

Considerations for Selecting an Accreditation Coordinator

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Health department directors can use this information to aid in the selection of their Accreditation Coordinator.

Health departments pursuing PHAB accreditation are required to appoint one person as an Accreditation Coordinator (AC). The AC is an assigned staff member who will lead the health department's accreditation efforts toward continuous quality and performance improvement of services provided. The AC cannot be the health department director. The AC is responsible for coordinating the accreditation process within the health department and is the single communication contact between the health department and PHAB throughout the entire accreditation process.

The AC role is critical to the health department's success in seeking accreditation; selection of the right person is essential.

Resources

The AC will have access to all of PHAB's preparation and process materials on the PHAB website www.PHAB.org, including the Online Orientation; will receive PHAB in-person training; and will be provided an AC Handbook.

Time Requirement

The AC should be prepared to spend a substantial percentage of their time on accreditation related duties, and 100% of their time during certain phases of the process, for example, the site visit.

e-PHAB

The AC will work with PHAB's electronic information system, e-PHAB, in all phases of the accreditation process. e-PHAB has been designed specifically for PHAB and tracks all transactions in the accreditation process. ACs will receive hands-on training on e-PHAB.



Accreditation Coordinator responsibilities include:

- Conduct assessments of the health department's readiness to seek accreditation;
- Complete the PHAB Online Orientation, Statement of Intent (SOI), and Application;
- Coordinate the development and implementation of the health department's internal plan to engage staff in the accreditation process;
- Engage partner organizations and community partners in the accreditation process;
- Develop and facilitate the health department's Accreditation Team;
- Manage the selection process for documentation for the PHAB measures;
- Maintain a documents management process;
- Manage the site visit and the review of the site visit report; and
- Manage the development and submission of required reports and fees to PHAB.

Accreditation Coordinator skills should include:

- Leadership skills to select and lead an Accreditation Team;
- Analytic skills to work with the Accreditation Team to gather and select the most appropriate documentation for PHAB measures;
- Time management and organizational skills to use project management tools to keep the process moving forward in a timely and systematic method;
- Communication skills to convey the importance and process of public health accreditation to staff, governing entity, department leadership, partners, and the community through presentations and other communication vehicles;
- Writing skills to provide clarification and support for documentation and to submit annual reports to PHAB that describe progress made towards addressing areas of improvement;
- Team building skills to motivate an Accreditation Team, prioritize actions, delegate responsibilities, clearly define tasks, and keep moral high through celebrating successes; and
- Computer skills to train an Accreditation Team in using e-PHAB and manage an internal data base of proposed and selected documentation.

Successful Accreditation Coordinators will:

- Be detail oriented in order to keep the accreditation process on track;
- Be able to motivate others through the 5 year accreditation cycle;
- Be able to facilitate meetings, discussions, and consensus processes;
- Have an overall understanding of the operations of the health department and the 10 Essential Public Health Services;
- Have access to the director of the health department;
- Have the authority required to make assignments to co-workers and set deadlines; and
- Have strong organizational and project management skills to manage tasks that will be conducted concurrently by various staff.