

# Volunteer Site Visitors: Roles, Responsibilities, & Benefits

October 2020

## General Guidance

PHAB accreditation uses a peer review process to assess health departments' conformity with the PHAB Standards and Measures.

Site visitors are trained by PHAB to:

- Review and assess documentation that has been submitted by health department applicants;
- Conduct a site visit of the health department that includes interviews with the health department director, members of the governing entity, community partners, and key departmental staff; and,
- Write a Site Visit Report.

The Site Visit Report is the basis on which PHAB's Accreditation Committee makes decisions about health departments' accreditation status.

PHAB Accreditation Specialists work with site visitors to:

- Ensure consistency within and among Site Visit Teams,
- Provide guidance to the site visitors on the accreditation process,
- Interpret the Standards and Measures, and
- Support the Site Visit Team throughout the review process.

For additional information, contact PHAB Director of Accreditation Marita Chilton, [mchilton@phaboard.org](mailto:mchilton@phaboard.org), or call 703-778- 4549, ext. 114.



## Responsibilities of PHAB Site Visitors\*:

PHAB site visitors are responsible for meeting the following expectations, duties, and time commitment:

- Complete several hours of work preparing for in-person training;
- Attend an in-person, two-day PHAB site visitor training;
- Complete an annual Conflict of Interest Disclosure Form and a Site Visitor Agreement;
- Complete a short, web-based evaluation about the training;
- Complete post-training documentation assessment exercises and answer multiple choice questions on topics discussed during the training;
- Commit to completing PHAB-required annual refresher trainings;
- Commit to serve on at least one Site Visit Team per year (approximately 95 hours of effort spread over 5-6 months), which involves the following activities:
  - Conduct a Pre-site Visit Review of a health department's documentation (approximately 75 hours) including participating in 6-7 conference calls (about 90 minutes each) with members of the Site Visit Team to reach consensus assessments of documentation (during a 10-12-week period) and prepare for the on-site review;
  - Participate in the 2 or 3-day site visit to a health department;
  - Contribute to the writing of the Site Visit Report and make revisions after the PHAB Accreditation Specialist has reviewed the Report; and
  - Provide feedback to PHAB about the experience of being a site visitor.

\* As a result of the COVID-19 pandemic, PHAB has released [supplemental guidance](#) describing several temporary adjustments to the accreditation procedures that affect the site visitor role.

## As a Representative of PHAB, Site Visitors Agree to:

- Review all health department materials prior to the site visit;
- Commit to absolute confidentiality;
- Represent PHAB in a professional manner;
- Commit to be actively engaged for the duration of the site visit (typically 3 days away from home to complete the site visit and related travel);
- Participate actively as a Site Visit Team member in all related activities before, during, and after the Site Visit;
- Use e-PHAB, PHAB's online information system, to complete site visitor activities; and
- Utilize the guidance provided by the Accreditation Specialist.

## Benefits to You

Volunteers who have served as site visitors have told PHAB that the experience is rewarding and provides tangible benefits such as networking with other leaders in public health; gaining in-depth information about the accreditation process; participating in a meaningful peer review process; enhancing verbal, written, and technical communication and interviewing skills; learning about new, innovative, and promising public health practices; engaging in professional development; and contributing to the overall improvement of the field of public health. PHAB covers all of your travel expenses for training and for the site visits.

## How to Apply

Apply to become a volunteer PHAB site visitor by clicking on this link:

<https://www.e-phab.org/svm>.