Linking Quality Improvement with Accreditation

ADDRESSING MEASURES IN DOMAINS 2 AND 6
Objectives

- Review a quality improvement process to scan the health department for accreditation
- Learn use of quality improvement tools to assess collaboration needs with Environmental Health
County of Ventura

- 1,845 sq miles along California’s Pacific coast
- Ranks 12th out of the 58 California Counties in terms of population size. 823,318 per 2010 census
General Agency Structure

What is missing within our agency?
Poll 4

- What does your department include?
  - My department includes both animal services and environmental health
  - My department includes animal services (not EH)
  - My department includes environmental health (not AS)
  - Does not include either animal services or environmental health
Gap Analysis

- Department assessment to assess active compliance with accreditation measures
  - Review available documentation of activities
- Review standards and measures which involve other agencies
  - Identify current collaborations with the other agency(s)
- SWOT: Assess needs and recommend improvements to demonstrate activities
Process Map Domain 2

1. **Department Scan for best process of measure(s)**
   - National Public Health Performance Standards – Local instrument

2. **Target areas needing EH**

3. **Review current interactions with EH**

4. **SWOT analysis of ability to meet standards**
   - QI opportunity – create an MOU
   - Outreach to Environmental health assess PH-EH relationship
   - QI opportunity – formalize relationship with EH MOU

5. **Re-SWOT by measure**
   - Peer review of SWOT

6. **Domain 2 Standard 1 Conduct timely investigations of health problems and environmental public health hazards.**

7. **No formal documentation of plans or processes**

8. **QI opportunity to formalize processes with EH** *slide 16*

9. **Outreach to Environmental health assess PH-EH relationship**
Process Map Domain 6

- Department Scan for best process of measure(s)
  National Public Health Performance Standards – Local instrument
  SIPOC SWOT

- List of department partners developed

- No documentation demonstrating processes for domain 6

- Collect available processes – outreach to agencies/partners
  QI opportunity – protocols for procedures to review legislation, impact to PH, how PH will respond

- SWOT analysis of ability to meet standards
  Difficulty to identify enforcement activities.

- Re-SWOT by measure
  Peer review of SWOT

- Collection of PH related laws/legal authorities and meeting with programs

- Review all domains for areas EH is referenced (8 domains) – combine efforts with domain 2 (4 standards)
Relationships and interconnections within a domain

- 6.1.1 Review of PH Laws
- 6.1.2 Legislative Recommendations
- 6.2.1 Staff Education
- 6.2.2 Access to Requirements
- 6.2.3 Regulated Entity Education
- 6.3.1 Enforcement Authority
- 6.3.2 Inspection Schedule
- 6.3.3 Enforcement Activity
- 6.3.4 Analyze Trends
- 6.3.5 Communication of Trends with Stakeholders (including need for changes to law)
### Adapting Lean Six Sigma tools for Standard 6.1 SIPOC

<table>
<thead>
<tr>
<th>SUPPLIERS</th>
<th>INPUTS</th>
<th>PROCESSES</th>
<th>OUTPUTS</th>
<th>CUSTOMERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Health Administration</td>
<td>Current legal authorities on the following PH topics:</td>
<td>Review existing laws and work with governing entities and elected/appointed officials to update as needed.</td>
<td>EXAMPLES:</td>
<td>BOS</td>
</tr>
</tbody>
</table>
| Program Mgrs for Internal PH services and programs | - Food sanitation  
- Lead inspection  
- Drinking water treatment  
- Clean air  
- Waste-water disposal  
- Animal and vector control  
SWOT information to help identify supporting factors or barriers. |                                                                                              | - agendas  
- emails  
- mailed cover memo | City Councils  
CHEAC |                                    |
| MOU contractors:              |                                                                                           |                                                                                     |                                                                      |           |
| Environmental Health         |                                                                                           |                                                                                     |                                                                      |           |
| Other external organizations responsible for providing PH related services |                                                                                           |                                                                                     |                                                                      |           |
| Schools (IZ)                  |                                                                                           |                                                                                     |                                                                      |           |
| Other external organizations responsible for providing PH related services |                                                                                           |                                                                                     |                                                                      |           |
| Current legal authorities on the following PH topics: |                                                                                           |                                                                                     |                                                                      |           |
| - Food sanitation  
- Lead inspection  
- Drinking water treatment  
- Clean air  
- Waste-water disposal  
- Animal and vector control  
SWOT information to help identify supporting factors or barriers. |                                                                                           |                                                                                     |                                                                      |           |
| Literature on evidence-based and or promising practices |                                                                                           |                                                                                     |                                                                      |           |
| Model public health laws, checklists, templates and/or exercises |                                                                                           |                                                                                     |                                                                      |           |

### ACCREDITATION DOCUMENTATION

| (6.1.1 A 1.c) Documentation of input solicited within past 3 yrs from key stakeholders on proposed and/or reviewed laws: | (6.1.1 A 1.a) Evaluations done within past 3 yrs of laws for consistency with public health evidence-based and/or promising practices: | (6.1.2 A 1) Documentation of distribution of 2 written recommendations to governing entity and/or elected/appointed officials concerning amendments or updates to current laws and/or proposed new laws |
| - Nothing found for this one! Do we do this? | - CHEAC Hot sheet shows evaluation done within a larger group with which Barry has membership. May be able to use agenda’s from manager’s meetings for local discussions. | - Need to get copy of most recent legislative platform requests  
- Safe and Safe Kids booster seat bill and support letter |
| (6.1.1 A 1.b) Documented use within past 3 yrs of model public health laws, checklists, templates and/or exercises in reviewing laws: |                                                                                           |                                                                                     |                                                                      |           |
| - Nothing found for this one, but Tobacco Control may have something. |                                                                                           |                                                                                     |                                                                      |           |
Findings

- Domain 2 Investigate health problems and environmental public health hazards to protect the community:
  - Four standards – all contain needs for collaboration with environmental health or another jurisdiction
  - Public Health programs currently functions in collaboration with Environmental Health, BUT there are no documented evidence of who, or when we do activities
  - Many QI opportunities
Findings

- Domain 6 Enforce public health laws
  - Logical collaboration:
    - Environmental Health was not required for documentation of compliance with the measures.
    - Interaction disclosed vital collaborative needs
  - Where is the proof - Do we or don’t we do these activities?
  - QI opportunities:
    - MOU (actually supported domain 2)
    - Defining areas of enforcement and the degree of enforcement action authorized by the PH department
Poll 5

Does your department have regular reviews of pending legislation?

- Yes
- No
6.1.1.1 A system for maintaining a list of current PH laws that we are responsible for enforcing or supporting.

6.1.1.1 A more structured system for reviewing proposed legislation and current laws (that has the criteria from the measure such as templates, checklists and stakeholder input).

6.1.2.1 A more structured system for providing legislative recommendations for new laws or needed changes to existing laws.

A system for assuring consistent application of laws (e.g. enforcement file audits, written reviews of case files).

6.3.2.2 and 6.3.3.1 A review of our databases/logs for recording inspections whether routine or from complaints (to make sure they all include actions, status, follow-up, re-inspections, and final disposition) as well as recording enforcement actions (to include analysis in the log and standards for follow-up either in log or in protocol/procedure).

6.3.4.1 A system requiring enforcement programs to submit annual reports of complaints, enforcement activities and compliance which highlights patterns and trends (I recommend audience: PH Director and Health Officer).

6.3.4.2 A system for requiring enforcement programs to conduct post enforcement evaluation such as debriefings (what worked well, problems, issues and recommended changes for processes or policies).
Summary of QI Opportunities

- **Document document document!**
  - Policies
  - Procedures
  - manuals

- **MOU**
  - Defined the partnership – formalize relationship
  - Defined Process – venue to all for continuous quality improvement
  - Defined Coordination - prevent overlap and avoid gaps

- **Define areas of enforcement**
Lack of a Public Health Director

- Public Health director was promoted immediately after the county submitted the application.

- **Accreditation plan**: Key to continuing the process.
  - Developed prior to submitting the statement of intent.
  - Coordinator kept to the plan.

- Example: Identified need to have formal relationship with Environmental Health recognized during department scan. Director facilitated the initial meeting for a MOU.
Review of webinar objectives

- Quality improvement process used to scan the health department
- Learn use of quality improvement tools to assess collaboration needs with Environmental Health
  - Engagement with partners for joint decisions and actions
  - Formalize relationship