Assuring Accountability in Challenging Times: A Public Health Dilemma

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Challenges:

- H1N1;
- Health Disparities/Health Equity;
- Unnatural Causes, i.e., socio-demographic causes of disease; Is inequality making us sick?
- Vaccine shortages;
- Changing perception about role of government;
- Role of Public Health;
- Health Reform;
Challenges (continued)

- Workforce changes;
- Avian flu;
- Tobacco;
- Obesity trends;
- Chronic diseases;
- Antibiotic resistance;
- Immigration; and
- Many others.
Accountability

How does a public health workforce respond to the myriad of challenges that it faces?
Accreditation: Moving “Show Me” to “Show’Em”

Assuring that the services being delivered are meeting established goals and objectives in as efficient a manner as possible.

Examples: Hospitals, schools, extended care facilities, ambulatory medical centers; mental health facilities, many others
History of Accreditation

• Missouri’s track record: 1st in the nation to pursue voluntary accreditation;
• Modeled after the Malcolm Baldridge Quality Improvement initiative;
• 16 local health agencies now accredited
• Missouri ‘s accrediting board (MICH) now being considered as a model for other states;
• MICH identified as a potential regional accrediting body.
Impacts of Accreditation

- Pre-Application Benefits
- Self-Assessment Benefits
- On-site Review Benefits
- Benefits of Accreditation Award
Impacts of Accreditation

• Pre-Application Benefits
  – Self-evaluation;
  – Planning for improvement;
  – Identified deficits can be used to garner support;
Impacts of Accreditation

- **Self-Assessment Benefits:**
  - Critical examination of programs and how related to community’s needs;
  - Ineffective /inefficient processes are identified and addressed before site visit;
  - Staff morale and pride increased as they work as a team;
  - Staff obtain additional education
Impacts of Accreditation

• Self Assessment Benefits (cont’d)
  – Agencies become better organized;
  – Improvement occurs in mandated requirements, e.g., community assessment and health info dissemination;
  – Agencies take stronger leadership role within their community;
  – Identification of new leaders in the community;
  – Organization becomes overall a stronger agency.
Impacts of Accreditation

• On-site Review Benefits:
  – A team of reviewers evaluates agency performance and capacity; provides feedback and QI potentialities;
  – Valuable, measureable feedback is provided;
  – Effective (Best?) practices are identified and disseminated.
Impacts of Accreditation

• Benefits of Accreditation Award
  – Brings distinction/credibility to the agency;
  – Public’s assured of quality; increased confidence;
  – Demonstrates commitment to excellence;
  – Augments continuous development and quality improvement;
  – Increases agency’s ability to protect/promote;
  – Provides recognition and publicity;
Impacts of Accreditation

• Benefits of Award (cont’d)
  – Team building among staff of all disciplines;
  – Allows use accreditation seal with the media;
  – Serves as an endorsement in grant applications;
  – Provides a competitive advantage when marketing the agency;
  – Demonstrates to the community that leadership and excellence is embraced;
Other benefits

• $$$$  
• Improved grant opportunities;  
• Other national organizations have adopted and are pursuing this concept, e.g., NACCHO,. ASTHO, NALBOH, NNPHI  
• Federal agencies have embraced the concept and are moving in a similar direction;
Thanks!!

Questions??

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