



“I’m So Confused!”
Understanding the Importance of Documentation in Achieving Accreditation

David Stone | Education Specialist | September 4, 2013

Advancing public health performance phaboard.org

Welcome

Course Overview



LEARNING OBJECTIVES

1. Documentation requirements
2. Assessing documentation
3. Documentation principles
4. Case study



GENERAL GUIDANCE

1. Current & in use when submitted
2. Draft documents not accepted
3. No confidential information
4. Within past 5 years unless otherwise required
5. Paperless process
 - “Hard copy” submitted electronically in e-phab
6. Submit in acceptable file formats



ACCEPTABLE FILE FORMATS

FILE TYPE	EXTENSION
Audio	mp3, wav
Image	The following should be pasted into a MS Word or PDF; they should not be uploaded as a separate file. bmp, gif, jpeg, jpg, tif, tiff
MS Excel	xlsx, xls
MS PowerPoint	pps, pptm, pptx, ppt, pptn, pptx
MS Word	doc, docm, docx, rtf
Portable Document Format	PDF
Text	htm, html, txt
Video	wmv, mpeg, mpg, mpv, mp4



DOCUMENTATION GUIDANCE

1. Documents may be used for more than one measure
 - i.e., can use same document more than once
2. Continuity versus across department
3. Several documents may be needed to demonstrate conformity
4. Don't confuse # of examples with # of documents



FROM WHERE?

“WHAT” is in place, not
“HOW” it got there or
“WHO” developed it



DATES AND SIGNATURES

- Check:
1. Policies
 2. Procedures
 3. Plans
 4. Directives
 5. Public Information
 6. Protocols

Check **ALL**
Documentation
for



WHAT IS A DATE?

1. Created Date
2. Revised Date
3. Reviewed Date
4. Amended Date
5. Effective Period



WHAT IS A SIGNATURE?

“Evidence Of Authenticity”

- 1. HD Logo
- 2. HD Director Signature
- 3. HD Abbreviation
- 4. HD E-mail Address
- 5. Membership List



CORE PUBLIC HEALTH PROGRAMS

- 1. Access To Clinical Services
- 2. Chronic Disease Prevention And Control
- 3. Communicable Disease
- 4. Community Health
- 5. Environmental Public Health
- 6. Governance
- 7. Health Education
- 8. Health Promotion
- 9. Injury Prevention
- 10. Management /Administration
- 11. Maternal And Child Health
- 12. Public Health Emergency Preparedness
- 13. Public Health Laboratory Services



NOT USED FOR PHAB ACCREDITATION

- 1. Mental Health
- 2. Substance Abuse
- 3. Primary Care And Other Health Care
- 4. Human Services
- 5. Social Services (Including Domestic Violence)
- 6. Health Care Facilities
- 7. Professional Licensing Programs
- 8. Health Care Financing Systems (E.G., Medicaid)

PHAB's scope of accreditation authority does not extend to these areas. Documentation from these program areas will generally not be accepted for public health department accreditation.



NUMBER OF EXAMPLES

Default Is 2 Examples

1. Different Program Areas
2. Often Two Examples Are Specified
3. Some Require 1 Document
 - 1.1.2-1 - A Community Health Assessment
 - 2.3.1-2 - A Call Down List
4. "Policies And Procedures" Are Often One Document
5. Not Sure? Ask PHAB



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Using the Standards & Measures





STANDARDS AND MEASURES VERSION 1.0

- 12 Domains
 - 10 Essential Public Health Services
 - Management and Administration (Domain 11)
 - Governing Entity (Domain 12)
- “Purpose” and “Significance” for Measures
- Required Documentation
- Documentation Guidance Specific to Each Piece of Required Documentation



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STANDARDS AND MEASURES VERSION 1.5

- Clarifies language
- Adds examples and timelines
- Proposes 8 new measures
- Released January 1
- In effect July 1
- To apply under Ver. 1.0., application complete by June 30



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GUIDANCE IN THE STANDARDS

1. Relevant to Domain, Standard & Measure
2. Give Context
3. Specific to What is Being Requested
4. Spreadsheet
5. What is Present Versus What is Required



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ASSESSING DOCUMENTATION

- Domain
 - Standard
 - Measure
 - Required Documentation
 - Guidance
- Purpose
Significance



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ASSESSING DOCUMENTATION

- DOMAIN 5**
Develop Public Health Policies and Plans
- DOMAIN 9**
Evaluate and Continuously Improve Health Department Processes, Programs, and Interventions



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Standard 5.4: Maintain an all hazards emergency operations plan.

Measure	Purpose	Significance
<p>5.4.1.A Participate in the process for the development and maintenance of an All Hazards Emergency Operations Plan (EOP).</p>	<p>The purpose of this measure is to assess the health department's collaborative activities to organize coordinated responses to emergencies.</p>	<p>Health departments play a central but not exclusive role in response to emergencies. It is critical to ensure effective coordination of many agencies and organizations involved in responding to emergencies and in managing the many response activities.</p>
Required Documentation	Guidance	
<p>1. Collaborative planning through pre-emergency meetings with other government agencies.</p> <p>2. Collaborative testing of the All Hazards EOP, through drills and exercises.</p> <p>a. Description of a real emergency or exercise, including documented coordination with emergency response partners.</p>	<p>1. The health department must document that it participates in pre-emergency meetings with other government agencies. This documentation could be meeting agendas and minutes, meeting notes, calendar of meetings, email exchanges, and phone calls, as shown on a log or other record.</p> <p>2. The health department must document its participation in a test that implements the All Hazards Emergency Operations Plan.</p> <p>a. The documentation can be of either an actual or a simulated emergency (drill or exercise). This description must include documentation of how the health department coordinated with emergency response partners during the emergency or drill/exercise. Emergency response partners may be tribal, state or local emergency</p>	

Principles of Documentation

SELECT DOCUMENTATION

The mission, goals & work of the HD

1. Appropriate and effective processes, services and programs as required by standards
2. Your health department's capacity to fulfill its purposes in creating and maintaining a healthy community
3. Quality improvement



ORGANIZING DOCUMENTATION

1. Electronic Files
2. Set Up One Set Of Files
3. Paper Files
4. Shared Drive Vs. Single Computer
5. Software?



ELECTRONIC FOLDERS

- Main Folder - Accreditation
 - Subdirectory - Domains
 - Subdirectory - Standards
 - Subdirectory - Measures

Use Full Numbering!



NAMING FILES

1. Use a system that makes sense to you
2. Use a system so that you will know what is in a file and what it is for
3. Use a system so that anyone in your department who looks that the name will know what the file contains
4. Titles and Descriptions



THE KEY...

...is to do what works for you!



PRINCIPLES OF DOCUMENTATION

1. Verifiable
2. Comprehensive
3. Mutually Reinforces
4. Representative



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ASSESSING DOCUMENTATION

1. Information to Evidence
2. Four Questions
 - What do I have?
 - How does it demonstrate conformity?
 - What do I want this to say?
 - How would it be assessed?



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ASSESSING DOCUMENTATION

1. Reflects the work of the health department
2. Representative of the entire range of programs and services
3. Most applicable to what the measure requires



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Documents

Information

Evidence

Site Visit



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PHAB TITLE BOX

Provide a concise name for the document so the site visitors know what they are about to read

1. Size limit: 250 characters
2. Required
3. Letters, numbers and spaces



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PHAB DESCRIPTION BOX

Provide the link between the measure and the document for the site visitors

1. Size limit: 150 words
2. Optional
 - How document demonstrates conformity
 - Identify specifics
 - Provide context
 - Describe author



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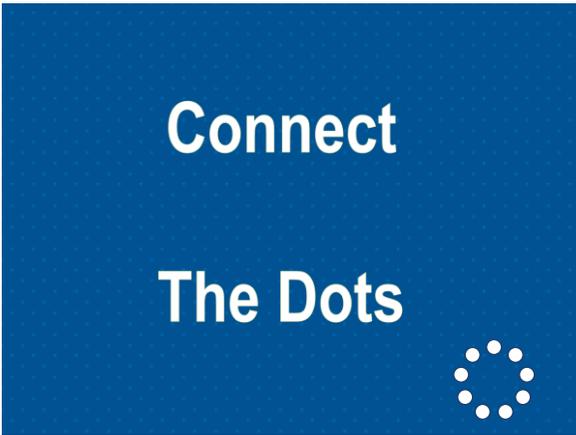
PHAB MEASURE NARRATIVE

Provide the reason for selecting ALL documents submitted for the measure

1. Size limit: 10,000 characters
2. Optional
 - Give context to the evidence
 - Describe how all evidence demonstrates conformity
 - Explain why the HD is using the documents



Connect The Dots



CASE STUDY



CASE STUDY

1. Read through the measure and the required documentation
2. Refer to the guidance and the guide to documentation
3. Review the submitted document(s)
4. Assess the documents
5. Note the good, the bad and the ugly



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CASE STUDY REPORTS

What Were Your Findings?



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Questions

RESOURCES

- PHAB Standards & Measures, Version 1.0
- PHAB Documentation Guide
- A Guide to Using Evidence in the Accreditation Process, WASC Accrediting Commission for Senior Colleges & Universities, January 2002



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David Stone

Education Specialist
 Public Health Accreditation Board
 1600 Duke Street, Suite 200
 Alexandria, VA 22314

- 703-778-4549 x105
- 703-778-4556 fax
- 703-203-5061 mobile

www.phaboard.org



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