

Overview of Section II of the Annual Report:

As described in the *Guide to National Public Health Department Accreditation*, Section II of the PHAB required Annual Report is focused on continuous quality improvement (QI), continual engagement on key processes, and preparations to be positioned to seek reaccreditation in a changing public health world. To help health departments build a continuous QI culture, Section II provides an opportunity for your health department to report on quality improvement activities and to receive feedback from the PHAB Evaluation and Quality Improvement Committee.

Timeline for Submitting Section II of the Annual Report to PHAB:

Your health department will be granted access to Section II of the Annual Report through e-PHAB, when PHAB accepts Section I. Once you gain access to Section II, you will have 30 days to submit the completed Section II form in e-PHAB. However, health departments may begin the development of Section II earlier.

Downloading and Completing Section II Annual Report Template:

Similar to Section I, the health department can download the template for Section II from the accredited health department portal at any time and fill it out. When it is submitted, it must be uploaded as a Word document. Do NOT create a PDF file.

The template your health department submits will be different for each year – i.e., the form health departments complete in the first year after they are accredited is different from the form they will complete in the second year after accreditation, and so forth. While some questions will be consistent from year to year, there are several questions that will only be asked in one year. The questions are designed to reflect a progression as health departments advance towards reaccreditation and the forms include several considerations to help health departments in their preparation.

Please check that your health department is completing the correct form. The “Timeline for Section II Forms” document, located on the accredited health department portal, may be helpful in determining the correct form.

Uploading and Submitting Section II in e-PHAB:

After you gain access to Section II of the Annual Report in e-PHAB, go to the “Annual Reports” tab, “Section II” sub tab, to upload your completed template as a Word document. Do not convert to PDF. Do not submit additional documentation; it will not be reviewed.

Review of the Annual Report:

PHAB’s review of Section II of the Annual Report is overseen by PHAB’s EQI Committee. This review is aimed at supporting the maintenance and advancement of a quality improvement culture in accredited health departments. The health department will receive feedback on Section II, focused on quality improvement. Recommendations from the EQI Committee are advisory only. After the Committee’s review form has been uploaded in e-PHAB, health departments will receive an automated email letting them know that the feedback is available through e-PHAB. If you have problems accessing the templates or your feedback, please let PHAB know.

Reaccreditation Measures:

Many of the questions posed in Section II of the Annual Report reference specific Reaccreditation Measures. PHAB encourages health departments to review the measure requirements in the *Guide to National Public Health Department Reaccreditation* as you complete Section II. It is PHAB’s intention that the questions will aid health departments in their preparation for reaccreditation, while also giving health departments the opportunity to share their work and receive feedback.

Key Points about Specific Questions

Performance Management/Quality Improvement (PM/QI)

Question 1) What internal and/or external factors have facilitated your health department's progress in PM/QI since you submitted last year's Annual Report Section II? & 2) What internal and/or external factors have constrained your health department's progress in PM/QI since you submitted last year's Annual Report Section II?

Each year, the health department will be asked to describe what internal and external factors have a) facilitated and b) constrained the health department's progress in performance management (PM) and quality improvement (QI) in the prior year. When describing internal factors, health departments may consider staffing changes, PM/QI team member composition, training, etc. When describing external factors, health departments may consider funding opportunities or changes, state or federal policy shifts, etc.

Question 3) The table below lists key components from the PHAB Reaccreditation Standards and Measures for Domain 9. Please complete the table below to indicate the concrete steps the health department has taken since you submitted last year's Annual Report Section II to improve each element listed, the results of those steps, and one step it plans to take next year.

Each year, the health department will be asked to complete a table of eight elements where the health department will describe steps the health department has taken over the past year, the results of those steps, and what steps the health department plans to take in the next year. Health departments are encouraged to reference Domain 9 in the Reaccreditation Standards and Measures for this table. For example, the 5th element in the table is QI training – a health department would describe what training opportunities the health department has sought, provided, and/or participated in, in the space dedicated to “steps health departments has taken.” In the next space, the health department should describe “results of those steps” which could include, for example, a specific number of staff being trained in a QI tool or methodology. In the space for “steps the health department plans to take before you apply for reaccreditation,” the health department should identify specific steps or plans, for example, provide more frontline staff with QI training.

Question 4) Describe how the health department's operations support it being a performance based health department, including the effective assignment of responsibilities, efficient flow of program and performance information, and collaboration on efforts across the department. (Measure 9.1 RD2)

Health departments can reference the *Guide to National Public Health Department Reaccreditation Requirements*, Measure 9.1, Required Documentation 2. Describe how data-driven performance-based planning, programming, and assessment is conducted at the department-level. Describe how staff ownership is built into the system and how information flows for increased collaboration across the department. Describe how the system encourages transparent department decision-making.

Question 5) Describe the process the health department uses to assess the effectiveness of the quality improvement plan and activities. (Measure 9.2, RD2f)

Health departments can reference the *Guide to National Public Health Department Reaccreditation Requirements*, Measure 9.2, Required Documentation 2, element F, which describes the portion of the quality improvement plan that describes the process to assess effectiveness of the plan and QI activities.

Question 6) Did your health department track any QI projects related to the following areas since you submitted last year's Annual Report Section II?

The Annual Report will ask if the health department tracked any QI projects related to pre-identified areas. If the health department has tracked QI projects in an area that was not included in the table provided, please describe the project(s) in the Other category.

Question 7) What PM/QI topics would you like guidance on? (Optional)

Health departments may select PM/QI topics on which they wish to receive more guidance (e.g., revising a QI plan). This will help PHAB to provide guidance in the Feedback Form that is sent back to the health department, and/or to support development of new resources, if gaps are identified. Answering this question is optional.

Question 8) What specific questions do you have about PM/QI? If there is a particular question from this Annual Report form for which your health department would like feedback, please indicate it here. (Optional)

Health departments may ask specific questions that could aide in their PM/QI journey. For example, a health department who is revising their QI plan may want to receive information on how to transition from a former QI plan to a new version. PHAB's EQI Committee, in consultation with PHAB staff, will provide information to answer questions as feasible, or will explore future resources. Answering this question is optional.

Continuing Processes to Prepare for Reaccreditation

Question 9) Describe how your health department has strengthened its collaborative working relationships. Provide one example of how you have strengthened relationships either a. with community and partner organizations (including other sectors of the community such as the educational system, parks and recreation, health care, the faith community); or b. with other levels of public health departments (Tribal, state, and local)?

Health departments will need to describe one example of how they have worked to strengthen collaborative working relationships with community and partner organizations such as education systems OR other levels of public health departments such as their state or tribal health department. Health departments should highlight key actions taken to strengthen these relationships, for example, establishing or updating charters or MOUs, collaborating and sharing resources to meet community objectives, or working to build or support population health policies. Collaboration is woven throughout the Reaccreditation Requirements (for example, see Measure 4.1). In addition, health departments are required to complete a document describing their relationships with other health departments.

Question 10) Describe how populations' access to care has been collaboratively assessed and strategies to increase access to health care for those who experience barriers to care have been collaboratively developed and adopted (Measure 7.1). In particular: a. what is the collaborative process for identifying gaps in and/or barriers to care?, b. what is the collaborative process for identifying the causes of gaps and/or barriers? and c. what is the collaborative process for developing strategies for the unserved or under-served to access care from health care providers?

Health departments can reference the *Guide to National Public Health Department Reaccreditation Requirements, Measure 7.1, Required Documentation 1*. The health department may choose to answer this question by addressing each item with a bullet point in the response. This measure addresses system level gaps and barriers in the community. Issues specific to any clinical or personal health services provided by the health department should be addressed only as a part of the community systems of care. The collaborative process for developing strategies should ensure that strategies are at the community level and systems level and are not specific to any one provider's management of the provision of care.

Question 11) Please indicate how the health department has provided support to other health departments or shared its experiences with others outside of the department, related to quality improvement, performance management, or accreditation.

Please select as many of the provided options as apply.

Question 12) Please describe one of the activities above (question 11) of which the health department is most proud. If the health department has published an article in a journal, please provide the citation below.

Select, to describe in detail, one of the activities in which your health department has engaged to provide support or share quality improvement, performance management, or accreditation experiences with the field. PHAB is particularly interested in tracking journal articles related to accreditation and keeps a list of selected articles on the PHAB website; so, please be sure to let us know if your article has been published.

Emerging Public Health Issues and Innovations

Question 13) Has the health department conducted work in any of the following areas?

As PHAB works with the field, several issues have been identified as emerging public health issues that PHAB believes will be increasingly important in the future. PHAB understands that these areas are evolving and as such, new concepts, strategies, and initiatives will change over time. PHAB encourages accredited health departments, however, to consider how their work either addresses these emerging issues or is informing the development of best and promising practices in these areas.

Based on the topics provided in the table, please indicate all of the emerging issues on which your health department has been conducting activities.

Question 14) If the health department is engaged in work in an emerging area, please tell the story of the health department's work in one area.

Select one of the emerging public health issues from Question 13 and describe the health department's efforts and achievements in this area.

Question 15) PHAB defines public health innovation as the development of a new process, policy, product, or program that increases quality, impact, and efficiency. Please describe the health department's approach to pursuing innovation and any innovations that have emerged since you were accredited. (Optional)

This optional question provides an opportunity for the health department to describe how they develop creative approaches to address public health challenges. The Public Health National Center for Innovations (PHNCI) is a division of PHAB. Please visit the PHNCI website for more resources about, and examples of, innovation in public health: <https://phnci.org/>.

Question 16) Aside from what has previously been reported in this report, has the health department made any improvements that have had a significant impact on the health department or the community it serves in the past year? (Optional)

This optional question provides an opportunity for the health department to describe accomplishments that have not already been mentioned on this form and that the health department believes have positively affected the health department and/or its community. Please provide data (quantitative or qualitative) to demonstrate the impacts of the improvement.

Question 17) Did you use feedback from the Annual Report that you received last year? If so, how did you use it? If not, how could it be improved? (Optional)

This optional question provides an opportunity for the health department to share how any feedback received about the Annual Report was used over the past year to guide the health department. If the health department did not find the feedback useful, please provide specific suggestions about how it could be improved.

Reminders about Reaccreditation Preparation

At the end of the Annual Report form, there is a list of items for a health department to consider in preparing for reaccreditation. This list is tailored to each year as a health department progresses from accreditation to reaccreditation. If you have questions about any of the items on the list, please contact your Accreditation Specialist.