



Connecting the Dots Through Your Documentation

When the dots are connected, your finished product tells your story.

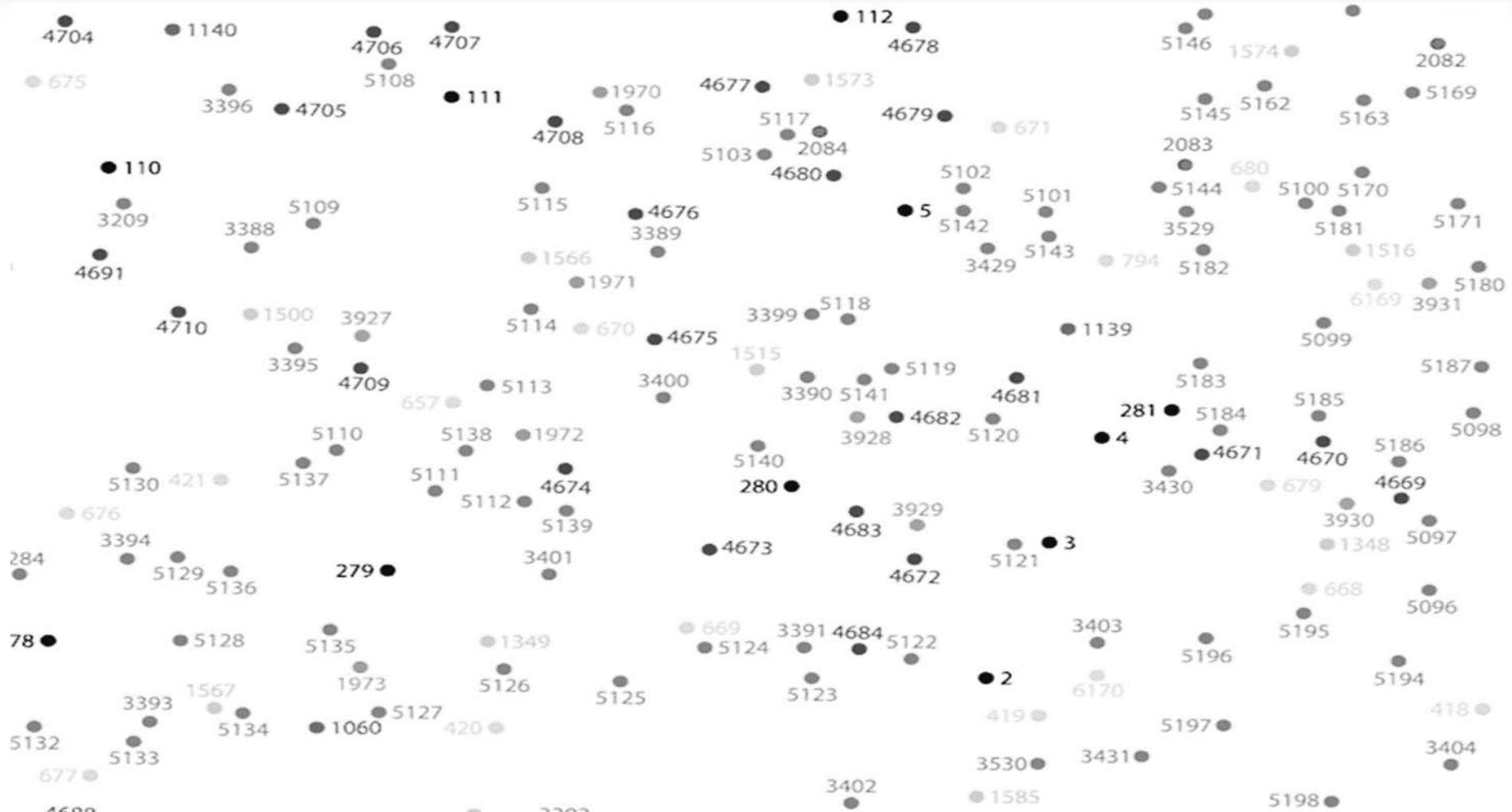
Shane Dominick
Accreditation Coordinator
Cherokee Nation Public Health

David Stone
Education Services Manager

STARS Workshop
Milwaukee
April 2018



Welcome & Overview



Principles of Documentation

PHAB Documentation Overview

Preparing Documentation

Using the Standards & Assessing Documentation

Connecting the Dots – Case Study

Evaluating Documentation

- What does this mean?
- Why evaluate documentation?
- How do I evaluate documentation?
- Principles of documentation as evidence

Evaluating Documentation

What does that mean?

Evaluate – to judge or determine the significance, worth, or quality of

Documentation – the act of supplying documents

Evaluating Documentation

Evidence:

Everything used to demonstrate the truth of an assertion.

Evaluating Documentation

Evidence (the documentation, facility tours & interviews) is the substance of what is advanced to support a claim that something is true.

The Principles

- Verifiable
- Comprehensiveness
- Reinforceable
- Actionable

Table Talk

Which principle is most helpful to you in selecting your documentation?

Follow the Guidance



Relevant to Standards



Give Context



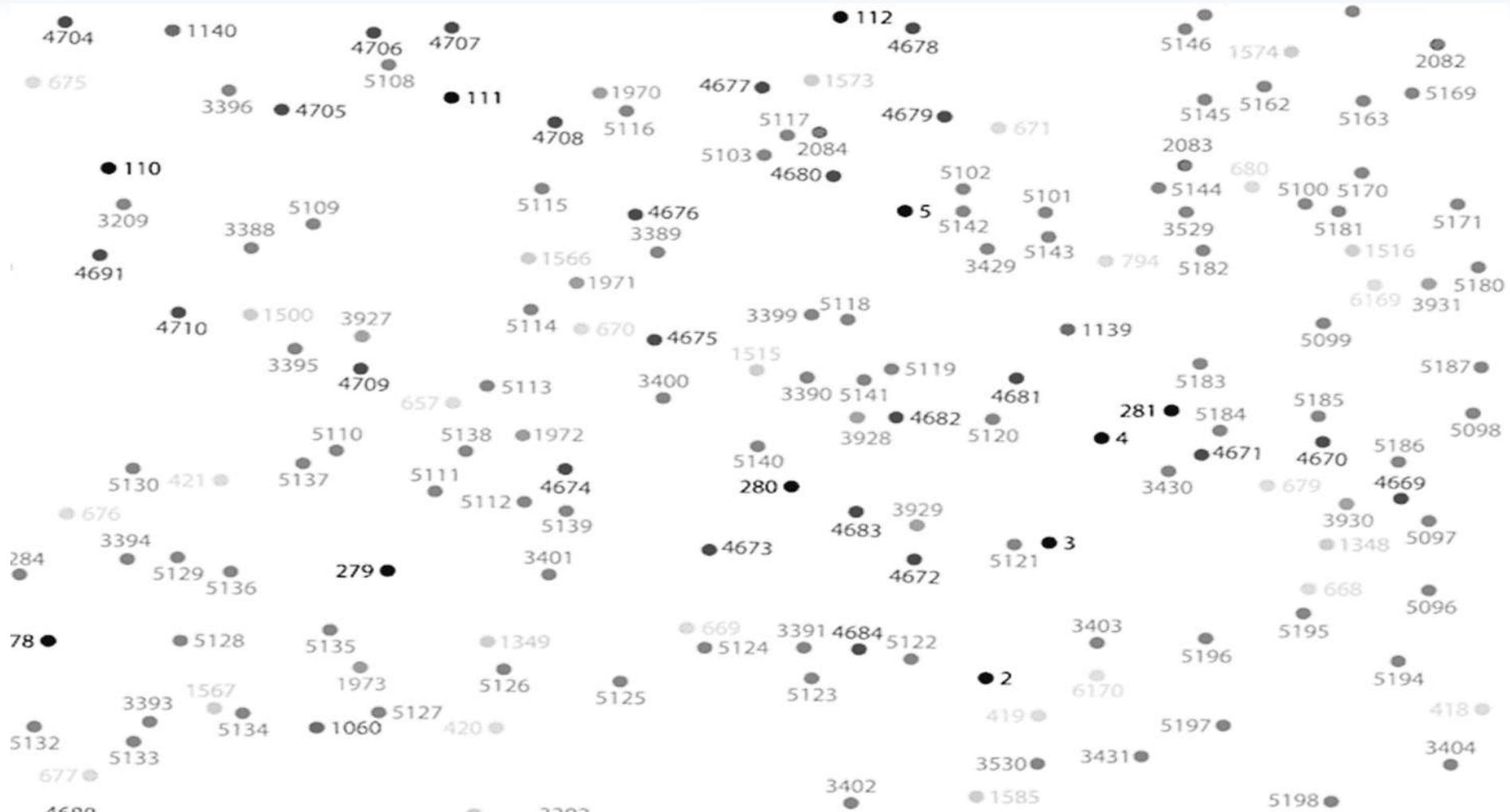
**Reflect the
Health Department**







Documentation Overview



PHAB Expectations

- Basic requirements are met
- AC has reviewed uploads prior to submission
- Clearly marked and ready for SV review
- Intent of Measure is met in the documents

General Guidance

- Current & in use when submitted
- No confidential information
- Adhere to timeframes
 - Within 5 years at most
- Submit in acceptable file formats

General Guidance

- Every document is dated
- Every document includes evidence of authenticity
- View orientation is correct
- Drafts and track changes are removed
- No blank signature lines

From Where?

“WHAT” is in place, not
“HOW” it got there or
“WHO” developed it

What's in a Date?



Accurate, ba
we work to l
to be open a
way. We w
innovative f

4
11
12



What is a Signature?

“Evidence Of Authenticity”

- HD Logo
- HD Director Signature
- HD Abbreviation
- HD E-mail Address
- Membership List

It links the document to the health department.

What is authenticity and how does it link?



BARIUM COUNTY HEALTH DEPARTMENT Policy – Media

Director: Angela Thompson
Approved to: Supervisors, PIO, Health Educators
Date: February 15, 2016
Approved by Board of Health: February 8, 2016
Revised:



Policy: It shall be the policy of the Barium County Health Department to maintain a positive identity through the use of a specified brand.

Accurate, balanced news coverage of the Barium County Health Department is very important as we work to build public trust in our services and mission. It is our goal to be open and responsive to the community by providing information in a timely and thoughtful way. We want Barium County Health Department to be thought of as customer-oriented, innovative forward-thinking and setting the way in public and preventative health during the



Appropriate Examples

Access To Clinical Services
Chronic Disease Prevention
Communicable Disease
Community Health
Environmental Health
Health Education
Health Promotion
WIC
Injury Prevention

Maternal & Child Health
Emergency Preparedness
Laboratory Services
Management/Administration
Governance
Prevention
 Behavioral Health
 Substance Abuse
 Violence

Inappropriate Examples

1. Individual Patient Care and Interventions
2. Health Care Facilities Licensure & Certification
3. Professional Licensing Programs
4. Health Care Financing Systems (E.G., Medicaid)
5. Social Services Support Programs
6. Animal Health

Table Talk

Which guidance requirement(s) are missing from your documents?





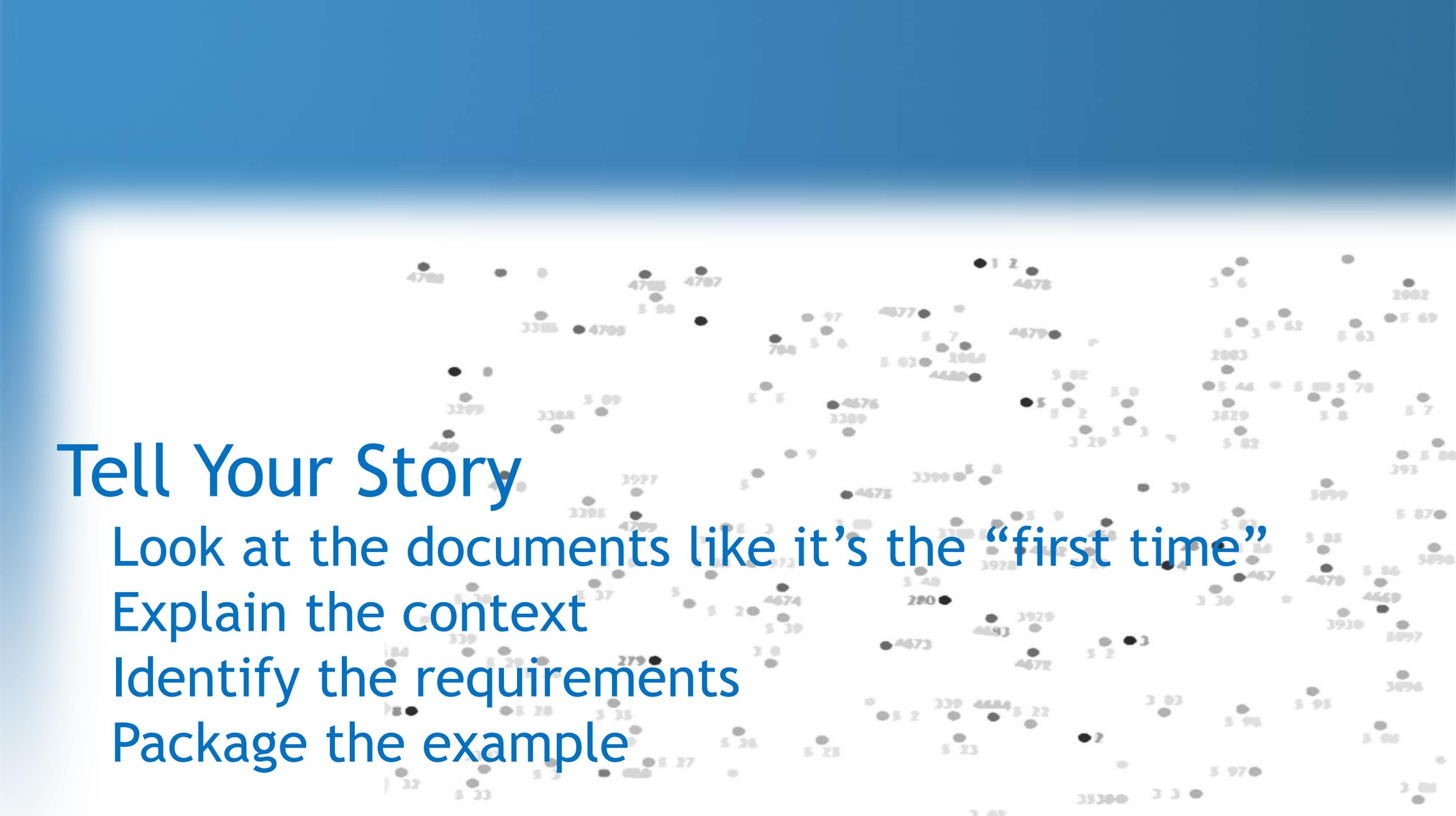
Tell Your Story

You know who you are, what you do and how you do it.

Site visitors do not.

Connect the dots for the SV.





Tell Your Story

Look at the documents like it's the “first time”

Explain the context

Identify the requirements

Package the example

Context Matters

In Documentation

- Highlighting/Notes in Document

In *e*-PHAB or a Cover Page

- Upload Title
- Upload Description
- Measure Narrative



A photograph of a pile of spaghetti with a red sauce, likely tomato-based, spilled onto a light-colored tiled floor. The spaghetti is tangled and messy, with some strands and sauce splatters extending across the tiles. The text is overlaid on the image in a white, cursive font.

*Who likes spaghetti
or Italian food?*

Identify the Requirements



The Musts

For All Documents

Pick your BEST example(s)
Showcase a variety of
Programs

REMEMBER: Population Public
Health Focus



Package Each Example

A person wearing a white lab coat is holding a large, plain brown cardboard box with both hands. The box is the central focus of the image. The background is a plain, light grey color.

Cover Sheet

One Upload Per Example

Highlight

Cover Sheet vs. e-PHAB

Sample Measure/Document Cover Page

Name of Health Department

Measure #	R D #	Example or Document #
		Document Date

Document Description

Page #	Required Element

The screenshot shows a web form titled "Upload Document" with a close button (X) in the top right corner. The form contains the following fields:

- Title:** A text input field.
- File:** A section with a "Browse..." button and the text "No file selected."
- Description:** A large text area with an information icon (i) to its left.
- Upload Document:** A button at the bottom left.
- 150 Words/150 Words:** A word count indicator at the bottom right.

When to use one or the other?

A Quick Word about Plans



Attention, to Detail?

- Common errors seen by SVT as sloppiness:
 - Missing dates
 - Draft or track changes
 - Blank signature lines
 - Sideways documents
 - Screen shots with no dates or context
 - Too many documents
 - Too few or too many examples

SV Tips for Success

- Make sure to provide the right number of examples per Required Documentation
- Make sure to “tell the story” using the upload title, upload description, and measure narrative in e-PHAB
- Make sure to be point the site visit team in the right direction
- Don't include examples from inappropriate programs or activities

Table Talk

What ways can you use to bring context to your documents?





Using the Standards



12 Domains

Domain 1

Domain 2

Domain 3

Domain 4

Domain 5

Domain 6

Domain 7

Domain 8

Domain 9

Domain 10

Domain 11

Domain 12

PHAB Standards & Measures

Domain 1: Conduct Assessments

Domain 2: Investigate

Domain 3: Inform and Educate

Domain 4: Community Engagement

Domain 5: Policies and Plans

Domain 6: Enforce Laws

Domain 7: Improve Access to Care

Domain 8: Competent Workforce

Domain 9: Evaluate and Improve

Domain 10: Evidence Base

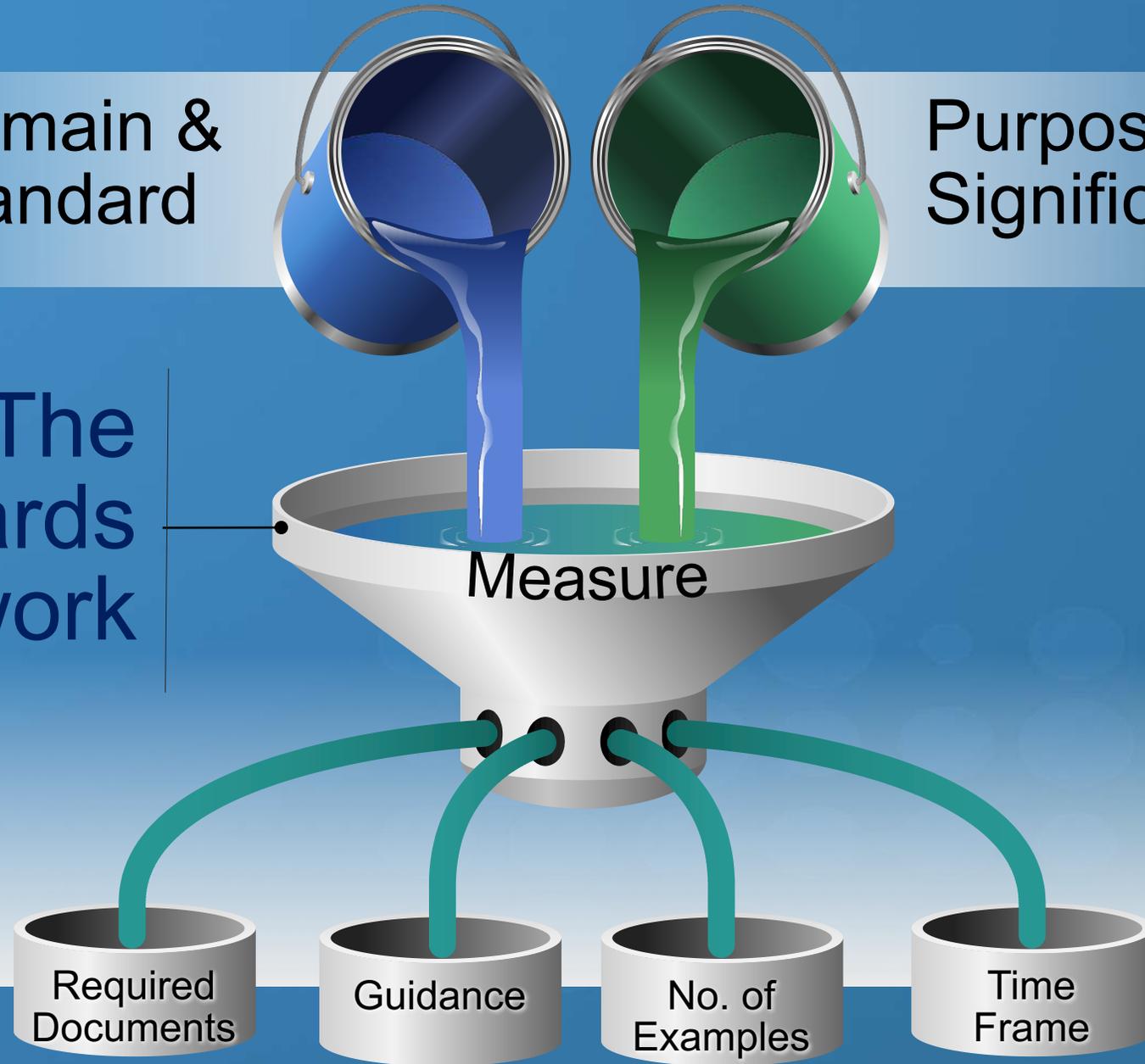
Domain 11: Administration

Domain 12: Governance

Domain &
Standard

Purpose &
Significance

The
Standards
Framework



Required
Documents

Guidance

No. of
Examples

Time
Frame

Measure

Measure Review



Assessing Documentation

- Stuff ➡ Evidence
- Assessment Process
 - Four Questions
 - What do I have?
 - How does it demonstrate conformity?
 - What do I want this to say?
 - How would it be assessed?

Assessing Documentation

- Required Elements Present
- Appropriate Activity
- Rank by Strength as Evidence
- Identify What's Missing

Document Review

Documentation

Review

Process

Review

Set up

Gather

Select

Assess

Prepare

Create

Upload

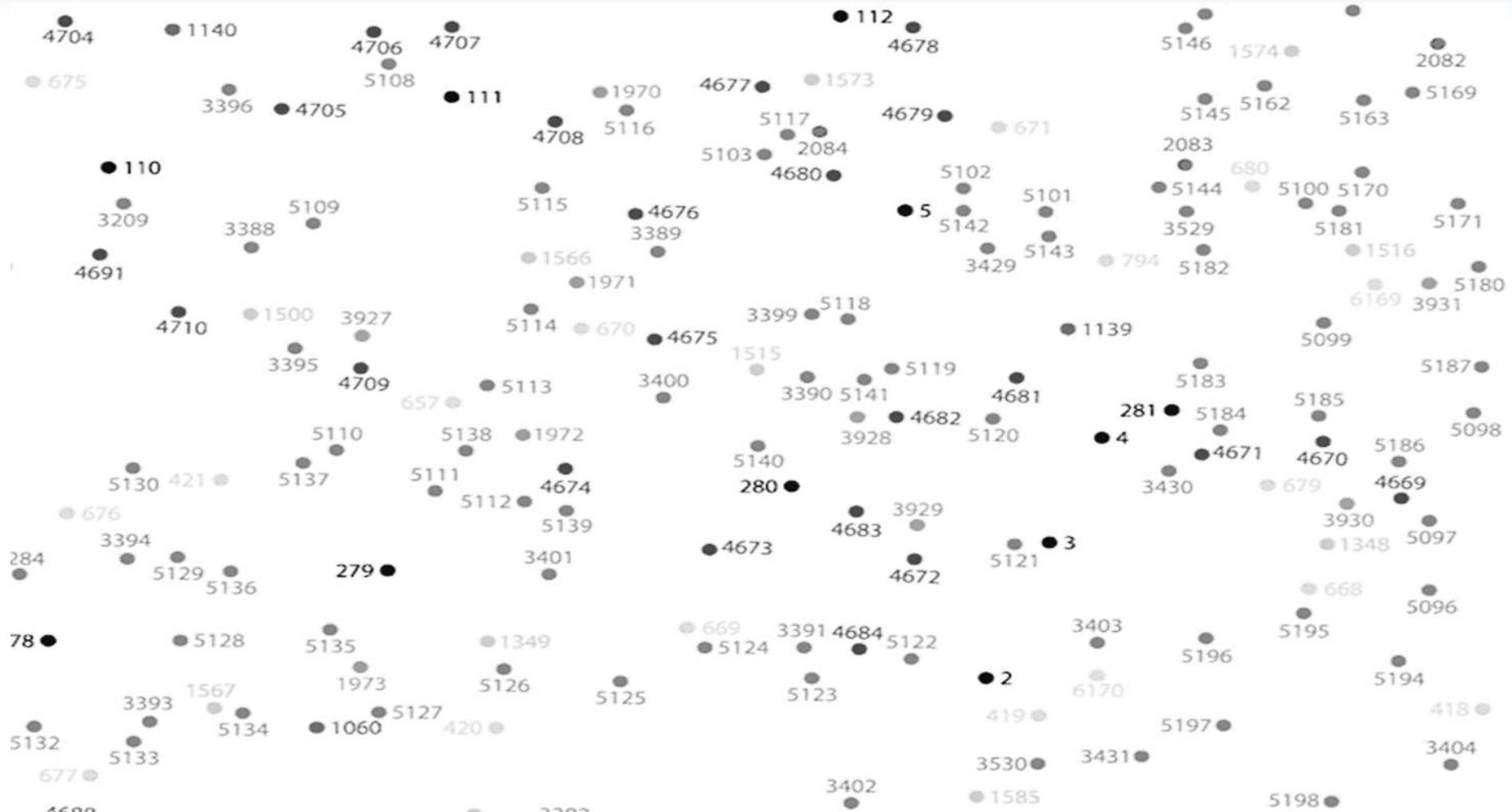
Table Talk

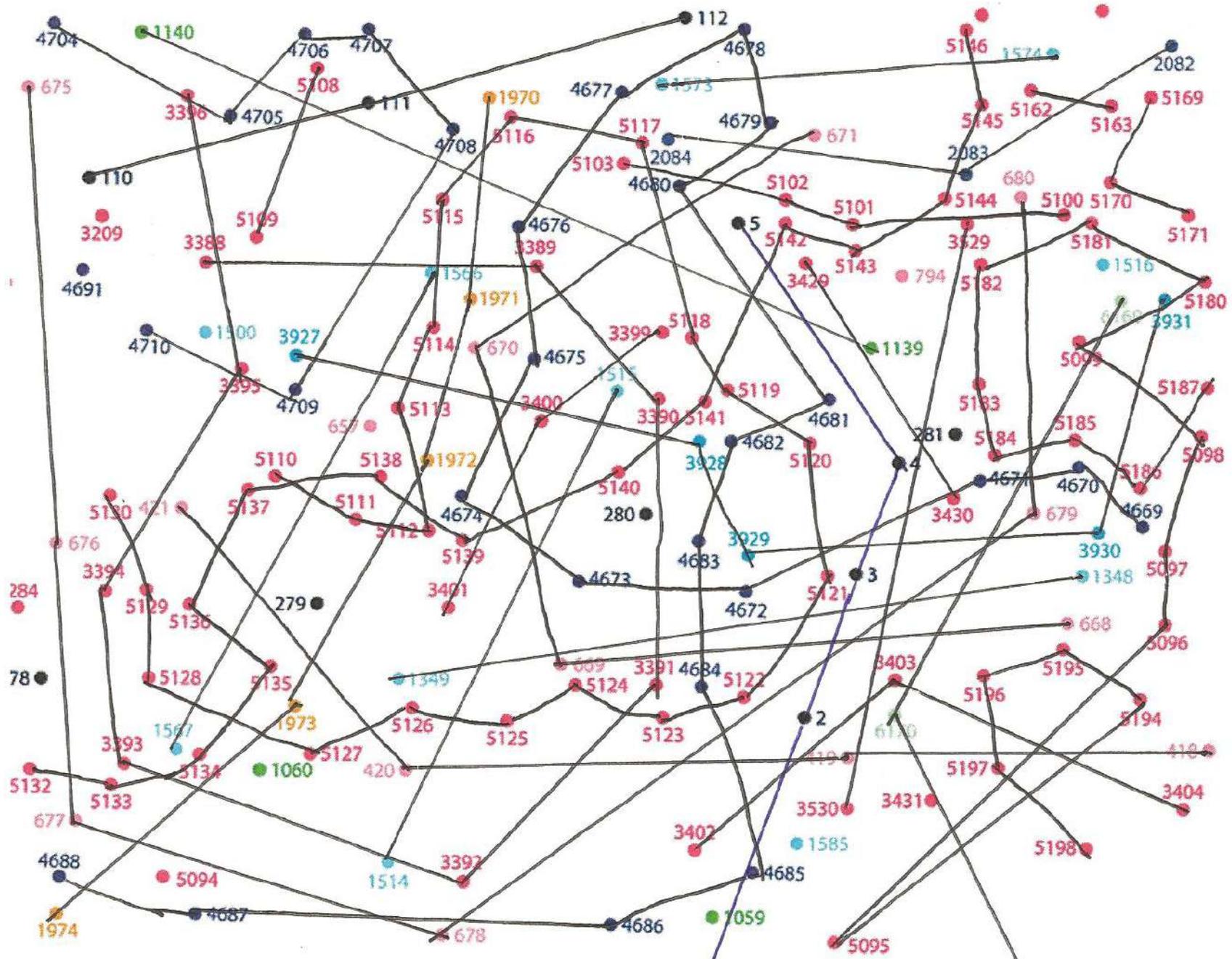
Which domain will be hardest for you to locate evidence/documentation?





Connecting the Dots









Case Study

1. Check for document requirements
2. Check for measure requirements

Wrap-Up and Evaluation





Question

Give me a call! Send me an email!

David Stone

Education Services Manager

dstone@phaboard.org

703-778-4549 ext. 105

Public Health Accreditation Board
1600 Duke Street, Suite 200
Alexandria, VA 22314

