



2015-2016 Accreditation Support Initiative (ASI) for Health Departments

FINAL REPORT

1. **Community Description:** Briefly characterize the community(ies) served by your agency (location, population served, jurisdiction type, organization structure, etc.). The purpose of this section is to provide context to a reader who may be unfamiliar with your agency.

The Bureau of Public Health serves the entire state of Palau which is made up of 16 island. The population of Palau is 17,501 based on the 2012 Household Census. The health department is housed under the Ministry of Health which has oversight of all health and medical matters in Palau. The Bureau employs 148 employees who work under one of the four divisions of the bureau: Division of Environmental Health, Division of Primary and Preventive Health, Division of Behavioral Health and Division of Oral health.

2. **Project Overview:** Provide an overview of the work your agency conducted with or because of this funding, including the significant accomplishments/deliverables completed during the ASI project period and the key activities engaged in to achieve these accomplishments. This should result in a

narrative summary of the chart you completed in Part 1, in a format that is easily understandable by others.

We did a thorough review of the organizational assessment to better understand gaps in our bureau. This review also provide insights on our readiness for accreditation. We began a mapping process that identified key steps moving forward in the process. We reviewed our priorities and identified measures to address them. Our strategic planning was moving forward toward completion. As a result of the organizational assessment review, several measures were developed internally to address gaps in data and reporting.

3. **Challenges:** Describe any challenges or barriers encountered as your agency worked to complete the selected deliverables. These can be challenges your agency may have anticipated at the start of the initiative or unexpected challenges that emerged during the course of implementing your proposed activities and completing your deliverables. If challenges were noted in your interim report, please **do** include them here as well. Please include both tangible (e.g., natural disaster, leadership change) and intangible (e.g., lack of staff engagement) challenges.

The biggest challenge that we had was conflict with staff schedule and the limited amount of time we had to complete the project. State of Emergency on Drought Condition for two months also delayed some of the planned sessions with staff as more staff were assigned to other roles for the duration of the State of Emergency.

4. **Facilitators of Success:** Describe factors or strategies that helped to facilitate completion of your agency's work. These can be conditions at your agency that contributed to your successes or specific actions you took that helped make your project successful or mitigated challenges described above. **Please include both tangible (e.g., influx of funds from another source) and intangible (e.g., staff or leadership engagement) facilitators.**

Management engagement and commitment.

5. **Impact of ASI:** To what extent do you feel your health department was more prepared for accreditation at the end of the ASI5 project as compared to the beginning? What specifically changed during that time that made your agency more prepared for accreditation? How did the ASI5 contribute to your health department's progress?

The ASI project provide an opportunity for our health department to continue with the work of the NPHII project by enabling us to work through the strategic planning process and giving us insights on next steps in moving forward after the completion of the agency strategic plan.

6. **Lessons Learned:** Please describe your agency's overall lessons learned from participating in the ASI. These can be things you might do differently if you could repeat the process and/or the kinds of advice you might give to other health departments who are pursuing similar accreditation-related funding opportunities or technical assistance activities.

We learned the importance of an organizational assessment . This enabled us to determine areas of need and provided direction on how to address needs. The strategic planning process further provide valuable information on our health department's priorities.

7. **Funding Impact:** Describe the impact that this funding has had on your agency. How has this funding advanced your agency's accreditation readiness or quality improvement efforts?

The funding supported our accreditation readiness by ensuring that we have the funding capacity to contract local experts to facilitate the strategic planning process.

8. **Next Steps and Sustainability:** What are your agency's general plans for the next 12-24 months in terms of accreditation preparation and quality improvement? How will the work completed as part of the ASI be sustained moving forward?

Our next step is to work to develop a QI plan. We have several QA/QI activities ongoing but there are areas of improvement that we need to address.