

Celebrating 10 Years of PHAB Accreditation

West Allis Health Department

Staff size: 36

Population served: 59,484

The West Allis Health Department (WAHD) saw accreditation as a natural way for an already high performing local health department to further improve upon the programs and services provided, and the policies needed to support those services.



Accreditation provided standards to reach for and maintain.

Accreditation reinforced the importance of providing effective programs and services focused on outcomes determined by quality improvement efforts. PHAB feedback helped the department stay up to date on public health topics like health equity, race and racism, quality improvement, and considerations that impact various plans such as the CHA/CHIP, workforce, strategic plan, and quality improvement/performance management plans. Accreditation provided a framework for developing our CHA/CIP strategic plan and performance improvement efforts.

WAHD was already a very high performing health department, surpassing requirements for local health departments in Wisconsin. Accreditation gave the department new standards to reach for and maintain.

Success: Deliberate discussions.

By maintaining the plans needed for accreditation, the department has focused and deliberate discussions on metrics in the context of programs, services, the workforce, and strategic plan objectives.

Promising Practice: A Quality Council

Establishing a Quality Council helps the department keep QI and PM at the forefront of planning and practice.

Advice: Think of accreditation as a reason to do your best work as a health department.