

THE *side* DISH



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ACCREDITATION NEWS FOR EMPLOYEES AND STAKEHOLDERS

This July, the Quality Improvement (QI) team presented the Plan-Do-Study-Act (PDSA) to the leadership team.

PDSA. You may have heard of the term already. Think of it as a process...

The cycle begins with 4 steps...

- **Plan**- in this step you identify a goal or purpose, formulate a theory and put a plan into action.
- **Do** - in this step you implement the plan.
- **Study**-in this step you monitor the outcomes to test for effectiveness or identify areas for improvement.
- **Act**- this step closes the cycle by integrating the learning generated by the entire process. In this step you may also re-adjust the goals altogether, change the method or even reformulate a new theory.



These four steps are repeated over and over as part of a never-ending cycle of continual improvement.

As staff members identify areas for improvement or updates for their programs, the QI team can provide technical assistance to implement the PDSA model.

The goal of PDSA is for the health district to adopt a culture of quality that will both improve the quality of our services as well as client satisfaction.

Our next steps include:

- A QI internal marketing campaign.
- A district- wide overview for all staff about the QI process and PDSA.

The numbers are clear!

- 114 million - the total population now served by PHAB-accredited health departments.
- 13 - the number of additional health departments in the US awarded five-year accreditation status by PHAB.
- 27 - the number of states, plus the District of Columbia, with at least one accredited public health department.





New & Noteworthy

New submission guidelines have been finalized by the Public Health Accreditation Board (PHAB). Health departments will now have to demonstrate that several other plans will have to be 'substantially' developed by the time it submits its application. PHAB will provide more concrete information by the end of the summer. These additional documents are the Emergency Operations Plan, Workforce Development Plan, Quality Improvement Plan, Performance Management System and the Organizational Branding Strategy. All of these are in the development phase. According to the new rules, we will have to certify that they are at least 75 percent complete.

Community Health Improvement Plan partner meeting



The Community Health Improvement Plan (CHIP) is in process. The initial meeting was held in June with more than 60 community partners and a second meeting was held in July. The entire team identified public health priorities for Southern Nevada:

- (1) Access to health and human services
- (2) Chronic disease
- (3) Public health policy and funding

The process of addressing those priorities is the next step in developing the CHIP. Committee members are encouraged by the level of interest in the community to be part of the CHIP. Representatives include many aspects of the local public health system but also members from Clark County Fire, Vegas PBS, and UNLV.

Check out our PHABulous monitors!



They're here! Our new monitors are located in the Valley View lunch rooms as well as our East Las Vegas and Henderson Public Health Centers. Check them out for updated accreditation information and program updates.

Here's what we have on the monitors so far...we have adapted pre-existing videos with closed-captioning content, as well as commercials that have been produced with grant funds awarded to the Community Health Division.

If you have suggestions for content, please contact Susan Eiselt at eiselt@snhdmail.org, about how your program's material can be utilized and made into slides that can be used on the monitors.

Your feedback is key to the success of the monitor program.

Keeping you linked in...



The first Community Health Improvement Plan Community partner meeting video can be accessed using the following link: <https://www.youtube.com/playlist?list=PLcE6qbE1rq-LGXLGT4-4DPUS-B-Ge5w9P>

Healthy Southern Nevada site: <http://www.healthysouthernnevada.org/>

NACCHO QI Roadmap <http://www.qiroadmap.org>

CONTACT US:

Demetria Patton, JD - Accreditation Coordinator
Direct: 702.759.1383 | Cell: 702.439.8156
Email: pattond@snhdmail.org