

The Impact of PHAB Accreditation

on Relationships and Governance



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

Encourages health departments to actively communicate with their board of health or other governing entity.

Promotes stronger and more meaningful relationships between health departments and governing entities.

What are health departments saying about the benefits¹ of accreditation?



agreed their health department shared information about accreditation with its board of health or governing entity throughout the accreditation process.



agreed their health department's relationship with its board of health or governing entity improved as a result of accreditation.



said accreditation allowed the health department to better communicate with the board of health or governing entity.

Accreditation Success Spotlight



Delaware Division of Public Health (DPH)

PHAB accreditation strengthened the relationship and communication between the Delaware Division of Public Health (DPH) and its governing entity, the Department of Health and Social Services (DHSS).

Before Accreditation



Exchanged regular communication, but governing entity only had a basic understanding of public health work.



Public health sought and received governing entity buy-in and support to pursue accreditation.



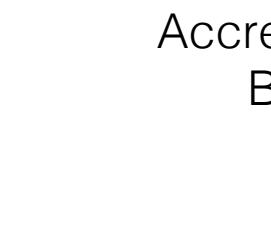
Governing entity facilitated relationship-building and networking between public health and other government agencies.



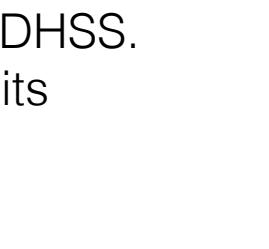
Public health provided weekly accreditation updates to the governing entity on document collection progress.

Governing entity participated in trainings, contributed to key accreditation plans, and attended the accreditation site visit.

After Accreditation



Governing entity adopted public health's model for internal assessment and created new office dedicated to innovation and performance improvement.



Post-accreditation, public health provided ongoing consultation to governing entity on performance and quality strategies.

Governing entity values public health's expertise and looks to the division for leadership on important work.

Improvements Facilitated by Accreditation

Accreditation ushered opportunities for meaningful engagement between DPH and DHSS. By engaging the governing entity in the accreditation process, the division saw its relationship strengthen. In Delaware, the governing entity is now:

More aware of the value of quality and performance improvement.

After engagement in the accreditation process, the governing entity acted on lessons learned and looked within its own department to assess performance, improve, and be innovative.



Engaged in the Public Health Division's overall obligations and responsibilities.

Through the governing entity's engagement in the accreditation process, it became more aware of the health department's obligations and responsibilities.

The division of public health is charged with leading the DHSS's opioid strategy.



Able to leverage DPH's expertise in quality and performance improvement.

The Division of Public Health bolstered its credibility through the accreditation process.

Now, the governing entity seeks the division's advice and engagement in strategic decision-making.

The governing entity modeled its Office of Performance Innovation after the division's performance management infrastructure.

Better equipped to communicate the value and work of public health.

During financially lean years for the health department, the governing entity advocated for DPH's work and safeguarded the Office of Performance Management from staffing cuts.

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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.