## Livingston County Department of Health-Accreditation Preparation Process

### Overview

<table>
<thead>
<tr>
<th>Task</th>
<th>Time Frame</th>
<th>Assign to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apply Operational Definition/ES to LCDOH</td>
<td>2009</td>
<td>PHD</td>
</tr>
<tr>
<td>Apply for NACCHO Grant</td>
<td>2010 2011</td>
<td>PHD</td>
</tr>
<tr>
<td>Complete QI Process for Grant</td>
<td>2012 2013</td>
<td>PHD, Center Directors, and Supervisors</td>
</tr>
<tr>
<td>Select another QI project from Matrix</td>
<td>2010 2011</td>
<td>Accreditation Team</td>
</tr>
<tr>
<td>Apply for Accreditation</td>
<td>2012 2013</td>
<td>Entire Staff</td>
</tr>
</tbody>
</table>
## Livingstone County Department of Health - Accreditation Preparation Process

### Phase 1

<table>
<thead>
<tr>
<th>Task</th>
<th>Time Frame</th>
<th>Assign to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit application to NACCHO: Grant for Accreditation Preparation and Quality Improvement</td>
<td>02/29/08</td>
<td>PHD</td>
</tr>
<tr>
<td>Seek names of potential facilitators and make contact</td>
<td>03/28/08</td>
<td>PHD</td>
</tr>
<tr>
<td>Grant Award</td>
<td>04/04/08</td>
<td>NACCHO</td>
</tr>
<tr>
<td>Create Accreditation Steering Committee</td>
<td>05/16/08</td>
<td>PHD</td>
</tr>
<tr>
<td>Meet with facilitator for orientation/process/agenda setting</td>
<td>05/30/08</td>
<td>PHD</td>
</tr>
<tr>
<td>Steering Committee to complete matrix</td>
<td>Accreditation Team</td>
<td></td>
</tr>
<tr>
<td>Complete assessment and enter into software</td>
<td>Accreditation Team</td>
<td></td>
</tr>
<tr>
<td>Complete evaluation survey</td>
<td>Accreditation Team</td>
<td></td>
</tr>
<tr>
<td>Select a Quality Improvement Project</td>
<td>Accreditation Team</td>
<td></td>
</tr>
</tbody>
</table>
### Gantt Chart

**Livingston County Department of Health - Accreditation Preparation Process - Phase 1 continued**

**Improve the Application of Public Health Competencies in measuring performance Department wide**

<table>
<thead>
<tr>
<th>Task</th>
<th>Time Frame</th>
<th>Assign to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select a TA to assist with QI Project</td>
<td>09/12/08 09/26/08 09/29/08 10/15/08 10/30/08 11/13/08 12/11/08 01/09/09 02/01/09 10/31/09</td>
<td>PHD</td>
</tr>
<tr>
<td>Consult with TA to establish training, dates, orientation, develop agenda</td>
<td></td>
<td>PHD</td>
</tr>
<tr>
<td>Accreditation Steering Committee to meet with TA</td>
<td></td>
<td>Accreditation Team</td>
</tr>
<tr>
<td>Meeting to follow up on tasks assigned from training</td>
<td></td>
<td>Accreditation Team</td>
</tr>
<tr>
<td>Problem Statement Chart on Forces Radar Charts Perfor. A. flow charts</td>
<td></td>
<td>Accreditation Team</td>
</tr>
<tr>
<td>Centers to meet to prepare for next meeting</td>
<td></td>
<td>Centers</td>
</tr>
<tr>
<td>Fundamental Competencies PA flow charts</td>
<td></td>
<td>Accreditation Team</td>
</tr>
<tr>
<td>PA Flow Charts Fundamental Competencies</td>
<td></td>
<td>Accreditation Team</td>
</tr>
<tr>
<td>Communication Plan</td>
<td></td>
<td>Accreditation Team</td>
</tr>
<tr>
<td>Implement Communication Plan</td>
<td></td>
<td>Accreditation Team</td>
</tr>
<tr>
<td>Developing Competencies for incorporation, all titles</td>
<td></td>
<td>Accreditation Team</td>
</tr>
</tbody>
</table>
# Gantt Chart

## Livingston County Department of Health - Accreditation Preparation Process

### Transition

<table>
<thead>
<tr>
<th>Task</th>
<th>Time Frame</th>
<th>Assign to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10/31/08</td>
<td></td>
</tr>
<tr>
<td>Staff Meetings</td>
<td>11/30/08</td>
<td>CD's &amp; SPHN's</td>
</tr>
<tr>
<td>Post Positions &amp; Interview</td>
<td>12/31/08</td>
<td>CD's</td>
</tr>
<tr>
<td>Space Allocation</td>
<td>01/31/09</td>
<td>CD's &amp; SPHN's</td>
</tr>
<tr>
<td>Orientation for Staff</td>
<td>02/28/09</td>
<td>CD's &amp; SPHN's</td>
</tr>
<tr>
<td>Check Time Frames</td>
<td>03/31/09</td>
<td>CD's &amp; SPHN's</td>
</tr>
<tr>
<td>6 Month Planning</td>
<td>04/30/09</td>
<td>CD's &amp; SPHN's</td>
</tr>
<tr>
<td></td>
<td>05/31/09</td>
<td></td>
</tr>
</tbody>
</table>
## Gantt Chart

### Livingston County Department of Health - Accreditation Preparation Process

#### Communication Plan

<table>
<thead>
<tr>
<th>Task</th>
<th>Time Frame</th>
<th>Assign to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop Communication Plan</td>
<td>12/11/08 - 09/30/09</td>
<td>Accreditation Team</td>
</tr>
<tr>
<td>Develop Information for Presentations to Staff</td>
<td>12/11/08 - 05/31/09</td>
<td>Jim M, Lisa B, Bill</td>
</tr>
<tr>
<td>Present Overview at all 6 Center Staff Meetings</td>
<td>12/11/08 - 04/30/09</td>
<td>PHD, CD’s</td>
</tr>
<tr>
<td>Develop Achieving Excellence Signage</td>
<td>12/11/08 - 03/31/09</td>
<td>Lisa B, MMS</td>
</tr>
<tr>
<td>Incorporate Fundamental Core Competencies into PA</td>
<td>12/11/08 - 02/28/09</td>
<td>CD’s &amp; Supervisors</td>
</tr>
<tr>
<td>Competency discussions at Staff Meetings</td>
<td>12/11/08 - 03/31/09</td>
<td>CD’s &amp; Supervisors</td>
</tr>
<tr>
<td>Group meetings to develop Competencies for inclusion into PA</td>
<td>12/11/08 - 01/31/09</td>
<td>Accreditation Team</td>
</tr>
<tr>
<td>Competencies for all staff</td>
<td>12/11/08 - 03/31/09</td>
<td>Accreditation Team</td>
</tr>
<tr>
<td>Annual Department Meeting - Overall Presentation</td>
<td>12/11/08 - 03/31/09</td>
<td>Accreditation Team</td>
</tr>
</tbody>
</table>
Continuous Improvement
Livingston County Department of Health
Preparing for Accreditation
Part 1

Act
- Completed Operational Definition Indicator Matrix with 4th column for LCDOH activities (10/30/06)
- Applied for NACCHO Grant to prepare for Accreditation – (02/08)

Plan
- Introduce Operational Definitions & Accreditation to Center Directors and Supervisors (2004)
- Move toward Accreditation preparation (ongoing)

Check
- Evaluate how we meet the ES (11/09/05)
- Shared final recommendations for Voluntary National Accreditation Program (09/12/06)

Do
- Discuss 10 Essential Services [Ideas Practice] (04/13/05)
- Provide materials to explore how we meet the Essential Services/Operational Definitions (09/19/05)
- Provide newest information on Essential Services & Accreditation process (ongoing)
- Provide Update on voluntary National (05/06)
Continuous Improvement
Livingston County Department of Health
Preparing for Accreditation
Part 2

Act

Plan

Check

Do

Decision making process decided (04/08/08)
Decided how to score with work still to be done (04/24/08)
Determine QI Project (05/08)
Submit report to NACCHO by 05/30/08

Seek facilitator to assist with process (03/08)
Schedule meetings to complete matrix (04/08)
Evaluate time frame for completion (04/08)

Facilitator hired (04/08)
Meeting schedule determined (04/08)
Meetings to take place every 2 weeks (04/08 - 05/08)

Complete matrix by 05/15/08
Review status of previously completed sections at each meeting
Continuous Improvement
Livingston County Department of Health
Preparing for Accreditation
Part 3

Next steps for 10/30/08 meeting:
1. Fundamental Competencies for all staff
2. Complete flow chart for PA
3. Gather existing competencies
4. Develop a plan to communicate with other staff

See Technical Assistant for QI Project
(07/08 - 09/09)

Plan for meeting with TA and Accreditation Steering Committee
(09/05/08 - 09/25/08)

Follow up meeting (10/15/08) after training to review:
1. Problem Statement
2. Review chart on forces
3. Review Radar charts by Center/Dept.
4. Review Performance Appraisal flow charts

Orient TA to matrix status and QI project selection (09/05/08 – 09/25/08)

Provide TA with ToO and history
Develop Agenda for meeting with TA
TA provides training in QI process (09/29/08)
Continuous Improvement
Livingston County Department of Health
Preparing for Accreditation
Part 4

Next steps by 11/13/08:

1. Centers to meet to identify CORE Competencies for #2-8 PH Competencies

2. Centers to think about applicability of Competencies to the staff

Act

Plan

Check

Do

Focused on CORE Competencies (10/30/08)

Identified CORE Competencies for PH Competency #1 (10/30/08)

Reviewed GANTT(1-3) & PDCA(1-4) (10/30/08)

Review progress to date (10/30/08)

Review each Center's report in all 4 areas (10/30/08)

Decide next steps
Continuous Improvement
Livingston County Department of Health
Preparing for Accreditation
Part 5

Act

Distribute uniform PA flow chart to all members of team (12/11/08)

Distribute Fundamental Core Competencies to all members of team (12/11/08)

Sub-committee established to develop details of implementing Communication Plan (12/11/08)

Meetings with Centers scheduled for January 09 to present Accreditation and QI to all staff (12/11/08)

Plan

Develop a uniform flow chart for Performance Appraisals (PA) (11/13/08)

Communication Plan development for Accreditation & QI (12/11/08)

Check

Flow charts for PA’s compared and uniform flow chart prepared (11/19/08)

Communication plan developed (12/11/08)

Plan to implement Communication Plan established (12/11/08)

Do

Review flow charts from each Center for PA (11/13/08)

Compare flow charts for PA; combine into one (11/19/08)

Develop Core Competencies applicable to all DoH staff (11/13/08)

Identify key elements for fundamental Core Competencies (11/13/08)

Track time line for PA (11/30/08 – 02/28/09)
Prevent Performance Appraisal

1. Develop tracking system
2. Retrieve tracking form
3. Put in employee's box
4. Schedule time to meet
5. Schedule observations
6. Review in services / review yearly notes on employee
   - Is review OK to proceed?
     - yes
       - Review with Employee
       - Do all agree?
         - yes
           - All sign
         - no
           - Document concerns
     - no
       - Goes to DPS for review/discussion
       - DPS/PHD approve?
         - yes
           - DPS/PHD sign / return
         - no
           - Goes back to sender w/ ?'s
6. Place in "Confidential" envelope, send to DPS/PHD
7. Copies made/sent to employee
8. Originals placed in personnel folder
CHHA Performance Appraisal

- Calendar shows appraisal due
- Make copies of forms
- Notify Staff
- Leave copy of form for staff & set date to review
- Review current personnel folder to check compliance w/ requirements.
- Review prior appraisal, letters of accommodation, education, etc
- Is review OK to proceed?
- Obtain info from staff
- Review w/staff. Obtain feedback, review goals (past and future)
- Do all agree?
- All sign & date
- Place in "Confidential" envelope, send to DPS/PHD
- DPS/PHD approve?
- DPS/PHD sign / return
- Copies made/sent to employee
- Originals placed in personnel folder

Yes: All sign & date
No: Document concerns and discuss until all agree
Yes: Place in "Confidential" envelope, send to DPS/PHD
No: Goes back to sender w/ 's
Environmental Health Performance Appraisal

- Calendar shows appraisal due
- Make copies of forms
- Provide from to Supervisor or CD
- Set date to review
- Review current personnel folder to check compliance w/ requirements.
- Review prior appraisal, letters of accommodation, status of goals
- Are Self & Supervisor's Appraisal done?
  - Yes
  - No
    - Complete Forms
- Review w/staff, obtain feedback, review goals (past and future)
- Do all agree on Appraisal content?
  - Yes
  - No
    - Document concerns and discuss until all agree
    - CD sign
    - Send to PHD
    - PHD reviews & approves/signs?
      - Yes
      - Make copies
      - 1 copy to employee, original to personnel file
      - Goes back to CD/Supervisor w/ ?'s
    - No
      - Goes back to sender w/ ?’s
- Place in “Confidential” envelope, send to CD
- CD approve?
  - Yes
  - CD sign
  - Send to PHD
  - PHD reviews & approves/sign?
    - Yes
    - Make copies
    - 1 copy to employee, original to personnel file
    - Goes back to CD/Supervisor w/ ?’s
  - No
    - Goes back to sender w/ ?’s
Calendar reminder for employee PA

Send self-assessment to employee with date for PA meeting

Review previous PA and personnel file for pertinent information

Supervisor Completes PA

Employee Completes SA

Supervisor reviews SA

SA Completed Correctly?

Yes

Employee and Supervisor meet to review PA and SA

Agreement on PA?

Yes

Discuss to Come to Consensus

Agree on Goals for the Next Performance Period

Employee and Supervisor Sign PA

Center Director Reviews PA

Questions?

Yes

Supervisor and/or Employee Answer Questions

No

Center Director Signs PA and sends to PHD

PHD Reviews PA

Questions?

Yes

Center Director, Supervisor and/or Employee Answer Questions

PHD Signs PA and sends to Employee Personnel File

PA Placed in Employee Personnel File and Calendar Reminder for Next PA is Placed
CHHA/Prevent Performance Appraisal

1. Notification of Performance Appraisal
2. Retrieve forms
3. Leave copy of form for staff & set date to review
4. Review current personnel folder to check compliance w/ requirements & schedule observation as necessary.
5. Review in-services, yearly notes, prior appraisal, letters of accommodation, education, etc & write PA
6. Is review OK to proceed?
   - Yes
     - Review w/staff: Obtain feedback, review goals (past and future)
   - No
     - Obtain info from staff & go to DPS for review
   - Document concerns
7. Do all agree?
   - Yes
     - All sign & date
   - No
     - DPS/PHD sign / return
8. DPS/PHD approve?
   - Yes
     - DPS/PHD sign / return
   - No
     - Goes back to sender w/ ?'
9. Copies made/sent to employee
10. Originals placed in personnel folder
11. Place in “Confidential” envelope, send to DPS/PHD

DPS/PHD

Goes back to sender w/ ?'s
EH/EMS/Admin Health Performance Appraisal

Calendar reminder for employee PA

Send self-assessment to employee with date for PA meeting

Review previous PA/SA, notes, and personnel file for pertinent information

Supervisor Completes PA

Employee Completes SA

Employee and Supervisor meet to review PA/SA

Agreement on PA?

yes

no

Discuss to Come to Consensus

Consensus Reached?

yes

no

Employee Attaches Appropriate Comments

Center Director Reviews PA/SA

Questions?

no

yes

Center Director Signs PA/SA and sends to PHD

PHD Reviews PA/SA

Questions?

no

yes

PHD Signs PA/SA and sends to CD for Employee Personnel File

Employee and Supervisor Sign PA/SA

Agree on Goals for the Next Performance Period

yes

no

Center Director, Supervisor and/or Employee Answer Questions

Center Director Reviews PA/SA

no

yes

Supervisor and/or Employee Answer Questions

Center Director, Supervisor and/or Employee Answer Questions

PA/SA Placed in Employee Personnel File and Calendar Reminder for Next PA is Placed
Dept. of Health Performance Appraisal

1. Notified PA due
2. SA to employee and set date for review
3. Review previous PA/SA, notes, & personnel file
4. Seek CD input?
   - yes: Obtain input from CD
   - no: Complete PA and SA (employee)
5. Review PA/SA with employee, obtain feedback. Review past goals & set future goals
6. Do all agree?
   - yes: All sign and date PA/SA
   - no: Document concerns
7. CD approval?
   - yes: Send back to supervisor with ?'s
   - no: CD sends PA/SA to PHD
8. PHD returns PA/SA to CD
9. CD returns PA/SA to Supervisor
10. Copies of PA/SAPA/SA sent to employee
11. Original PA/SA's placed in personnel file
12. CD sends PA/SA to PHD
13. PHD approval?
Livingston County Department of Health
TASA Budget Deficit

**Plan**
- Meet with Management Staff (11/08)
- Meet with DSS Staff (11/08)
- Review budget (11/08-12/08)
- Review caseload (11/09)

**Act**
- Present plan to County Administrator (01/09)
- Implement agreed upon plan (02/09)

**Do**
- Analyze budget, make changes (11/08)
- Discuss options with Management Staff and DSS Staff (11/08-12/08)
- Assess caseload, capacity (12/08)

**Check**
- Is budget reconciled? (no-12/08)
- What are alternatives? (12/08)
- Develop viable plan to reduce deficit (12/08)
Livingston County Department of Health
Transition Planning
New Center created, new Center Director Appointed

**Budget cuts may effect new positions**  
(12/08)

**Is the orientation plan working?**  
(11/08-02/09)

**Develop plan for next 6 months**  
(04/09-10/09)

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**Act**

- Appoint new staff as result of new Center Director & new Supervisory Nurse positions  
  (11/08-12/08)

- Discuss transition plan with all staff  
  (10/08)

- Study space allocation  
  (12/08)

- Orient staff to new duties/responsibilities  
  (12/08-04/09)

---

**Plan**

- Develop Gantt charts with time frames  
  (10/08)

- Analyze which staff will move to what space  
  (12/08)

- Implement orientation plan for staff  
  (10/08-04/09)

- Hold team meetings to share information with staff and to obtain staff input  
  (10/08-04/09)

---

**Check**

- Are time frames/goals met?  
  (12/08-04/09)

- All positions filled by 01/02/09

- Space & furniture allocated (12/31/08)

- Suggestions & ideas from staff meetings incorporated (10/08-04/09)

---

**Do**

- Develop Gantt charts with time frames (10/08)

- Analyze which staff will move to what space (12/08)

- Implement orientation plan for staff (10/08-04/09)

- Hold team meetings to share information with staff and to obtain staff input (10/08-04/09)