



Public Health Re-Accreditation Progress Update

October 18, 2022

Priscilla Lee Chu, DrPH, MPH | Population Health Division, SFDPH





Agenda

01

Introduction to PHAB

What is accreditation?

02

Framework

Standard Work & Other Resources

03

Progress Update

September 2022

04

Recap

Next Steps

05

Questions?



What is Public Health Accreditation?



- The **measurement** of health department performance against a set of nationally recognized, practice-focused and evidenced-based standards.
- The issuance of **recognition** of achievement of accreditation within a specified time frame by a nationally recognized entity.
- The goal of Accreditation is to **improve** and **protect** the health of the public by advancing equity, quality and performance of public health departments



Benefits of Accreditation



Stimulates a culture of continuous quality improvement



Improves service, value, and accountability to stakeholders



Creates alignment within the organization's mission and values including strategic plans



Develops leadership, improves management, and fosters stronger partnerships with community

Plans & Reports



Community Health Assessment (CHA)



Community Health Improvement Plan (CHIP)



Strategic Plan



Quality Improvement Plan



Workforce Development Plan



Emergency Operations Plan

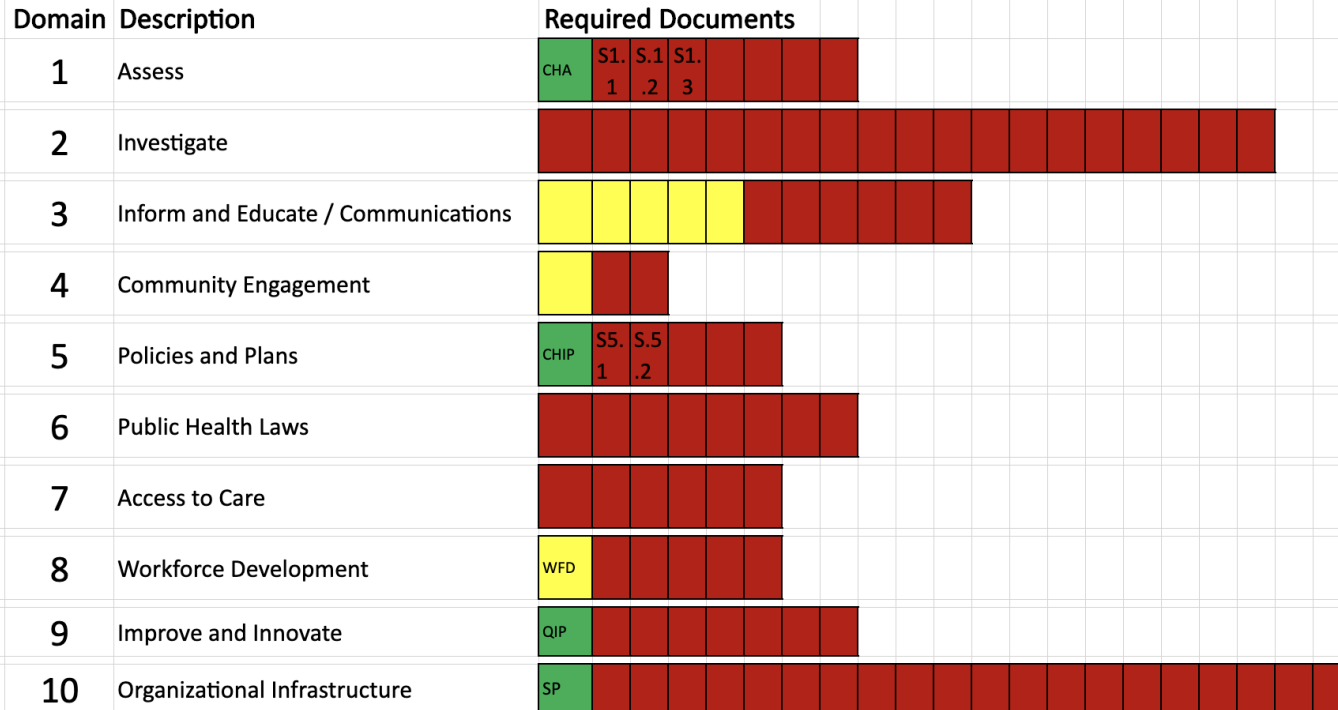
THE 10 ESSENTIAL PUBLIC HEALTH SERVICES

To protect and promote the health of all people in all communities



Accreditation Progress, May 2022

PHD Public Health Reaccreditation Progress Chart





Domain 1: Overview

Focuses on **assessing** the population's health in the jurisdiction of SFDPH and **demonstrating** that the Department is taking appropriate action to promote health and equity. The Department is **participating in a collaborative process** for the development of a shared, **comprehensive health assessment** of the community, its health challenges, and its resources.

Domain 1: Accomplishments

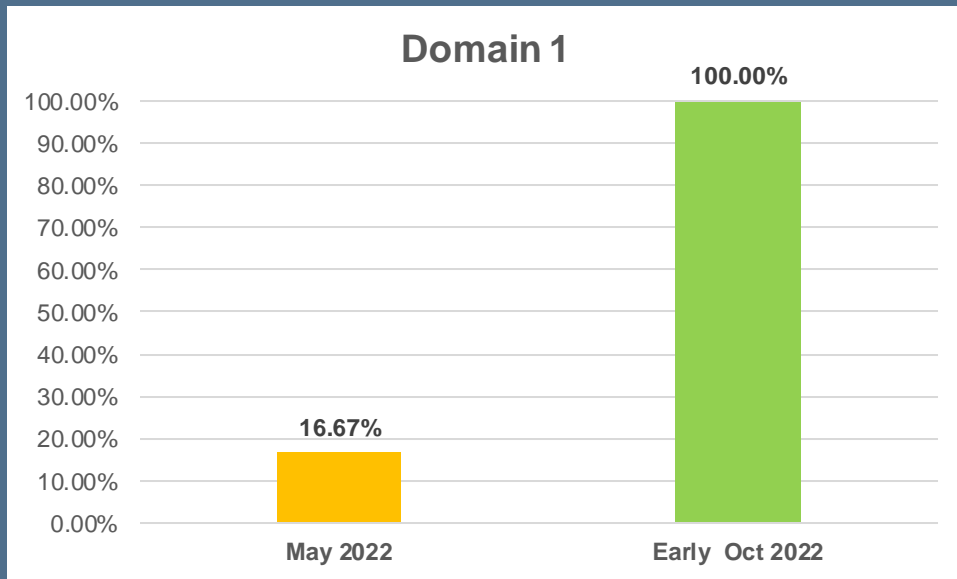
- Interview with Seth Pardo & Wayne Enanoria
- Informational Interviews with
 - Priscilla Chu
- Reviewed and used the Community Health Assessment



Domain 1: Detailed Summary

All measures ready for review.

| 1 | Assess | 1.1.1 A (CHA) | 1.1.2 A | 1.2.1 A | 1.2.2 T/L | 1.3.1 A | 1.3.2 A |
|---|--------|-------------------|-------------------------------------|-----------------------------------------------|-----------------------------------------------|-----------------------------------------------|-----------------------------------------------|
| | | R1 - CHA complete | R1 - Narrative Description complete | R1 - Example 1 complete Example 2 complete | R1 - Example 1 complete Example 2 complete | R1 - Example 1 complete Example 2 complete | R1 - Example 1 complete Example 2 complete |
| | | | R2 - Narrative Example complete | | | | |



Domain 1: Summary and Next Steps

- Review all content.
- Go through selected pages of the CHA and highlight pieces that the summer interns used to fill out the PHAB documentation.

PHD Public Health Reaccreditation Progress Chart

Legend:

Not Started

Started

Ready for review

Updated: 10/11/2022

Domain Description

1

Assess

1.1.1 A
(CHA)

1.1.2 A

1.2.1 A

1.2.2 T/L

1.3.1 A

1.3.2 A

2

Investigate

2.1.1 A

2.1.2 A

2.1.3 A

2.2.1 A

2.2.2 A

2.2.3 A

2.2.4 A

2.2.5 A

2.2.6 A

2.2.7 A

3

Inform & Educate /
Communications

3.1.1 A

3.1.2 - A

3.1.3 A

3.2.1 A

3.2.2 A

4

Community
Engagement

4.1.1 A

4.1.2 A

4.1.3 A

5

Policies and Plans

5.1.1 A

5.2.1 A
(CHIP)

5.2.2 A

5.2.3 A

6

Public Health Laws

6.1.1

6.1.2

6.1.3

6.1.4

7

Access to Care

7.1.1

7.1.2

7.2.1

7.2.2

8

Workforce
Development

8.1.1

8.2.1 (WFD
Plan)

8.2.2

9

Improve and
Innovate

9.1.1

9.1.2 (QI
Plan)

9.1.3

9.1.4

9.2.1

9.2.2

10

Organizational
Infrastructure

10.1.1
(Strategic
Plan)

10.1.2

10.2.1

10.2.2

10.2.3

10.2.4

10.2.5

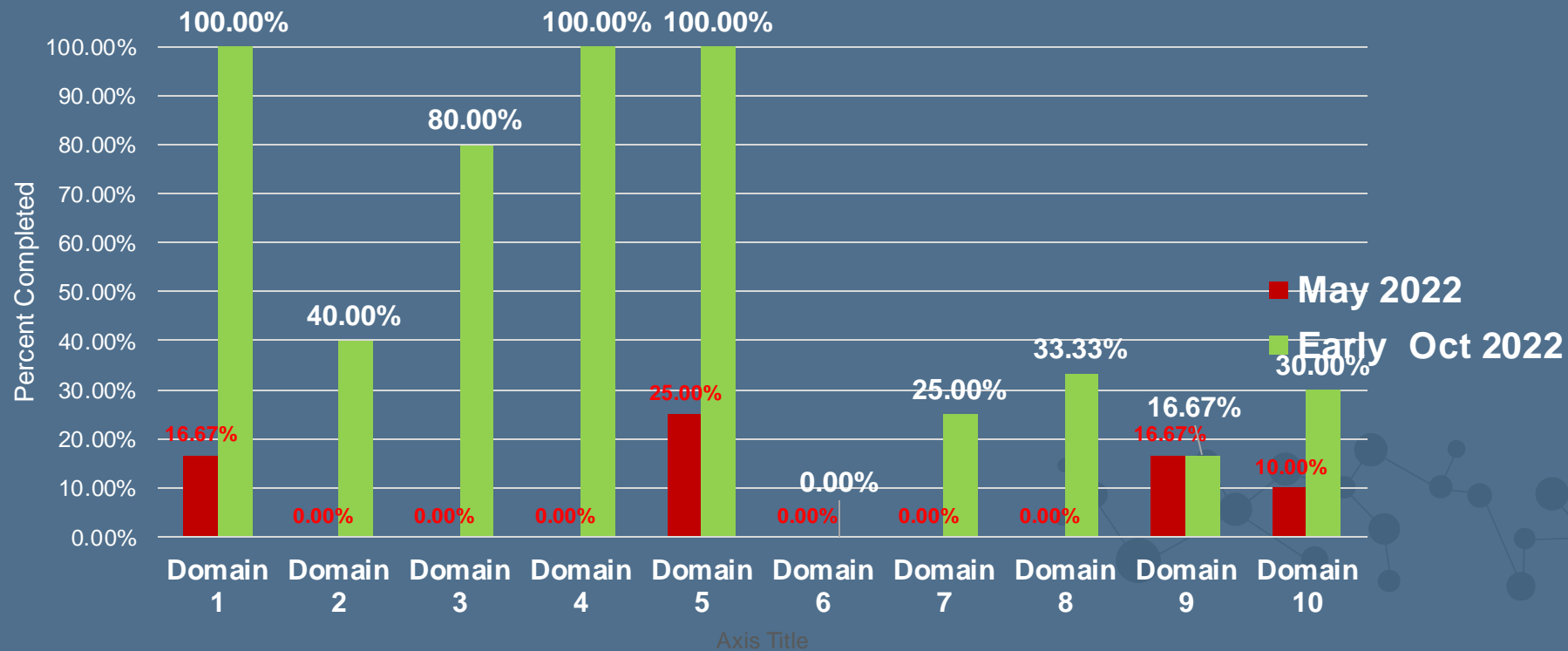
10.3.1

10.3.2
(Mark
Morewitz)

10.3.3

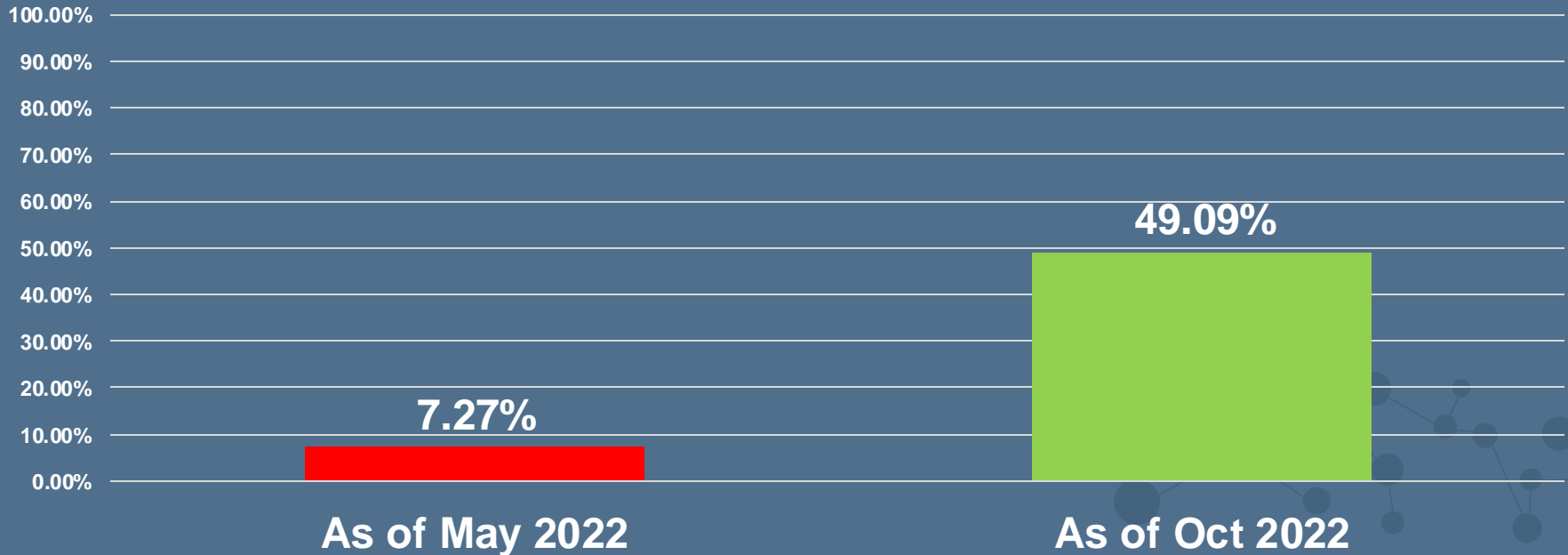
Overview by Domain

Public Health Re-accreditation Progress Comparison,
May 2022 and early October 2022

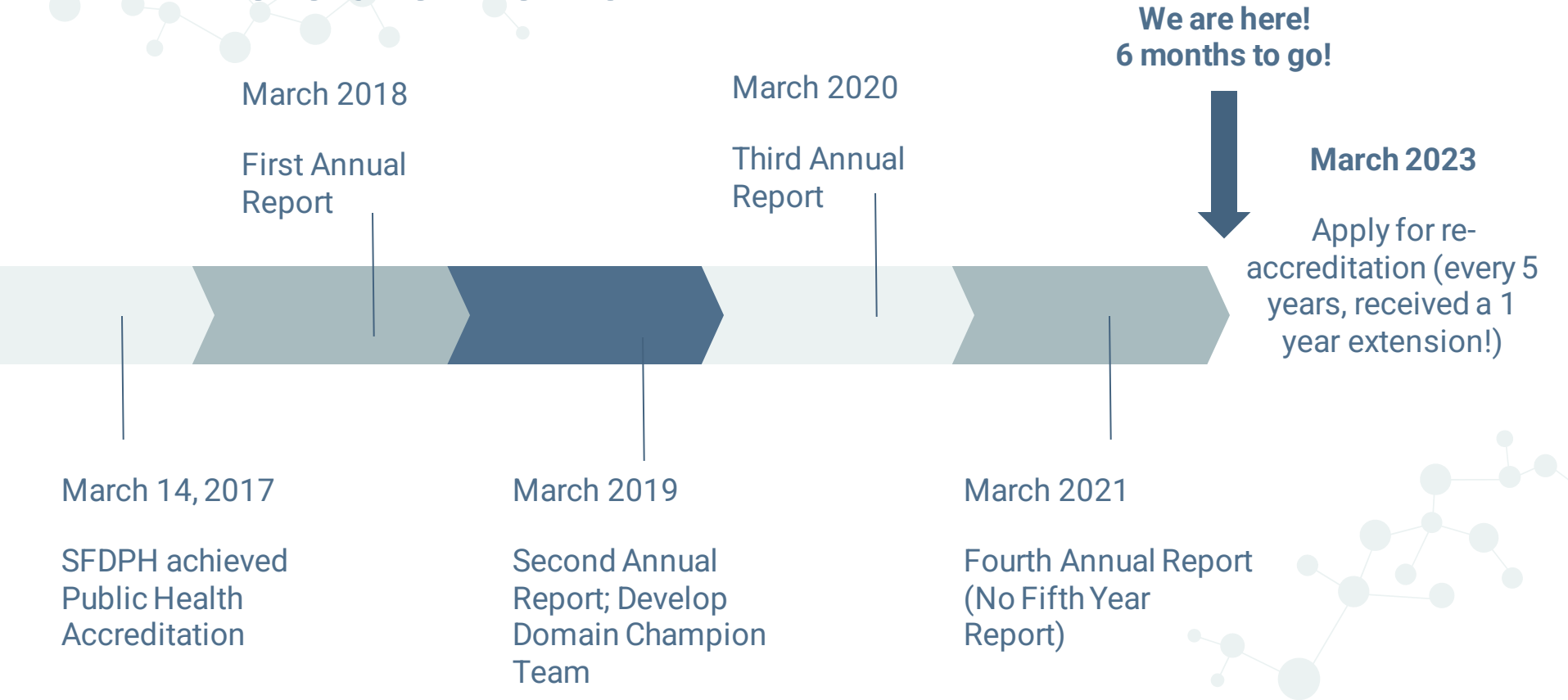


General Overview

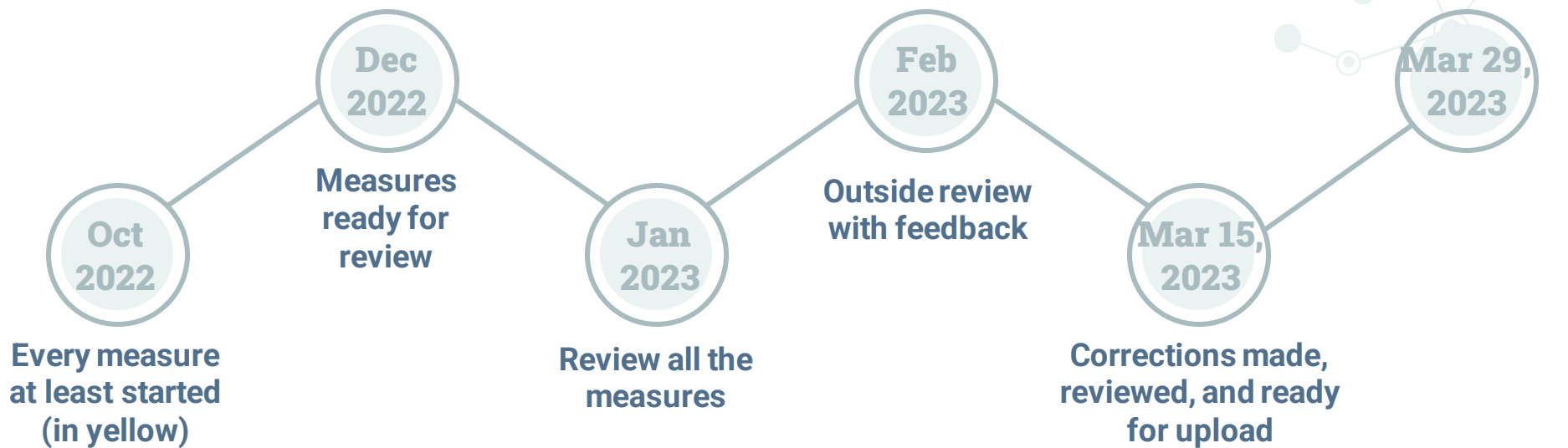
Public Health Reaccreditation Progress Chart as of May 2022 and October 2022



Where are we now?



Next Steps



Kudos

Heartfelt thanks to our interns and internal subject matter experts who are helping us to achieve Public Health Re-accreditation!

- Yaneth Cuellar and Anne Okada, super-manager interns



- Other interns:

Alec Agustin
Allison Ajpop-Perez
Julian Aquino
Chris Brodie
Cristal Carabez
Ivy Chau
Genevie Concha

Abigail Corez-Rosas
Issac Gonzalez
Clarita Haro
Angelica Koskov
Alexis Losendo
Jasmin Macalm
Cannika Nuth
Jason Oago

Carmen Ordonez
Joanne Magee
Stephanie Pham
Akash Sharma
Suryekiran Sharma
Ruqayya Syeda
Marilyn Villafan

Thank you!

DO YOU HAVE ANY QUESTIONS?

Priscilla Chu, DrPH, MPH

priscilla.chu@sfdph.org

With Yaneth Cuellar and Anne Okada





Extra Slides for Reference

Descriptions of Domains 2-10



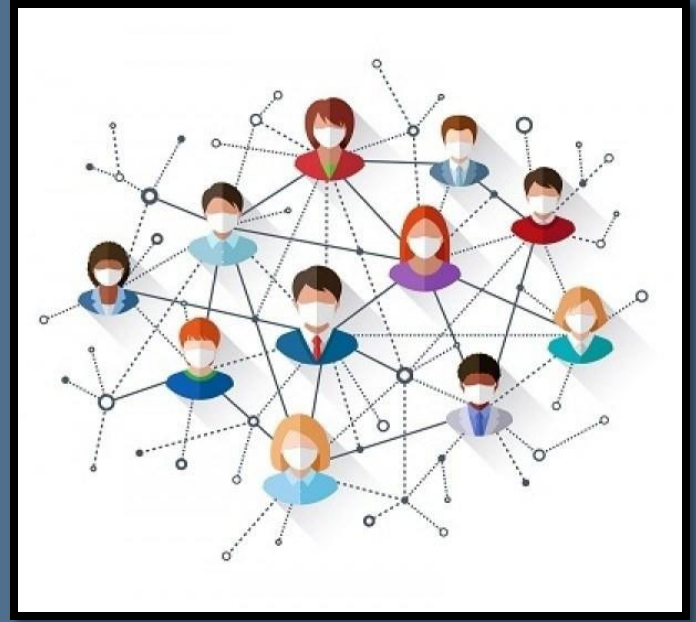
Domain 2: Overview

Focuses on the investigation of **suspected** and **identified health problems** and **environmental public health hazards**, assessments of the response system set up to contain and mitigate **outbreaks**, and assessments of the processes that outline **emergency responses**.

Domain 2:

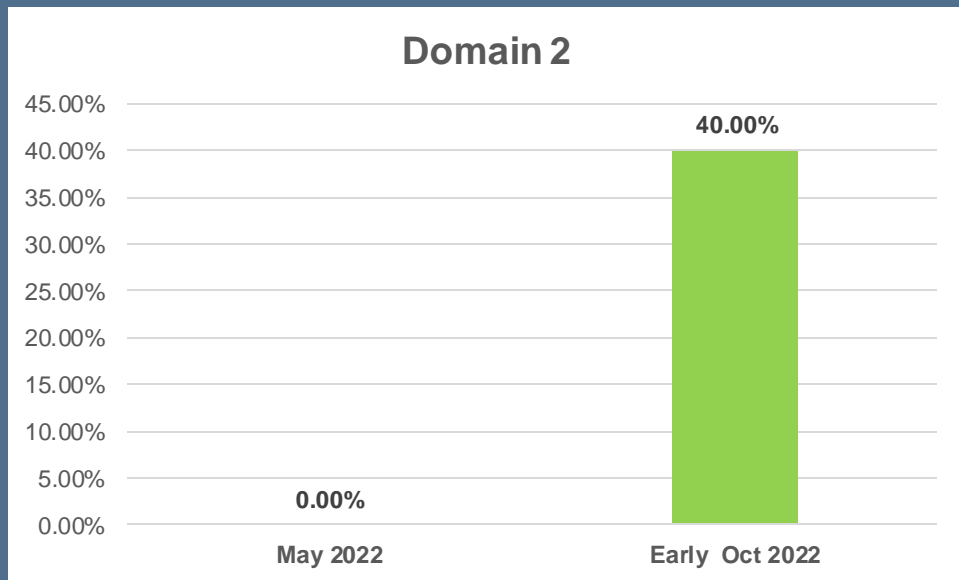
Accomplishments

- Informational Interviews with
 - Karen Yu
 - Douglas Walsh
 - Priscilla Chu
- Reviewed the Childhood Lead Prevention Program, which focuses on educating parents, healthcare providers, landlords, and the community on the dangers of lead poisoning.



Domain 2: Detailed Summary

| 2 | Investigate | 2.1.1 A | 2.1.2 A | 2.1.3 A | 2.2.1 A | 2.2.2 A | 2.2.3 A | 2.2.4 A | 2.2.5 A | 2.2.6 A | 2.2.7 A |
|---|-------------|---------------|------------------|---------------|--------------|---------------|---------------|------------------|------------------|---------------|---------------------------------------------------------|
| | | R1 - complete | R1 - not started | R1 - complete | R1 - started | R1 - complete | R1 - complete | R1 - not started | R1 - not started | R1 - complete | R1 - not started |
| | | | | R2 - complete | | | R2 - started | R2 - not started | R2 - not started | | R2 - Example 1 - not started Example 2 - not started |
| | | | | R3 - complete | | | | | | | R3 - Example 1 - not started Example 2 - not started |



Domain 2: Summary & Next Steps

- Have available content reviewed by
 - Priscilla Chu, Karen Yu, Douglas Walsh
- Fall interns should review the “Douglass Walsh” folder in Teams before reaching out to him.
- Red Measures have been assigned to interns.
- Yellow Measures have been assigned to interns.
 - Once they have changed these measures to green, this team will move sequentially to tackle the yellow measures in other domains.



Domain 3: Overview

Focuses on evaluation of the Department's **communication strategies** by ensuring communication procedures consider sound evidence and are carried out in collaboration with community members to disseminate messages that are **transparent, informative, and foster trust**.

Domain 3: Accomplishments

- Assessed the departments social media and website contents for appropriateness.
- Reviewed programs such as:
 - Food Security Task Force
 - Cavity Free SF

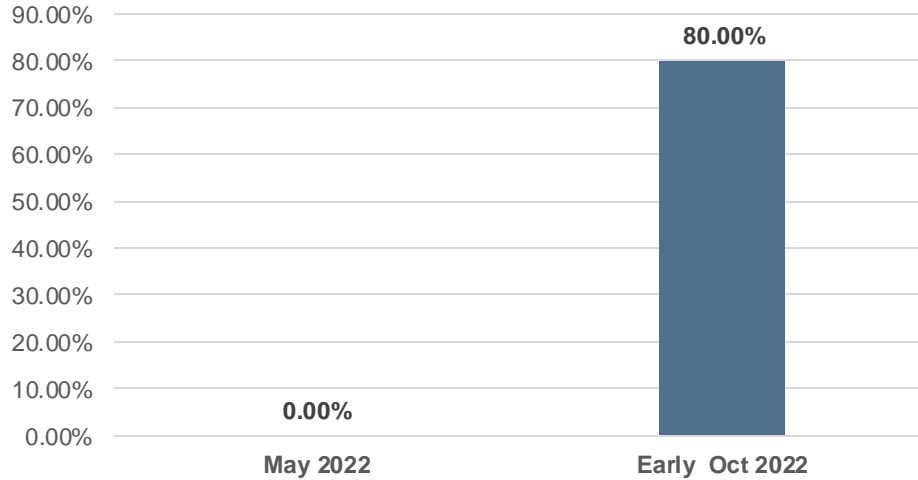


Domain 3: Detailed Summary

All measures ready for review.

| 3 | Inform and Educate / Communications | 3.1.1 A | 3.1.2 - A | 3.1.3 A | 3.2.1 A | 3.2.2 A |
|---|-------------------------------------|---------------|----------------------------------|---------------|---------------|---------------|
| | | R1 - complete | R1 - complete | R1 - complete | R1 - complete | R1 - complete |
| | | R2 - complete | R2 - complete | R2 - complete | | R2 - complete |
| | | R3 - complete | R3 - completed - missing date | | | |

Domain 3



Domain 3: Summary & Next Steps

- Review all content.



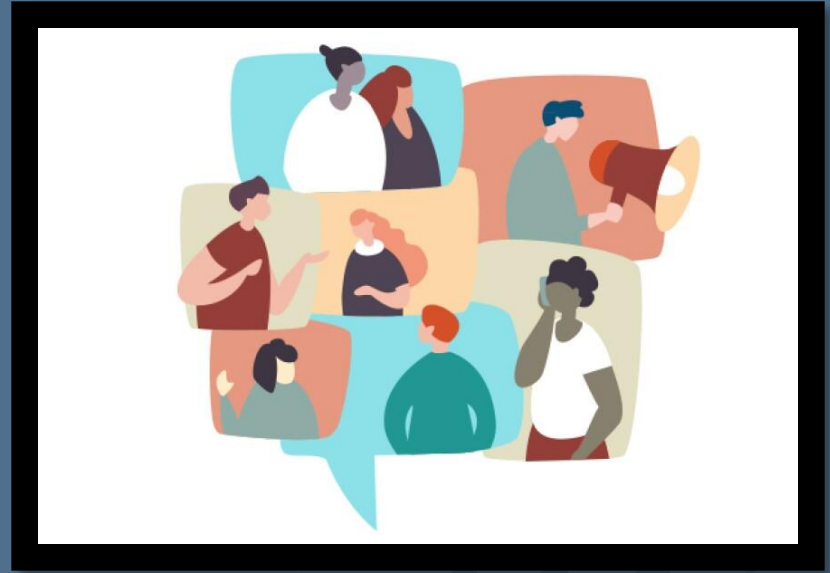
Domain 4: Overview

Focuses on demonstrating ways that the Department **supports** and **fosters trust with the communities** it serves. The goal of the Department should be to **strengthen** and **mobilize** communities to improve health and advance equity.

Domain 4:

Accomplishments

- Introductory interview with
 - Veronica Shepard
- Informational interviews with:
 - Julia Dysart Aragon
 - Priscilla Chu
- Discussed the partnership SFDPH has fostered with MegaBlack SF
 - A coalition of Black San Franciscans fighting for the “visibility, sovereignty, dignity, and justice for Black San Franciscans.”

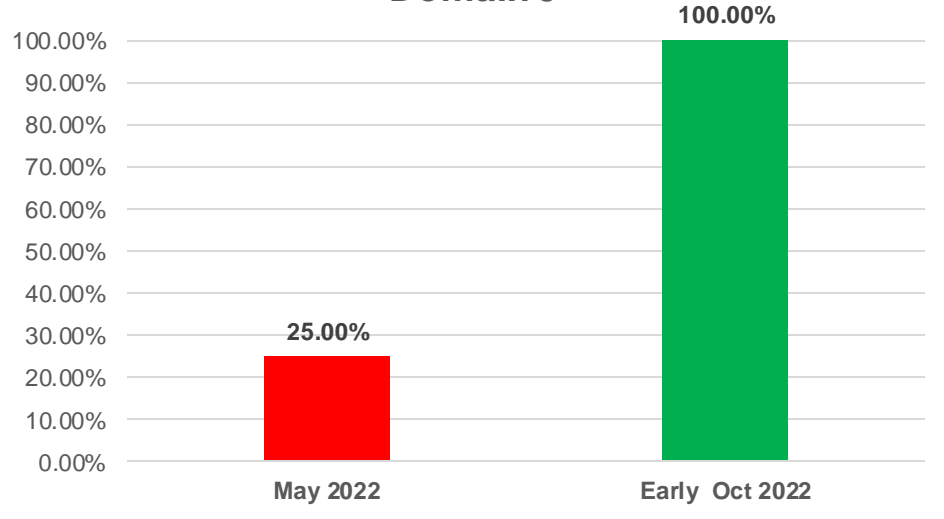


Domain 4: Detailed Summary

All measures ready for review.

| 4 | Community Engagement | 4.1.1 A | 4.1.2 A | 4.1.3 A |
|---|----------------------|---------------|---------------|---------------|
| | | R1 - complete | R1 - complete | R1 - complete |

Domain 5



Domain 4: Summary & Next Steps

- Have available content reviewed by Priscilla Chu and Julia Aragon Dysart.



Domain 5: Overview

Focuses on the ability of the health department to **influence policies, plans, and laws** through **collaborative work** with its partners and the community.

Domain 5:

Accomplishments

- Introductory interview with
 - Karen Yu
 - Priscilla Chu
- Assessed the Community Health Improvement Plan to complete PHAB documentation requirements.



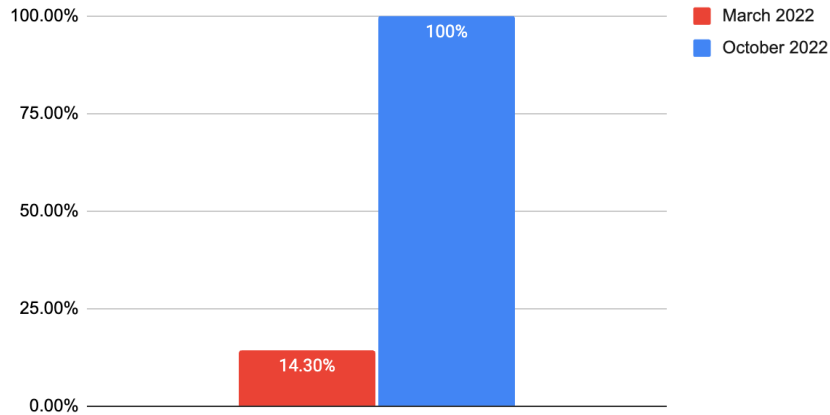
Domain 5: Detailed Summary

All measures ready for review.

| 5 | Policies and Plans | 5.1.1 A | 5.2.1 A (CHIP) | 5.2.2 A | 5.2.3 A |
|---|--------------------|-----------------------------------------------------------------|----------------|---------------|---------------|
| | | R1 - 2 examples Example 1 - complete Example 2 - complete | R1- complete | R1 - complete | R1 - complete |
| | | | | R2 - complete | R2 - complete |

Domain 5

Policies & Plans



Domain 5: Summary & Next Steps

- Review of content by subject matter experts.



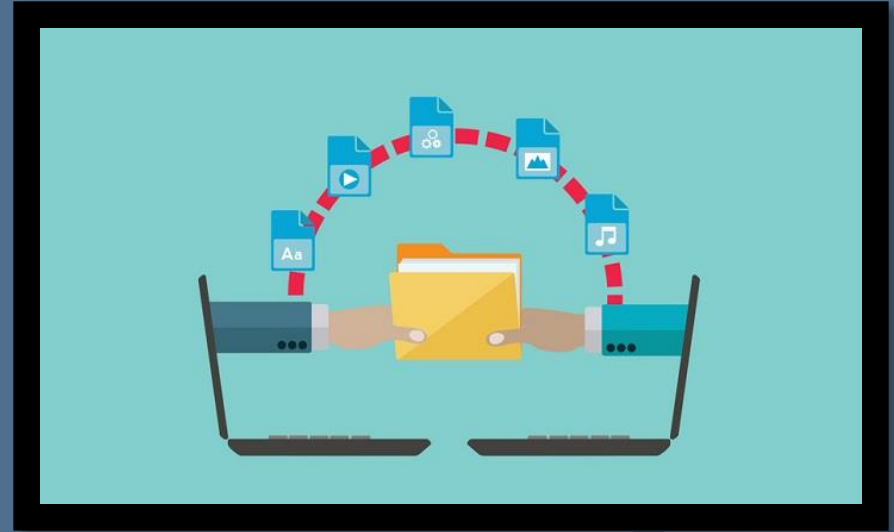
Domain 6: Overview

Focuses on the role of the Departments in **enforcing** and **fostering compliance** with public health related regulations, executive orders, statutes, and other types of public health laws.

Domain 6:

Accomplishments

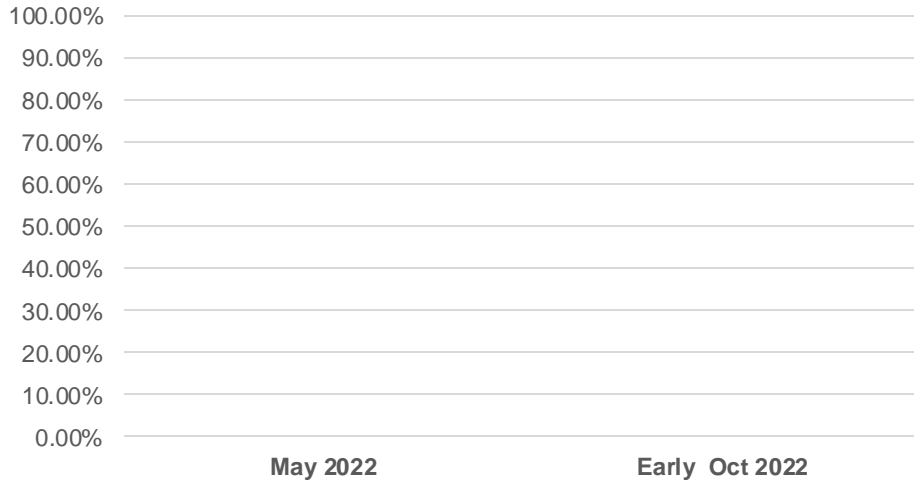
- Introductory interview with Karen Yu
- Attended Manager's Meeting
- Received documentation from Karen Yu
- Informational interviews with
 - Terrence Hong
 - Jennifer Callewaert
 - Adaku Ude
- Follow-Up Interview with Terrence Hong



Domain 6: Detailed Summary

| 6 | Public Health Laws | 6.1.1 | 6.1.2 | 6.1.3 | 6.1.4 |
|---|--------------------|----------------|----------------|-------------------------------------------|----------------|
| | | R1 - Example 1 | R1 - Example 1 | R1 - Example 1 Example 2 | R1 - Example 1 |
| | | | R2 - Example 1 | R2 - Example 1 Example 2 - not started | R2 - Example 1 |
| | | | | R3 - Example 1 Example 2 | |

Domain 6



Domain 6: Summary & Next Steps

- Review Measures in yellow before marking in green (Most of the measures have been started)
- Start Measure 6.1.1
- All Measures have been assigned to teams



Domain 7: Overview

Focuses on the Department's role in ensuring an effective system that enables **equitable access** to the individual services and care that are needed to be healthy.

Domain 7: Accomplishments


- Introductory interview with Claire Lindsay
 - Received *San Francisco Health Care Services Master Plan (HCSMP) 2019 DRAFT*
- Follow-up email correspondence with Claire to monitor progress.



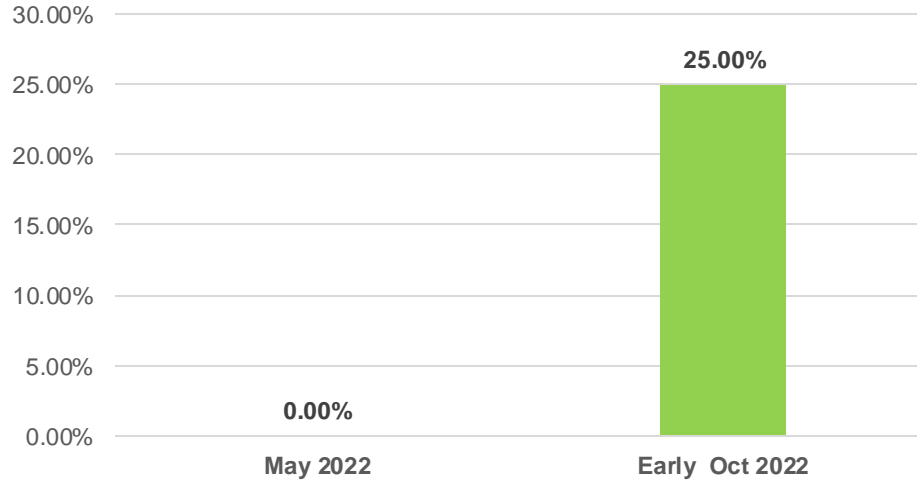


Domain 7: Detailed Summary

| 7 | Access to Care | 7.1.1 | 7.1.2 | 7.2.1 | 7.2.2 |
|---|----------------|----------------|-----------------------------|-----------------------------|----------------|
| | | R1 - Example 1 | R1 - Example 1 Example 2 | R1 - Example 1 Example 2 | R1 - Example 1 |
| | | | R2 - Example 1 | | |



Domain 7



Domain 7: Summary & Next Steps

- Review Measure 7.1.1
 - Receive a more substantial work summary from Claire Lindsay
 - Start Measure 7.1.2
 - Start Measure 7.2.1
 - Start Measure 7.2.2
-
- Red Measures have been assigned to interns.



Domain 8: Overview

Focuses on the need for the Department to strategically support the **development of a competent workforce** to perform public health functions, address population public health issues, and advance equity.

Domain 8:

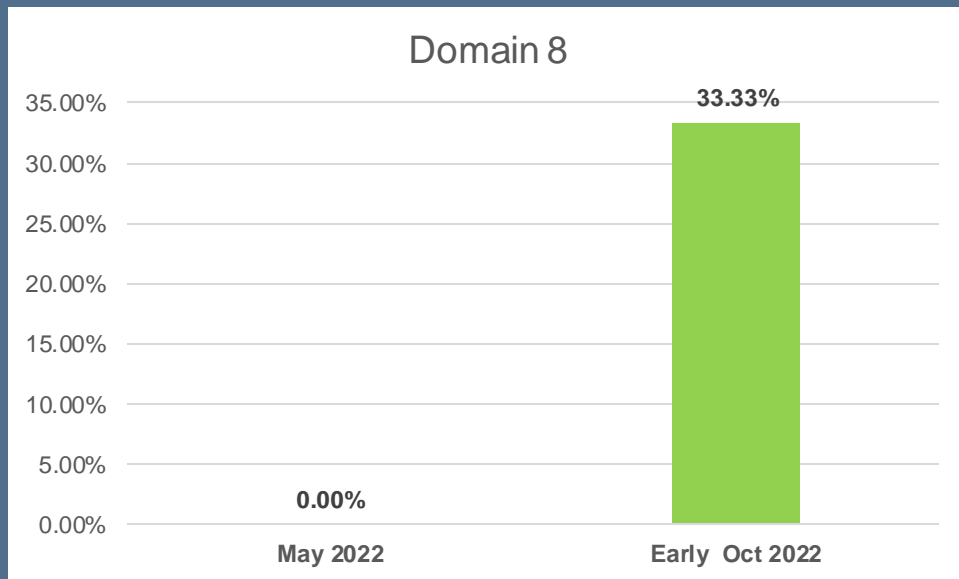
Accomplishments

- Introductory interview with
 - Priscilla Chu
 - Berta Hernandez
 - Scheduled to meet with Adriana Argueta but she had to cancel
- Population Health Division Workforce Development Plan (PHDWFDP) was already available on Teams
- Received Well-Being Memo from Carrie Beshears, SFHSS Well-Being Manager
- Found Code of Conduct on SFDPH website (Policy & Procedures Library)



Domain 8: Detailed Summary

| 8 | Workforce Development | 8.1.1 | 8.2.1 (WFD Plan) | 8.2.2 |
|---|-----------------------|----------------|------------------|-----------------------------|
| | | R1 - Example 1 | R1 - 1 Plan | R1 - Example 1 |
| | | | R2 - Example 1 | R2 - Example 1 Example 2 |
| | | | R3 - Example 1 | |



Domain 8: Summary & Next Steps

- Review Measures before marking in green.
- Measure 8.2.1 R2 cannot be completed until we have a report evaluating impact of PHDWFD implementation.



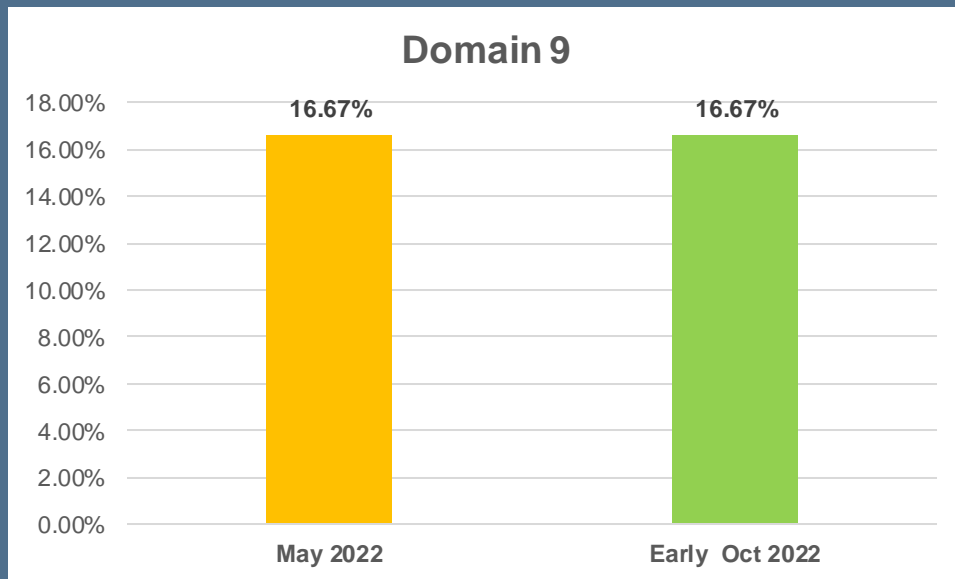
Domain 9: Overview

Focuses on **continuous** improvement of processes, programs, and interventions through ongoing **research, evaluation, and innovation** and the use and integration of **performance management** and **quality improvement** practices.

Domain 9: Accomplishments

- Introductory interview with Julia Dysart Aragon
- Informational interviews with:
 - Julia Aragon Dysart
 - Priscilla Chu
- Received *Population Health Division Quality Improvement Plan DRAFT*, Dante King Training from Julia





Domain 9: Summary & Next Steps

- Review Measures before marking in green
- All Yellow and Red Measures have been assigned to teams



Domain 10: Overview

Focuses on the Department's capacity to maintain a strong **organizational administrative structure**. It includes **maintaining** and **enhancing** human and other organizational **resources** to support achievement of the Department's goals.

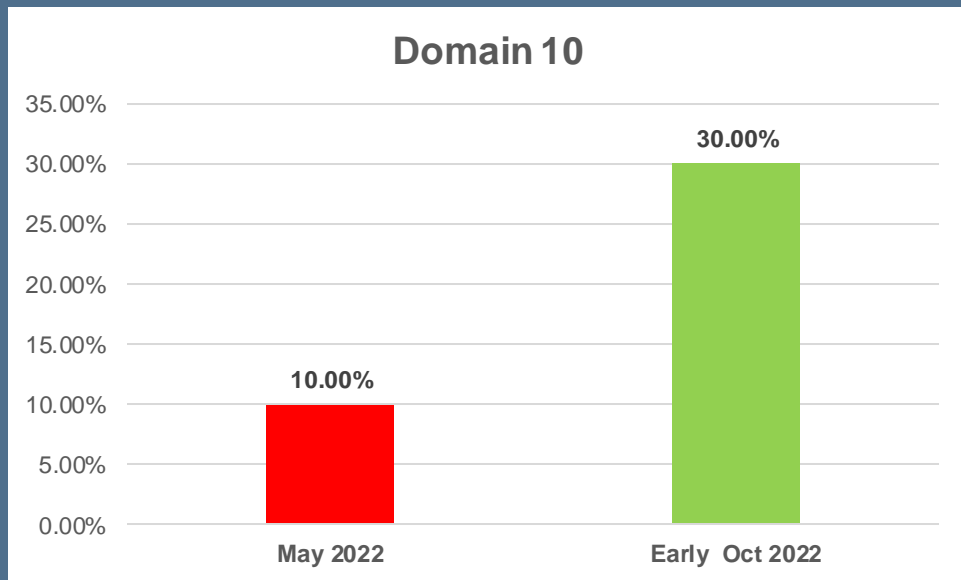
Domain 10: Accomplishments

- Introductory interview with Mark Morewitz, Marise Rodriguez
- Informational interviews with:
 - Julia Dysart Aragon
 - Eric Raffin
 - Maggie Han



Domain 10: Detailed Summary

| 10 | Organizational Infrastructure | 10.1.1 (Strategic Plan) | 10.1.2 | 10.2.1 | 10.2.2 | 10.2.3 | 10.2.4 | 10.2.5 | 10.3.1 | 10.3.2 (Mark Morewitz) | 10.3.3 |
|----|-------------------------------|---------------------------------------------|-------------------------------------------------|---------------------------------------|---------------------------------------|----------------|--------------------------|--------------------------|---------------------------------------|------------------------|--------------------------|
| | | R1 - Example 1. Needs to be reviewed. | R1 - Example 1. Needs to be reviewed. Example 2 | R1 - Example 1 | R1 - Example 1. Needs to be reviewed. | R1 - Example 1 | R1 - Example 1 | R1 - Example 1 Example 2 | R1 - Example 1. Needs to be reviewed. | R1 - Example 1 | R1 - Example 1 Example 2 |
| | | R2 - Strategic plan; Example 1. Missing 2G. | R2 - Example 1 Example 2 | R2 - Example 1. Needs to be reviewed. | R2 - Example 1. Needs to be reviewed. | | R2 - Example 1 | R2 - Example 1 | R2 - Example 1. Needs to be reviewed. | | |
| | | | | R3 - Example 1. Needs to be reviewed. | | | R3 - Example 1 Example 2 | R3 - Example 1 | | | |
| | | | | | | | R4 - Example 1 | | | | |



Domain 10: Next Steps

- Review Measures before marking in green.
- Consult an epidemiologist per Eric's recommendation to complete Measure 10.2.1
- Start Measure 10.2.3
- Start Measure 10.2.4
- Start Measure 10.2.5
- Check with Mark Morewitz on his progress for Measure 10.3.2
- Start Measure 10.3.3
- Red Measures have been assigned to interns.