

Performance Improvement Resources for State and Local Health Department Professionals

The following are resources available from the Association of State and Territorial Health Officials (ASTHO) and the National Association of County and City Health Officials (NACCHO) to assist state and local health department practitioners in engaging in performance improvement activities. Where possible, the year of the most recent update to the resource is provided. Questions about these resources may be directed to ASTHO (accreditation@astho.org) or NACCHO (accreditprep@naccho.org).

ASTHO

NACCHO

Performance Management and Quality Improvement

QI Toolkit: <http://www.astho.org/Accreditation-and-Performance/Quality-Improvement/QI-Plan-Toolkit/>

Description: ASTHO’s QI Plan Toolkit is designed to assist state and territorial health agency staff with developing an agency-wide quality improvement plan and to facilitate preparation for PHAB accreditation. (2014)

QI Roadmap: www.QIRoadmap.org

Description: NACCHO’s QI Roadmap identifies the phases of quality improvement maturity in LHDs and presents strategies for transitioning between phases. (2014)

QI Self-Assessment Tool: www.naccho.org/QICulture

Description: NACCHO’s QI Self-Assessment Tool enables LHDs to conduct an assessment of critical aspects of a culture of quality. (2014)

Customer Satisfaction Toolkit:
<http://www.astho.org/Accreditation-and-Performance/Measuring-Customer-Satisfaction/Home/>

Description: The toolkit is designed to measure customer satisfaction. The toolkit walks the user through the nine steps of planning, implementation, and acting upon results. Examples and lessons learned are provided along with helpful tips. (2014)

Return on Investment (ROI) of Quality Improvement

Description: This tool was developed to estimate ROI for QI efforts undertaken with public health agencies. For more information or to obtain a copy of the tool, contact Karl Ensign: [Karl Ensign](mailto:Karl.Ensign@astho.org). (2014)

Performance Improvement Communications Guide:
www.naccho.org/PICommunications

Description: This guide helps LHDs communicate about the value of accreditation, QI, and other performance initiatives. Tips are given for communicating internally, externally, and with the governing entity. In addition to tips and tools, the guide shares stories from LHDs doing this work. (2013)



Accreditation Preparation

Organizing for the Process: www.naccho.org/teams

Description: This page has a number of resources, including an Organizational Self-Assessment Guide (2013), to help LHDs start to organize themselves as they begin to embark on the accreditation process.

PHAB prerequisites:
<http://www.astho.org/Programs/Accreditation-and-Performance/Accreditation/PHAB-Pre-requisites/>

Description: Resources to help states prepare prerequisites for accreditation application including SHA/SHIP webinars and SHA/SHIP examples, etc.

PHAB prerequisites: www.naccho.org/prerequisites

Description: This page on NACCHO's website provides an overview of the three prerequisites for local health department accreditation, with separate tabs containing resources for each: community health assessments (CHA), community health improvement plans (CHIP), and agency strategic planning.

Strategic Planning Guide:
<http://www.astho.org/Accreditation-and-Performance/Strategic-Planning-Guide/Home/>

Description: ASTHO's Strategic Planning Guide walks the reader through a comprehensive strategic planning process: 1. Preparing: Organizing the planning group and process, developing mission and vision, scanning the environment 2. Planning: Strategizing and setting priorities, developing work plans 3. Implementing: Evaluating progress through a performance management system, periodically revising the plan. (2014)

Strategic Planning Guide:
<http://www.naccho.org/topics/infrastructure/accreditation/strategic-plan-how-to.cfm>

Description: NACCHO's robust how-to guide for undertaking the strategic planning process, aligned with PHAB requirements, offers step-by-step instructions, important considerations, and modifiable tools and templates for use in any type of LHD. (2012, addendum 2014)

ASTHO Accreditation Library:
<http://www.astho.org/Accreditation-Library/>

Description: This online repository is intended to serve as a resource and reference for state health agencies who are preparing to seek accreditation. It includes example documentation submitted from state health agencies.

NACCHO Example Documentation Library:
www.naccho.org/documentation

Description: In this documentation library, NACCHO houses examples of PHAB documentation that LHDs have voluntarily provided.

Accreditation Coordinators Learning Community (ACLC): <https://sites.google.com/site/asthoaclc/>

Description: The ACLC serves as a peer network of state health agency accreditation coordinators who want to enhance their knowledge of the PHAB Accreditation process and exchange accreditation related resources.

Accreditation Coordinators Learning Community:
nacchoaclc.ning.com

Description: Accreditation Coordinators from LHDs that have applied to PHAB are invited to join this learning community to share their experiences and gain insight from peers.

Health Assessment and Improvement Planning

State Health Assessment Guidance and Resources:

<http://www.astho.org/Programs/Accreditation-and-Performance/ASTHO-Publishes-State-Health-Assessment-Guidance-and-Resources/>

Description: The State Health Assessment Guidance and Resources document includes four modules covering important components for a state to embark on their state health assessment (SHA) process: 1. Identifying and engaging system stakeholders 2. Collecting and analyzing health status data 3. Collecting and analyzing stakeholder and community input data 4. Summarizing, presenting, and communicating findings. (2014)

CHA-CHIP Resource Center:

www.naccho.org/chachipresources

Description: NACCHO's comprehensive CHA-CHIP Resource Center provides a number of trainings, tools, and examples to support LHDs in undertaking community health improvement processes.

National Public Health Performance Standards (NPHPS) – instruments and tools:

<http://www.astho.org/Programs/Accreditation-and-Performance/National-Public-Health-Performance-Standards/>

Description: The NPHPS is based on the ten Essential Public Health Services and is designed to assist state health systems in assessing and improving their public health systems.

National Public Health Performance Standards (NPHPS) – instruments and tools:

<http://www.naccho.org/topics/infrastructure/NPHSP/index.cfm>

Description: The NPHPS is based on the ten Essential Public Health Services and is designed to assist local public health systems (LPHS) in assessing and improving their public health systems. NACCHO's page offers tools for both the LPHS and governing entities. (2014)

State Health Assessment Guidance and Resources:

<http://www.astho.org/Programs/Accreditation-and-Performance/ASTHO-Publishes-State-Health-Assessment-Guidance-and-Resources/>

Description: The State Health Assessment Guidance and Resources document includes four modules covering important components for a state to embark on their state health assessment (SHA) process: 1. Identifying and engaging system stakeholders 2. Collecting and analyzing health status data 3. Collecting and analyzing stakeholder and community input data 4. Summarizing, presenting, and communicating findings. (2014)

Mobilizing for Action through Planning and Partnerships (MAPP) Network:

mappnetwork.naccho.org

Description: The MAPP network lets individuals from MAPP communities across the country connect with each other for resources, ideas, and support

Demonstration Sites

National Quality Improvement Demonstration Initiative in State Public Health Agencies. For further information on the results of this initiative, please contact [Denise Pavletic](#).

Description: The National Quality Improvement Demonstration Initiative in State Public Health Agencies increased state readiness for accreditation, demonstrated the value of QI to manage budgets during difficult financial times, improved integration of services and standardized QI methodology within state public health programs.

Accreditation Support Initiative (ASI):
www.naccho.org/asi

Description: Funded by the Centers for Disease Control and Prevention (CDC), the Accreditation Support Initiative (ASI) provides monetary awards and technical assistance to LHDs as a means to stimulate quality improvement and promote accreditation readiness.

Million Hearts Learning Collaborative
<http://www.astho.org/Million-Hearts/State-Learning-Collaborative-to-Improve-Blood-Pressure-Control/>.

Description: The million hearts learning collaborative utilizes a Quality Improvement process to partner across sectors including clinical, community, and public health partners to implement best practices and evidence based policies to identify, control, and improve blood pressure.

General Resources

Webinar Series:
www.naccho.org/accreditation/webinars

Description: NACCHO's Performance Improvement webinars showcase expert speakers, examples and stories from the field on a variety of accreditation or quality improvement topics.

Tools clearinghouse:
<http://www.astho.org/Programs/Accreditation-and-Performance/Resources-and-Tools/>

Description: Case Studies, Toolkits, Peer Networks, Newsletters

Quality Connection E-blast: Contact [Joya Coffman](#)

Description: News and information on ASTHO resources and tools, upcoming funding and learning opportunities, current publications, and updates on cross-cutting ASTHO programs in the areas of performance management and accreditation readiness.

accreditNATION newsletter:
<http://www.naccho.org/accreditation/Newsletter>

Description: Sign up for NACCHO's accreditNATION newsletter to receive information about the newest tools, funding opportunities, and updates.

