

NACCHO/CDC Accreditation Support Initiative

Madison County Health Department (KY)

Final Report

1. Project Overview

Madison County Health Department (MCHD) serves as the official local health department for a population of approximately 83,000. Located in central Kentucky, Madison County is rural with two towns within its boundaries. I-75 cuts through the middle of the county from north to south. Eastern Kentucky University is located in Richmond; Berea College is in Berea. MCHD has its main campus in the county seat of Richmond, with a second facility in Berea.

Activities:

- 1) Education of Agency Staff:** Formal presentation on the Accreditation process was made to Domain Owners and other staff in early Nov. 2011 by HD. Brief presentations were provided with clinic staff in team meetings. Q&A sessions were conducted periodically in Jan.-Feb. 2012 and on-going via phone. Updates were presented in monthly Supervisors' meetings.
- 2) Strategic Plan Update:** Public Health Director (PHD) prepared discussion for stakeholder focus group with recording of key issues comments; Education Director (ED) led focus groups with county residents and recorded comments. Information was brought to the agency leadership team for use in the completing an improved Strategic Plan. **Outcome:** Due to the ever changing funding environment, final document is incomplete. It is near completion with plans to present it to the BOH early in FY14, when budget is approved.
- 3) Electronic Storage for Documents:** Accreditation Coordinator established a database for folders for each Domain and Measure. Staff was assigned as Domain Owners with staff assigned to each Measure. Staff placed into the folders documents which address the Measures according to the Guidance. **Outcome:** Most documents are selected and will be reviewed for final submission to PHAB.
- 4) Application and Fee Payment:** PHD and Accreditation Coordinator prepared and submitted application to PHAB. Full fee payment submitted on May 11, 2012.

2. Reflections: Successes, Challenges, and Lessons Learned

Strategies for successful implementation:

1. Staff assigned to complete project objectives;
2. Senior staff member with knowledge of agency functions and operations to work directly with Accreditation Coordinator thus providing vigilant attention to project timeframe and objectives;

3. Educational preparation of staff in document selections;
4. Support of Public Health Director and BOH to seek Accreditation.
5. Verbal and e-mail reminders to staff regarding document selection assignments and placement in electronic storage system.

Barriers/Challenges:

1. Staff underestimating amount of time needed to complete project;
2. Staff adjusting work schedules to “dedicate” time for document selection and placement in electronic storage system;
3. Complacency of some “key” staff to engage in the process;
4. Arranging optimal time for stakeholders and small focus groups.

Lessons Learned:

1. Have a senior staff member assist with leading the project or initiative;
2. Communicate, Communicate, Communicate - Continue to communicate through multiple venues - verbally, e-mails, Q&A sessions, agency newsletter, etc.;
3. Use assertiveness to hold staff accountable to produce;
4. Keep Public Health Director and other leadership informed of progress.

3. Impact and Next Steps

Improvement or Outcomes:

1. Identified selected areas for needed quality improvement;
2. Identified need for development of documentation to demonstrate or further clarify work being performed within agency;
3. Demonstrated leadership needs for Accreditation process within agency;
4. Demonstrated time commitment by staff.

Impact of Project:

To date, the major impact appears to be most realized by the Accreditation Coordinator and Health Education Director who are most directly assigned to the completion of the project. The realization of the demands for agency readiness to apply for accreditation is tremendous, to say the least. A local health department must have the operational processes in place, documentation to demonstrate those processes, active leadership and governance in addressing current public health issues, and a dedicated workforce to stay abreast with strategic planning and quality improvement as outlined in the PHAB Standards & Measure Version 1.0. The amount of staff time and attention needed to devote to the application process is great. Staff with a broad public health knowledge base is needed. A strong financial base is an asset for embarking on the accreditation process.

Plans for next 12 months:

1. Accreditation Coordinator and Public Health Director will attend PHAB Training in July 2012.
2. Final documents will be selected for submission to the PHAB.

3. Continue to participate in continuing education from PHAB, NACCHO, etc.
4. Continue to prepare agency staff, BOH members, and partners for PHAB site visit.