Increasing Quality and Performance through PHAB Accreditation

Accreditation measures a health department’s performance against a set of nationally recognized, practice-focused, and evidence-based standards. PHAB fosters continuous quality improvement to help accredited health departments deliver essential public health services to their communities. Health departments that sustain accreditation over time report a wide range of benefits from accreditation, including:

- 95% reported that accreditation stimulated quality and performance improvement.
- 77% strengthened relationships with key partners in other sectors (e.g. health care, social services, education).
- 90% improved their ability to identify and address gaps in employee training and workforce development.
- 74% reported accreditation helped them use health equity as a lens for identifying and addressing health priorities.

“[Health department] staff have discovered the importance and value of QI in public health and created a culture of continuous quality improvement that has resulted in both increased morale, teamwork, and success of [health department]."
66% experienced **improved visibility or reputation** to external stakeholders

65% improved the **use of resources** within their health department

65% of reaccredited health departments reported **greater collaboration** across health departments or within units

89% saw increased **accountability and transparency** within their health department.

"The reaccreditation process helped us ensure that the programs and services we provide are as responsive as possible to the needs of our communities. With reaccreditation, the Chicago Department of Public Health is demonstrating ongoing accountability and credibility to the public, funders, elected officials and partner organizations with which we work."

- Allison Arwady, Acting Commissioner, Chicago Dept. of Public Health

PHAB is the sole national public health accrediting body for state, local, territorial, Army and Tribal health departments. Through the accreditation process, we promote consistency in the delivery of public health services across health departments by strengthening health department infrastructure.

Visit [phaboard.org](http://phaboard.org) to learn more about accreditation and for more on how quality and performance improvement contribute to public health transformation.