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| **PHAB_Logo_rgb_Medium** | **PHAB Annual Report**  **Section II**  **Fourth Annual Report After Initial Accreditation**  **Approval Date: July 2020; Effective Date: August 1, 2020** |

Due to the COVID-19 pandemic, the Annual Report template has been modified.

* Nine questions are completely optional. If you don’t have the time or capacity to address/answer these questions, please do not feel obligated to do so. It will not be held against the health department in any way.
* For questions such as 13, 14, 15, 16 – you can include descriptions of your current COVID-19 efforts. Perhaps some of those responses can be modified from documents/press releases/board of health reports that have already been created.

Your Annual Report will be reviewed, and you will receive feedback specific to your health department’s responses to this form. In addition, in order to help facilitate learning among accredited health departments, PHAB may take what we are learning from you and your peers, particularly related to COVID-19 response, to develop resources that are shared with all accredited health departments (for example, PHAB may develop resources identifying how COVID-19 related examples could be used for reaccreditation documentation).

On this form, you will report on the health department’s activities related to improvement; continuing processes; and emerging public health issues and innovations. Please provide brief responses to these questions. Each question should have a response of no more than 500 words. When you have completed this form, please log on to e-PHAB and upload this document. Upload the document as a Word file; do NOT convert it to a PDF.

There are different Section II forms for each year of the Annual Report process between initial accreditation and reaccreditation. Please be sure you are using the correct form.

Throughout this form you will see references to Reaccreditation Measures and required documentation (RD) in parentheses at the end of some questions. These questions are designed to help the health department begin thinking about the types of items that are addressed in the reaccreditation requirements. While the health department will receive feedback on the Annual Reports, it should not be interpreted as an assessment of conformity with any measure.

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| **Health Department Name** |
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| **Month and Year Submitted** |
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**Performance Management/Quality Improvement (PM/QI)**

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| **1) What internal and/or external factors have facilitated your health department’s progress in PM/QI since you submitted last year’s Annual Report Section II? (Optional)** |
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| **2) What internal and/or external factors have constrained your health department’s progress in PM/QI since you submitted last year’s Annual Report Section II? (Optional)** |
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| **3) The table below lists key components from the PHAB Reaccreditation Standards and Measures for Domain 9. Please complete the table below, to the best of your ability, to indicate the concrete steps the health department has taken since you submitted last year’s Annual Report Section II to improve each element listed, the results of those steps, and one step it plans to take next year. If PM/QI activities have decreased due to COVID-19, please indicate if any work has been completed or planned.** | | | |
| **Elements** | **Steps health department has taken since you submitted last year’s Annual Report Section II** | **Results of those steps** | **Steps health department plans to take before you apply for reaccreditation** |
| **Staff ownership of the performance management system (Measure 9.1 RD2.1)** |  |  |  |
| **Monitoring and revising PM implementation and measures (Measure 9.1 RD1.d & RD1.g)** |  |  |  |
| **Leadership support for performance management (Measure 9.1 RD3)** |  |  |  |
| **Revision of QI plan (Measure 9.2 RD1)** |  |  |  |
| **QI training (Measure 9.2 RD2.b)** |  |  |  |
| **Consideration of customer feedback (Measure 9.2 RD2.d)** |  |  |  |
| **Reporting results (Measure 9.1 RD1.e & Measure 9.2 RD2.e)** |  |  |  |
| **Institutionalized continuous quality improvement (Measure 9.2, RD5)** |  |  |  |

**The next two questions relate to performance management requirements in reaccreditation. If PM/QI activities have decreased due to COVID-19, please indicate if any work has been completed or planned.**

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| **4) Describe how the health department’s operations support it being a performance based health department, including the effective assignment of responsibilities, efficient flow of program and performance information, and collaboration on efforts across the department. (Measure 9.1 RD2)** | |
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| **5) Describe the process the health department uses to assess the effectiveness of the quality improvement plan and activities. (Measure 9.2, RD2f.)** | |
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| **6) Did your health department track any QI projects related to the following areas since you submitted last year’s Annual Report Section II?** *(Select all that apply. Place an X in the column to the left of the area.)* | |
|  | Data |
|  | Financial management |
|  | Workforce |
|  | Governance |
|  | Other administrative/management |
|  | Community engagement |
|  | Health equity |
|  | Programs |
|  | Other: please describe |

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| **7) What PM/QI topics would you like guidance on? (Optional)** | |
|  | Gaining buy-in for QI |
|  | Finding and/or providing training on PM/QI |
|  | Sharing PM/QI information with staff and governing entity |
|  | Developing or revising QI plan |
|  | Assessing QI culture |
|  | Diffusing QI throughout health department |
|  | Determining when to implement a QI project |
|  | Implementing QI projects |
|  | Selecting performance measures |
|  | Tracking performance measures over time |
|  | Identifying resources |
|  | Working with data |
|  | Other: please describe |
| **8) What specific questions do you have about PM/QI? If there is a particular question from this Annual Report form for which your health department would like feedback, please indicate it here. (Optional)** | |
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**Continuing Processes to Prepare for Reaccreditation**

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| **9) Describe how your health department has strengthened its collaborative working relationships. The health department may provide narrative describing collaborative working relationships that have been established or maintained due to COVID-19. Provide one example of how you have strengthened relationships either**   1. **With community and partner organizations (including other sectors of the community such as the educational system, parks and recreation, health care, the faith community); or** 2. **With other levels of public health departments (Tribal, state, and local)?** |
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| **10) Describe how populations’ access to care has been collaboratively assessed and strategies to increase access to health care for those who experience barriers to care have been collaboratively developed and adopted (Measure 7.1). In particular:**   * 1. **What is the collaborative process for identifying gaps in and/or barriers to care?**   2. **What is the collaborative process for identifying the causes of gaps and/or barriers?**   3. **What is the collaborative process for developing strategies for the unserved or under-served to access care from health care providers?** |
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| **11) Sharing Your Work - Please indicate how the health department has provided support to other health departments or shared its experiences with others outside of the department, related to quality improvement, performance management, or accreditation.** *(Select all that apply. Place an X in the column to the left of the activity.)* **(Optional)** | | | |
|  | **Submitted an example to a national database of best practices** |  | **Gave a presentation at a meeting** |
|  | **Provided one-time consultation to staff at another health department** |  | **Provided ongoing assistance to staff at another health department** |
|  | **Published an article in a journal** |  | **None** |
|  | **Submitted a story to Accreditation Works!** |  | **Other (please specify):** |

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| **12) Please describe one of the activities above (question 11) of which the health department is most proud. If the health department has published an article in a journal, please provide the citation below. (Optional)** |
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| **Emerging Public Health Issues and Innovations** | | | |
| **13) Has the health department conducted work in any of the following areas?** *(Select all that apply. Place an X in the column to the left of the issue.)* | | | |
|  | **Data for decision making** |  | **Emerging infectious diseases (other than COVID-19)** |
|  | **Health equity** |  | **Climate change** |
|  | **Health strategist** |  | **Behavioral health** |
|  | **Public health financing modernization** |  | **Environmental bio-monitoring** |
|  | **Public health systems transformation** |  | **Genomics** |
|  | **Public health/health care integration** |  | **Adoption of emerging technology (specify)** |
|  | **Emergency preparedness and response (other than COVID-19)** |  | **COVID-19** |
|  | **Anti-racism** |
|  | **Community resilience** |  | **Other (please specify):** |

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| **14) If the health department is engaged in work in an emerging area, such as COVID-19, please tell the story of the health department’s work in one area.** |
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| **15) PHAB defines public health innovation as the creation and implementation of a novel process, policy, product, program, or system leading to improvements that impact health and equity.**  **Please describe the health department’s approach to pursuing innovation and any innovations that have emerged since you were accredited. (Optional)** |
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| **Overall Improvements** |
| **16) Aside from what has previously been reported in this report, has the health department made any improvements that have had a significant impact on the health department or the community it serves in the past year? (Optional)**  *What has been the impact on the health department and/or the community? How was that impact measured? Please provide specific data, if available, to demonstrate measurable impact.* |
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| **Feedback from PHAB** |
| **17) Did you use feedback from the Annual Report that you received last year? If so, how did you use it? If not, how could it be improved? (Optional)** |
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**Reminders about Reaccreditation Preparation**

Year 4: As you prepare for reaccreditation, here are some items you may want to focus on this year:

* Watch reaccreditation videos again
* Maintain support for reaccreditation among the health department director, staff, and appointing authority
* Maintain a regular process for briefing the governing entity on progress towards reaccreditation
* Prepare reaccreditation documents that need to be dated within 2 years (see reference document on Bridge)
* Review comments from last year’s Annual Report
* Convene your reaccreditation team and monitor progress on your work plan for reaccreditation
* Start finalizing narratives