



ACCREDITATION REPORT 2018

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OUR ACCREDITATION JOURNEY

Process

The San Bernardino County Department of Public Health decided to pursue national accreditation status from the Public Health Accreditation Board (PHAB) in 2013. Public Health Accreditation is the measurement of the health department's performance against a set of national standards that focus on: Accountability, Efficiency, Effectiveness, Performance, and Outcomes, which lead to improvements in the overall health of the community.

There are many benefits to becoming an accredited health department, including improved community relationships and credibility, increased access to resources, establishing best practices, and a focus on making continuous improvements.



OUR ACCREDITATION STORY

Timeline



The road to Accreditation has been a long process with a number of unexpected and wonderful challenges. We have already seen the many positive effects of the department's hard work and we look forward to becoming an Accredited Public Health Department.

Click on each graphic to learn more about the individual highlights!



OUR ACCREDITATION STORY

The department has developed a number of plans in alignment with needs discovered through the Accreditation process.

Click on each graphic to learn more about the individual plans!

HOW WE MADE IT ALL HAPPEN

The success of the Accreditation process has relied on a wide range of strategies, including heavy marketing to staff, creating a variety of accessible tools and resources, and a combination of both in-person and online trainings.

Click on each graphic to learn more about the individual strategies!

Marketing

Marketing included the creation of “Ace” the Accreditation mascot, the Accreditation website, annual calendars, an interactive online Scavenger Hunt, quarterly newsletters, Accreditation badges, and quarterly outreach presentations.

Training

Technical Assistance trainings were offered for staff involved in the Accreditation process as an opportunity to ask questions about the individual Public Health Accreditation Board (PHAB) requirements, bring examples of documents they were considering submitting for review, and brainstorm with others to overcome challenges. Accreditation staff were also made available to address any individual or program inquiries.

Documentation

The Accreditation SharePoint site was officially launched on July 31, 2013. All Accreditation documentation is hosted on the Accreditation SharePoint site.

HealthStat

The department’s HealthStat – Open Performance Dashboard was recognized with an Achievement Award from the National Association of Counties (NACo). The award honors innovative, effective county government programs that strengthen services for residents. The department also received the California State Association of Counties (CSAC) award for this service. Information shared on HealthStat is tied to the department’s Strategic Plan and allows progress to be tracked in an effort to achieve better results that will improve the quality of life for San Bernardino County residents.

OUR JOURNEY CONTINUES...

Next Steps



October 22-23, 2018: Public Health Accreditation Board Site Visit

FUN FACTS

- Accreditation was a **multi-year** performance measure for the department
- There were **40** policies/standard practices that were created/updated to meet Accreditation requirements
- Largest document submitted: **690 pages** (County HR Policies and Procedures)
- Number of hours of technical assistance trainings: **80**
- Number of Domain Champions: **16**
- Number of Subject Matter Experts: **30**
- Percentage of Required Documents that initially had gaps: **79%**
- Number of staff hours worked on Accreditation: **25,598**
- Trudy has reviewed and approved **every** single document

Site Visit

Our next steps will focus on preparing for the upcoming site visit, which will take place on October 22-23, 2018. The purpose of the two day PHAB Site Visit is to verify elements of documentation submitted by the health department, inspect our facilities, conduct multiple interview sessions, and learn more about the department's governance and community partnerships to ensure they have an accurate and complete picture of the department and how it conforms to PHAB Standards and Measures.

The Site Visit Team will be made up of public health peers from across the country who have been selected by PHAB. They will look at our county branding, availability of assistive staff/technology devices to meet the American with Disability Act requirements, records storage, space provisions, working conditions, safety and security of our facilities and how we use technology to support public health functions.

Message from the Director

We envision a complete county that capitalizes on the diversity of its people, maintains a vibrant economy with a skilled workforce, and has a sustainable system of high-quality education and community health. We envision a model community which is governed in an open and ethical manner, and all sectors work collaboratively to reach shared goals.

Our accreditation journey has been in pursuit of this Countywide Vision. As a public health department, we strive to create this model community and better serve our residents by strengthening our partnerships, stimulating quality and performance improvement opportunities, improving accountability and transparency with all stakeholders, and ensuring that we fully support our equally diverse workforce.

"I want to extend our gratitude to the Board of Supervisors for supporting our Accreditation journey as we strive to make San Bernardino County the premier destination for those seeking the best life has to offer."

-Trudy Raymundo





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