

## **QUALITY IMPROVEMENT CORNER: January-February 2019**

*Welcome to the second installment of Quality Improvement Corner. Here, April Harris, PHAB Accreditation Specialist, shares recent changes to the accredited health department's Annual Report process.*

In the spirit of continuous improvement, PHAB has been working to revise the Annual Report template. A survey was conducted of a subset of accredited health departments. Based on that feedback—in particular the desire to have the Annual Report process better prepare health departments for reaccreditation—PHAB worked with its Evaluation & Quality Improvement Committee to revise the Section II template. The new version will go into effect on January 1, 2019.

While Section II maintains a focus on health departments' quality improvement and performance management journeys, there are several notable changes. First, the template that health departments submit will be different for each year. While some questions will be consistent from year to year, there are several questions that will only be asked in one year. This is designed to reflect a progression as health departments advance towards reaccreditation. Another significant difference is that many of the questions reference specific Reaccreditation Measures. PHAB encourages health departments to begin reviewing the measure requirements in the *Guide to National Public Health Department Reaccreditation* <http://www.phaboard.org/wp-content/uploads/PHABGuideReacc.pdf> as they complete the new forms. The forms also include some considerations for health departments to help in their preparation. It is PHAB's hope that the revisions will help lay the groundwork for meeting reaccreditation requirements, while also giving health departments the opportunity to share their work and receive feedback.

For example, questions such as "What internal and/or external factors have facilitated your health department's progress in PM/QI since you were accredited?" will be asked in each Annual Report. This could be an opportunity for health departments to discuss a staff training opportunity that helped develop new QI champions. Other questions—such as "Provide an example of how the performance management system informed, steered, or guided quality improvement. (Measure 9.2 RD3)"—will be asked only one year but are aligned directly with specific reaccreditation Measures. PHAB has also added several optional opportunities for health departments to identify areas that they may like additional resources or feedback.

Moving forward, health departments can reference the Timeline for Section II Form document on the accredited health department portal to determine the correct form to submit. As always, the Word templates will be made available on the accredited health department portal.

For specific Annual Report questions, please contact April ([aharris@phaboard.org](mailto:aharris@phaboard.org)).