Building Accreditation Champions during the Pre-requisite Stage

City of Long Beach Department of Health and Human Services
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City of Long Beach:
• Incorporated in 1888
• Mayor
• City Council is made up of 9 members, elected by district
• Council-Manager form of government
• 21 departments
Presentation Overview:

• Description of City of Long Beach and the Department of Health and Human Services

• Key highlights of activities and lessons learned from pre-application phase
Profile

- Population of 462,257 (2010 Census)
  - 7th most populous city in California
  - 36th most populous city in the United States
- Very diverse city
Long Beach Department of Health and Human Services

• Established in 1906
• 1 of 3 city-operated local health jurisdictions in California (along with Berkeley & Pasadena)
• Annual operating budget of over $112.9 million
• 6 bureaus
• 350 staff
Champions from Within

- Senior leadership support—continued with Director vacancy
- Regional collaboration and shared learning with Los Angeles County and City of Pasadena DPH
- Senior managers’ briefing and readiness checklist used as a discussion tool
- Formed Accreditation Task Force with representatives and managers from all bureaus
- Accreditation Task Force also used readiness checklist to spark discussion and questions
Champions from Within

- Accreditation Task Force led the development of pre-requisites, reviewed 12 domains and listed examples and identified gaps
- Members recommended public health infrastructure and systems change workshop for all managers and key staff
- Developed staff training and development survey
Champions from Within
• Partnerships with community benefits staff of local non-profit hospitals
• Various data sources and community perspectives to paint a comprehensive picture of the health status of Long Beach
• Reviewed data sources with Long Beach specific data against Healthy People 2020 indicators
• Initiated discussion to have coordinated planning for 1 community wide CNA for Long Beach with local hospitals
Data Partners

- City agencies
- California Department of Public Health
- Los Angeles County DPH
- UCLA California Health Interview Survey (CHIS)
- Healthycity.org
- Building Healthy Communities Long Beach
- Best Start Long Beach
- Long Beach Unified School District
- Local hospitals
Community Engagement

• CHA highlights presented to community stakeholders (11/7/2012)
• Over 75 community leaders and stakeholders
• Voted on top health issues and social determinants
• Brainstormed on strategies to solve top issues
• Solicited volunteers to develop Community Health Improvement Plan
• Social determinants of health framework
• Described accreditation and its significance for strengthening local public health system
Poll 6 Question

• Have you already introduced or plan to introduce the public health accreditation process to your community partners during the CHA and CHIP pre-requisite process:
  – Yes
  – No
  – Not sure
Over 50 signed up for CHIP Task Force
15 to 30 attendees at each meeting

Focused on developing:
vision statement and core values
goals, objectives, strategies, programs and partners
possible performance indicators
Community Guide used to guide development of CHIP
CHIP

Planting the seed for sustained collaboration

| Work with local initiatives to build upon interest and commitment—Building Healthy Communities Long Beach |
| Hospital Engagement/Population Health Forum |
| Include Evaluation and Community Report in CHIP |
| Articulate common areas of interests and use commonalities as a catalyst for discussion |
CHIP & Strategic Plan

• Used CHIP to help inform Strategic Plan priorities
• Access to care, chronic diseases, mental health as strategic priorities are aligned with CHIP
• Embraced vision statement created by CHIP Task Force
Poll 7: Have you already used or plan to use the results of your CHIP to inform your strategic plan:

• Yes
• No
• Not sure
Lessons Learned

• Honor and acknowledge existing needs assessments & use CHA to fill gaps
• Seek out credible available data sources
• Acknowledge & communicate that CHA is snapshot effort
• Acknowledge that in some cases older data is what is readily available
Lessons Learned

- Community likes the synthesis of multiple data in one document
- Use key documents to help inform planning and decision making process
- Be flexible—planning is not a linear process and it can get messy at times.
- Stay connected with planning groups
- Get to know your community benefits staff from local hospitals
Lessons Learned

• Keep meetings focused with clear objectives
• Commit to specific number of meetings with a clear target deadline
• Harness feedback in multiple ways
• Make meetings fun
• Remind partners of their roles
• Patience is a virtue and good things cannot be rushed—move at the right pace
Accreditation

Performance Improvement

Quality Driven Culture

We can do it!
Si se puede!
Bring it on!