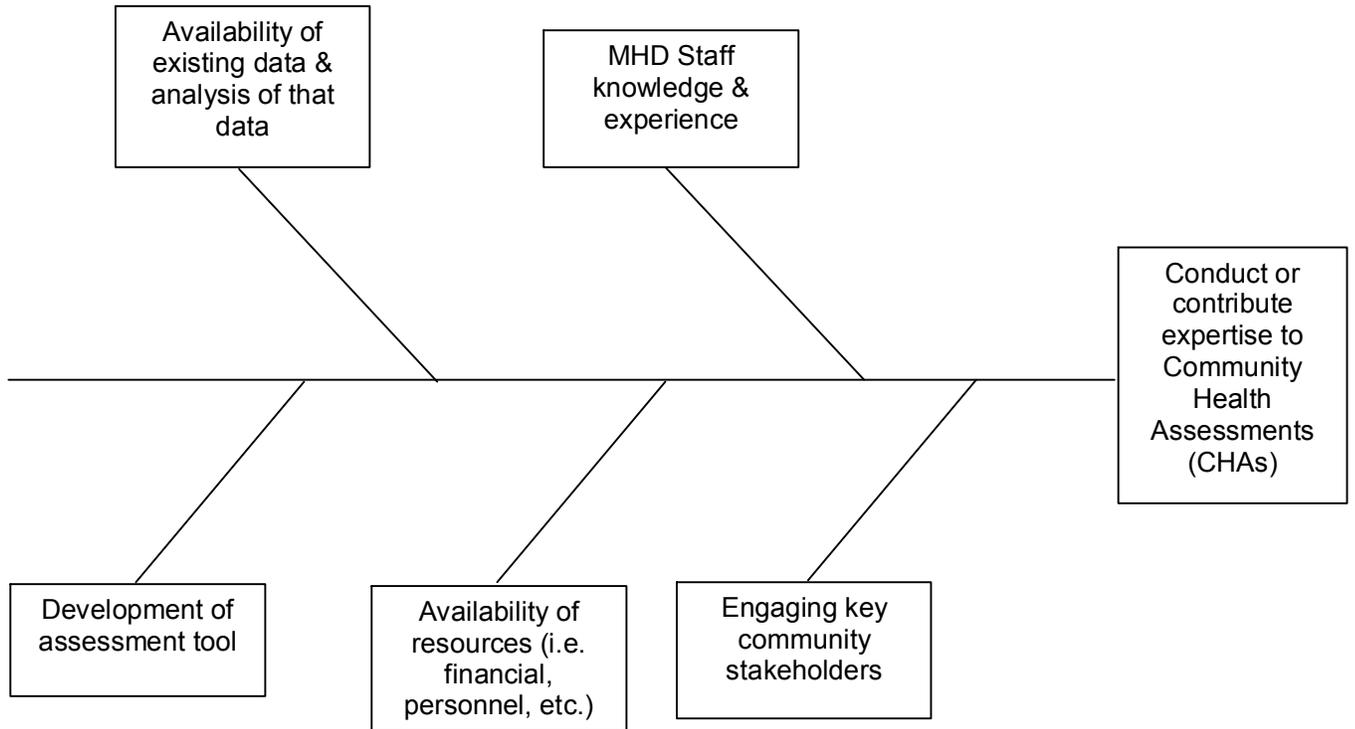


**APPENDIX B. FISHBONE DIAGRAM**



**APPENDIX C. TRAINING AGENDA**  
**Public Health Quality and Agency Accreditation**  
October 2, 2008

**Agenda**

8:30 AM	Arrival; refreshments	Health department staff
8:45 AM	Welcome; introductions; charge to the group	Dr. McBride
9:00 AM	Value and uses of quality improvement (QI) in public health	Kay Edwards
9:30 AM	Community health assessment plans; use of QI tools to assist health departments with planning	Kay with all
11:45 AM	Meet with policy makers	Dr. McBride, health dept. staff, and Kay
12:00 Noon	Lunch meeting with policy makers	Dr. McBride, health dept. staff, and Kay
1:00 PM	Project meeting	Deepa and Kay
2:00 PM	Meet with school nurses re QI and community assessment plans	Deepa, Joan, and Kay
3:30 PM	Debriefing and next steps	Deepa and Kay
4:30 PM	A D J O U R N	

## APPENDIX D. PRE- & POST-TESTS

### Milford Health Department Pre-Test

Quality improvement and community health assessment survey\*

Directions: Each of the questions below is followed by suggested answers. Select the one answer that is best in each:

1. What is the purpose of QI activities in public health departments?
  - (a.) To help explain budget shortfalls
  - (b.) To prioritize what the agency should first do
  - (c.) To continuously improve services for citizens
  - (d.) To professionalize the staff.
  
2. What is the most important aspect of quality improvement activities in public health departments?
  - (a.) Citizens expect that their public agency work forces are providing services up to standards of expectation
  - (b.) As people and organizations evolve in a given field, the accreditation of the work of that field generally assumes that the practitioners of it will improve their own practice in that field
  - (c.) Those who fund public health work in future will come to expect it
  - (d.) Granting agencies will require it.
  
3. How can QI activities assist a public health agency?
  - (a.) By arriving at more objectively driven decisions
  - (b.) To possibly decrease tension
  - (c.) To move more quickly to decisions
  - (d.) To offer staff a variety of processes to reach goals.
  
4. Why should a public health agency want to become voluntarily accredited?
  - (a.) Accreditation can show the use of solid standards to measure public health success in a community
  - (b.) It means having in place an approach for continually improving public health services
  - (c.) It can demonstrate participation in the nationally recognized method of establishing public health accountability.
  
5. Which of the following best describes the purpose of a Community Health Assessment?
  - (a.) Appraise the performance of local health departments
  - (b.) Measure the impact of current public health programs
  - (c.) Define standards for public health funding
  - (d.) Determine health needs at the local level
  
6. Traditional health assessments have historically ignored which of the following components of the community?
  - (a.) Funding sources available for administering the assessment.
  - (b.) The health care concerns of the people themselves.
  - (c.) Outcome measurements consistent with goals and objectives.
  - (d.) Community partners to involve in the implementation of findings.
  
7. Which of the following best describes characteristics of an effective measure?
  - (a.) Uses existing data
  - (b.) Ties directly to desired outcomes
  - (c.) Is easy to gather and analyze
  - (d.) Supports traditional goals.

\*With contributions by Saginaw, MI Health Dept., PHF and NACCHO

## Milford Health Department Post-Test

### Quality improvement and community health assessment survey\*

Directions: Each of the questions below is followed by suggested answers. Select the one answer that is best in each:

1. What is the purpose of QI activities in public health departments?
  - (e.) To help explain budget shortfalls
  - (f.) To prioritize what the agency should first do
  - (g.) To continuously improve services for citizens
  - (h.) To professionalize the staff.
  
2. What is the most important aspect of quality improvement activities in public health departments?
  - (e.) Citizens expect that their public agency work forces are providing services up to standards of expectation
  - (f.) As people and organizations evolve in a given field, the accreditation of the work of that field generally assumes that the practitioners of it will improve their own practice in that field
  - (g.) Those who fund public health work in future will come to expect it
  - (h.) Granting agencies will require it.
  
3. How can QI activities assist a public health agency?
  - (e.) By arriving at more objectively driven decisions
  - (f.) To possibly decrease tension
  - (g.) To move more quickly to decisions
  - (h.) To offer staff a variety of processes to reach goals.
  
4. Why should a public health agency want to become voluntarily accredited?
  - (d.) Accreditation can show the use of solid standards to measure public health success in a community
  - (e.) It means having in place an approach for continually improving public health services
  - (f.) It can demonstrate participation in the nationally recognized method of establishing public health accountability.
  
5. Which of the following best describes the purpose of a Community Health Assessment?
  - (a.) Appraise the performance of local health departments
  - (b.) Measure the impact of current public health programs
  - (c.) Define standards for public health funding
  - (d.) Determine health needs at the local level
  - (e.) All of the above
  
6. Traditional health assessments have historically ignored which of the following components of the community?
  - (a.) Funding sources available for administering the assessment.
  - (b.) The health care concerns of the people themselves.
  - (c.) Outcome measurements consistent with goals and objectives.
  - (d.) Community partners to involve in the implementation of findings.
  
7. Which of the following best describes characteristics of an effective measure?
  - (a.) Uses existing data
  - (b.) Ties directly to desired outcomes
  - (c.) Is easy to gather and analyze
  - (d.) Supports traditional goals.

\*With contributions by Saginaw, MI Health Dept., PHF and NACCHO

**APPENDIX E. Local Policymaker & Elected/Appointed Officials: CHA Priorities  
Brainstorming Exercise**

<b>Area of Department</b>	<b>Public Health Issue</b>	<b>Who is impacted by this issue?</b>
Community Health	HIV/AIDS	All
School Nursing	Access to Immunizations	All
Community Health	Multiple Sclerosis	All
Community Health	Health Insurance Status	All
Community Health	Poverty & Health Status	All
Community Health/Nursing	Access to Medical Providers	All
Community Health/Nursing	Health Literacy	All
School Nursing	Asthma	Children
School Nursing	Diabetes	Children
School Nursing/Community Health	Teen Pregnancy	Children
Environmental Health	Lead Poisoning	Children
School Nursing	Oral Health	Children
School Nursing/Community Health	Mental Health	Children
School Nursing/Community Health	Substance Use	Children
School Nursing	Eye Disease	Children
School Nursing	Children with Special Health Care Needs	Children
School Nursing/Community Health	Obesity	Children
School Nursing/Community Health	Nutrition	Children
School Nursing/Community Health	Mental & Behavioral Health	Children
School Nursing	Children with Autism	Children
School Nursing	Access to Well-care/Preventive Health Services	Children
School Nursing/Community Health	Traumatic Brain Injury	Children & Adults
Community Health	Deaf & Blind Population Statistics	Deaf & Blind
Community Health	Aging in Place	Elderly
Community Health	Prescription Assistance	Elderly
Community Health	Dementia/Alzheimer's	Elderly
School Nursing	Access to Flu Vaccine	Elderly
Environmental Health	Hoarding & Housing	Elderly
Community Health	Post Traumatic Stress Disorder	Veterans
Community Health	Breast Cancer	Women
Community Health	Ovarian Cancer	Women

