the Organizational Self-Assessment Team and other stakeholders on the accreditation and standards/measures process. Template presentations for orientating staff and stakeholders to Public Health and Accreditation are available online:
<http://www.naccho.org/topics/infrastructure/accreditation/trainings.cfm>
- Schedule and facilitate regular meetings with the Organizational Self-Assessment Team, using good time management skills
- Develop and implement a communications plan to ensure that all relevant parties (e.g., staff, health director, and local governing entity) are kept apprised of the progress
- Develop and maintain database of documents that demonstrate conformity to accreditation standards and measures. A template spreadsheet for documentation of standards, developed by Northern Kentucky Independent District Health Department is available online:
www.naccho.org/topics/infrastructure/accreditation/upload/Crosswalk-Doc-Form.doc.
- Provide insight and guidance to staff on how to interpret PHAB's *Guide to Standards and Measures Interpretation*: <http://www.phaboard.org/images/uploads/Draft%20Guide%20to%20Interpretation.pdf>.

Provide additional clarification through use of the PHAB Acronyms and Glossary of Terms:

<http://www.phaboard.org/assets/documents/Glossary-07-15-2009.doc>.

- Identify tasks and assignments for staff to undertake the Standards review
- Work with staff to collect applicable documentation (see *Organizational Self-Assessment Guide* for suggestions on how to delegate documentation collection)
- Lead brainstorming with staff on the best way to acquire documentation that is difficult to identify, find or develop; processes that need to be improved or implemented; and systems that need to be reviewed
- Act as liaison between the LHD and the state department of health, consultants, other agencies or divisions, and any individuals that are contributing to the accreditation process (by providing documentation or otherwise contributing to the organizational self-assessment)
- Act as the primary point of contact for PHAB while preparing for the site visit, during the site visit, and after the site visit
- Organize site visit preparation activities and present site visit results to leadership and other stakeholders
- Ensure that media relations staff are informed about the accreditation process
- Ensure that mid-term accreditation reporting requirements are submitted to PHAB for continued accreditation status

When designating an Accreditation Coordinator, the following knowledge, skills and abilities are suggested:

- Knowledge and understanding of the PHAB accreditation process
- Knowledge and familiarity with the PHAB Standards, measures and domains
- Knowledge of the jurisdiction the health department serves
- Possession of basic computer and technological skills, especially Word, Excel, Adobe, and internet (preparation of documents in various formats such as PDF, Word, etc., electronic file naming, uploading documents)
- Excellent organizational skills and strong attention to detail
- Ability to develop, organize, motivate and coordinate groups across the organization
- Ability to collect and organize data
- Ability to communicate effectively to various audiences, both in writing and verbally
- Ability to collaborate effectively with staff members, public officials, representatives and other stakeholders
- Ability to prepare informative and accurate reports on program progress