

The Impact of PHAB Accreditation on Partnerships and Collaboration



What does Public Health Accreditation Board (PHAB) accreditation do?

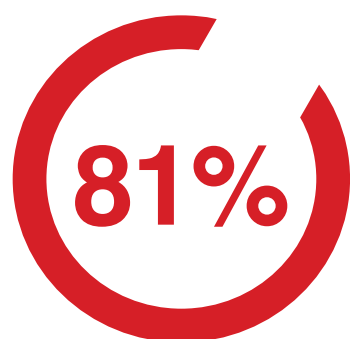
Motivates health departments to seek accreditation by underscoring a commitment to quality and integrity.

Improves health departments' credibility and responsiveness in the eyes of external organizations and community members.

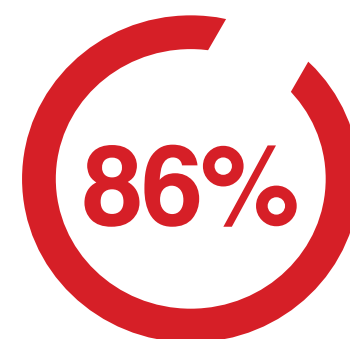
What are health departments saying about the benefits¹ of accreditation?



said accreditation stimulated greater accountability and transparency.



said accreditation improved their health department's visibility or reputation among external stakeholders.



said accreditation improved the credibility of the health department within the community and/or state.

Accreditation Success Spotlight



District of Columbia Department of Health (DOH)

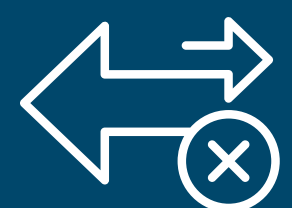
“The accreditation process helps ensure our programs and services are responsive to the needs of the community. With accreditation, the [department] is demonstrating increased accountability and credibility to residents, surrounding jurisdictions, stakeholders, and other constituents.”

– LaQuandra S. Nesbitt, director of the District of Columbia Department of Health

Before Accreditation

Stakeholder engagement was low and programs rarely worked with the community, partners, or other agencies.

Programs operated in silos. Efforts were often duplicated and resources were wasted.

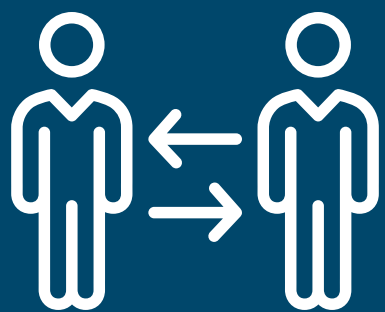


Pursuing Accreditation

Accreditation brought together stakeholders during the Community Health Needs Assessment process.

Collaboration across programs led to multi-level public health interventions.

Increased internal communication resulted in transparency across the agency.



After Accreditation

Engagement and participation by stakeholders and external workgroups increased.

Collaboration and inclusion of non-traditional partners is now a priority for all programs and public health activities.



Improvements Facilitated by Accreditation

Overall Impact

DOH's accreditation journey facilitated increased and improved internal communication and transparency across the agency and provided more opportunities to engage and connect with outside stakeholders.



Accreditation increased DOH's involvement in both local and national workgroups, where they had previously been absent.

DOH now works with more “non-traditional” partners (e.g., libraries) to promote and protect the public's health within communities.

Specific Impact on DOH's Youth Sexual Health Programming

After accreditation, the strategy to address youth sexual health and prevent unintended pregnancies, support contraceptive access, and promote health literacy became a broad collaborative approach across education, healthcare, other government agencies, and community partners.

Accreditation provided a platform for DOH to gather input and feedback on HIV/AIDS, Hepatitis, STD and TB programs and needs, and demonstrate increased accountability to the community. Now, the community is empowered to communicate concerns with DOH when public health services are not meeting its needs.



Improved community relationships have allowed the sexual health programs to streamline work, perform evaluations, and better align and monitor metrics on program performance.

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¹Based on NORC at the University of Chicago's evaluation survey of health departments one year after they were accredited, and on responses to interviews and surveys as part of the NORC project.