**APPENDIX A: STORYBOARD TEMPLATE**

<table>
<thead>
<tr>
<th>LOCAL HEALTH DEPARTMENT NAME:</th>
<th>Cherokee Nation Health Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS:</td>
<td>PO Box 948, Tahlequah, OK 74464</td>
</tr>
<tr>
<td>PHONE NUMBER:</td>
<td>918-453-5616</td>
</tr>
</tbody>
</table>

Jurisdictional area spanning over fourteen counties in northeastern Oklahoma extending over 7,000 square miles. In excess of 7,000 employees (Cherokee Nation, Cherokee Nation Enterprises, Cherokee Nation Industries)

Primarily Cherokee Nation citizens and other American Indians residing within the Cherokee Nation jurisdiction. Public health programs impact all citizens living in communities throughout our service area

**PROJECT TITLE:** Challenges and Opportunities in Preparing Tribal Governments for Voluntary Public Health Accreditation

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### PLAN
Identify an opportunity and Plan for Improvement

**1. Getting Started**
C.Hero Nation Health Services recognized the need to prepare for voluntary public health accreditation. Given the unique nature of public health accreditation and Tribal governments, the large volume of infrastructure work, and the absence of a Tribal model to follow we opted to develop an overall plan to meet accreditation within four to five years.

**2. Assemble the Team**
Our team consisted of five directors from Cherokee Nation Health Services, input from Cherokee Nation Emergency Management team, and a partnership with the local health department (Cherokee County).

**3. Examine the Current Approach**
Since public health infrastructure has not been a focus of Tribal health programs the current quality improvement processes were specific to clinical approaches.

**4. Identify Potential Solutions**
Focus on mobilizing and planning for accreditation in five years and integrate the quality improvement process for each area into the 2009 – 2013 Strategic Goals and Objectives for Cherokee Nation Health Services.

**5. Develop an Improvement Theory**
C.Hero Nation Health Services using the new online version of the LHD Self-Assessment Tool for Accreditation Preparation would do a self-assessment for accreditation and develop a quality improvement plan. The process will yield Tribal-specific challenges, barriers, and opportunities to assist in developing a Tribal-specific model for accreditation preparation.

**DO**
Test the Theory for Improvement

**6. Test the Theory**
C.Hero Nation Health Services conducted the self-assessment of existing programs and infrastructure via a team process of assessment

**CHECK**
Use Data to Study Results of the Test

**7. Check the Results**
Areas for improvement were multiple and team consensus was to start with the areas Cherokee Nation Health Services has programming but does not have comprehensive policies and documented processes. These areas include community health (Essential Service IV), health policy (Essential Service V & VI), and monitoring health status (Essential Service I).

**ACT**
Standardize the Improvement and Establish Future Plans

**8. Standardize the Improvement**
Or Develop New Theory

After reviewing the strengths and weaknesses the team developed long (5 year) and short (1 year) term objectives. Each year of the plan builds on the previous work while maintaining a realistic achievement timeline for each objective. The Cherokee Nation Health Services strategic plan is updated annually and is the foundation for our annual objectives and quality improvement plan. Annual plans are reviewed quarterly for progress by the Cherokee Nation Health Service Quality Council.

**9. Establish Future Plans**
C.Hero Nation Health Services has initiated a partnership with the Oklahoma State Department of Health (OSDH) to plan next steps in preparation for public health accreditation. The OSDH Office of Performance Management requested our participation in the Multi-State Accreditation Preparation project in which they are participating. We are currently working on the 2009 objectives and plan to continue preparing for voluntary accreditation in 2012 or 2013. As we proceed through the preparation we will likely identify other challenges as well as strengths related to Tribal governments and meeting accreditation standards.