

Celebrating 10 Years of PHAB Accreditation

## Livingston County Health Department

Staff size: 117

Population served: 61,578

Livingston County Health Department (LCDOH) decided to pursue initial accreditation to improve the public's health and safety by enhancing the quality and performance of the department. The accreditation process helped certify the competence and integrity of the Department and staff with regard to core public health concepts.



### Accreditation helped develop partnerships during the COVID-19 pandemic response.

During the pandemic, LCDOH continued to incorporate health equity into COVID response interventions and developed partnerships to help with the response. Effective communication and community education was vital to addressing vaccine hesitancy, connecting with BIPOC communities, and ensuring messages were available in other languages like Spanish.

LCDOH reached out to local populations to better understand unique community needs for improved outreach and implementation. Community partnerships and health agencies were leveraged to promote vaccination and provide accurate education to community members, empowering the community to make informed health decisions. LCDOH also implemented a COVID-19 helpline to provide timely and consistent COVID-19 messaging and maximize staff during the height of the pandemic.

LCDOH partnered with many departments and organizations during the pandemic to better serve their communities:

- Livingston County Office for the Aging registered seniors and assisted with transportation to vaccine clinics to vaccinate individuals over 60 years old.
- NYS Office for People with Developmental Disabilities registered and assisted with transportation for individuals with disabilities.
- EMS, fire departments, and local law enforcement provided clinics to accommodate first responder schedules.
- Local schools allowed for distribution of test kits, vaccination, and comprehensive COVID guidance for educators and students.
- Livingston County Chamber of Commerce provided local businesses with PPE and test kits.

## **Success: Alignment of policies, plans and practices.**

Accreditation helped LCDOH to better align the Community Health Assessment, Community Health Improvement Plan, Workforce Development Plan, and Strategic Plan. It also helped focus performance management (PM) and quality improvement (QI) efforts to address priorities. While the department recognized the importance of Performance Management and Quality Improvement, the accreditation and reaccreditation processes enhanced LCDOH's policies and practices and improved the department in the following areas:

- Staff ownership of the performance management system,
- Monitoring and revising PM implementation and measures,
- Consideration of customer feedback,
- Reporting results,
- Leadership support for PM, and
- Continuous QI.

## **Advice: Include staff from different program areas.**

When establishing domain workgroups, LCDOH advises that staff from various staffing levels and program areas should be included. This is helpful as some staff bring various skills and expertise, while others provide objectivity.

## **Promising Practice: Comprehensive orientation process**

LCDOH has a comprehensive orientation process for new staff which includes trainings on PM/QI, cultural competency/health equity and trauma informed care. This helped build workforce capacity in regard to several core public health concepts.