

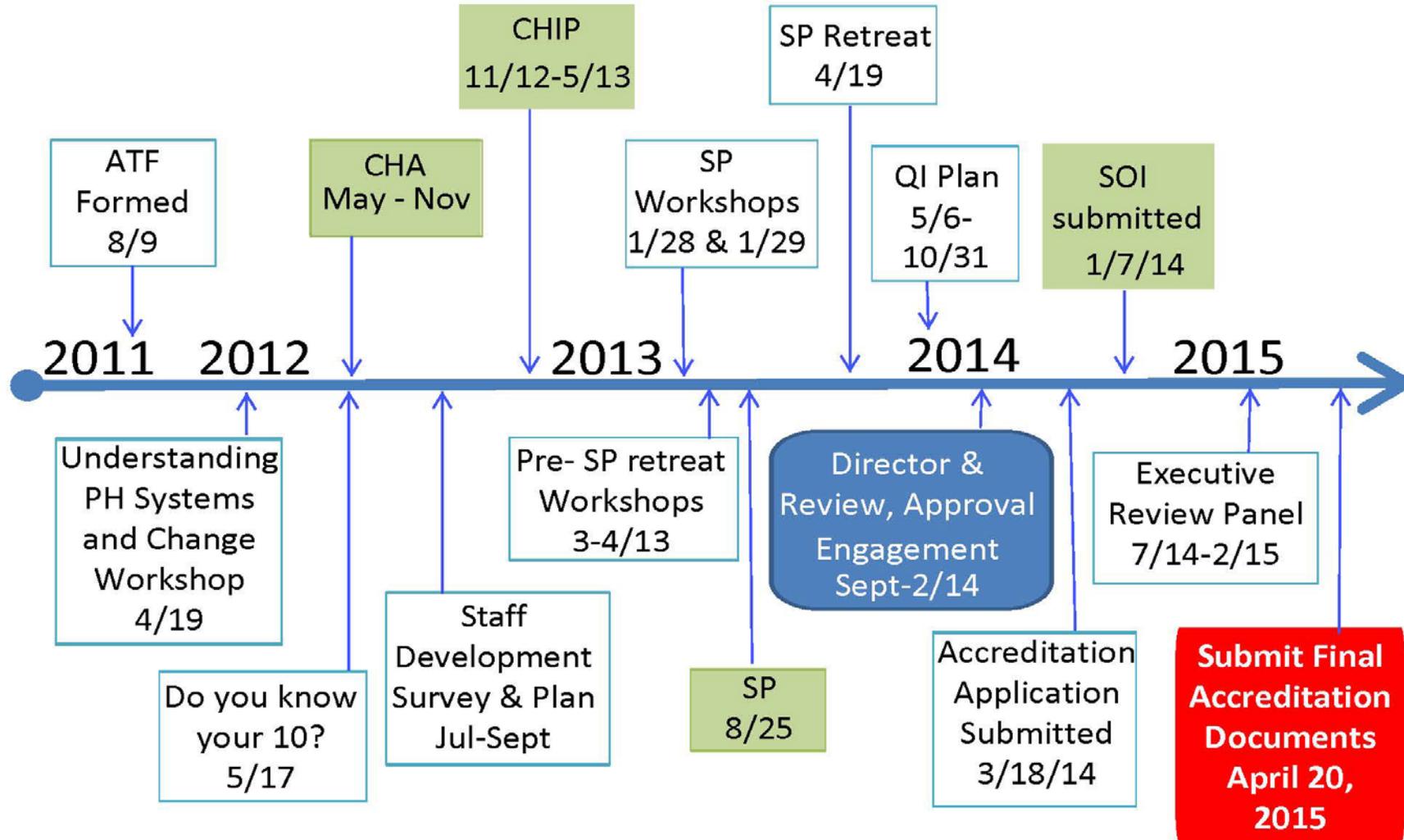
# PHAB DOCUMENTATION SUBMISSION LESSONS LEARNED



LONG BEACH  
DEPARTMENT OF HEALTH  
AND HUMAN SERVICES

August 26 & 27, 2015

## City of Long Beach DHHS Accreditation Preparation Timeline of Key Activities



# LESSONS LEARNED: LONG BEACH'S STORY

- Importance of Staff Engagement
- Scrutinizing & Vetting Documents
- Organization & Selecting Documents
- Tidbits for Success

# KEEP STAFF ENGAGED AND KNOWLEDGEABLE EVERY STEP OF THE WAY

- Staff & Community Partner Engagement
- Domain Champions
- Executive Review Panel

# VETTING DOCUMENTS FOR COMPLIANCE

- Executive Review Panel Process
- Rating Documents
- Strengthening Examples

# Executive Review Panel Documents

- Domain Review Schedule
- Document Cover Sheet



City of Long Beach Department of Health and Human Services (LBDHHS)  
 Accreditation Document Review and Submission Timeline  
**EXECUTIVE REVIEW PANEL**  
 Updated 10-30-14

DOMAIN/STANDARDS	DATE (Executive Review Panel has 4 weeks to review)	STATUS
Domains 1.1 and 1.2	July 1 - July 25, 2014	DONE
Domains 1.3 and 1.4	Aug. 4 - Aug. 22, 2014	DONE
Domains 2.1-2.2	Sept. 1 - Sept. 19, 2014	DONE
Domains 2.3.4 A and 2.4.1A and 4.1-4.2	Sept. - Nov. 7, 2014	DONE
Domains 3.1-3.2 and 5.1-5.5	Nov. 7 - Dec. 5, 2014	DONE
Domains 6.1-6.3 and 7.1-7-2 and 8.1 and 8.2	Dec. 5 - Jan. 5, 2015	DONE
Domains 2.3.3 A and 2.4.2 A and 2.4.3.A 9 and 10	Jan. 5, - Jan. 30, 2015	DONE
Domains 11-12	Feb. 2 - Feb. 27, 2015	IN REVIEW



City of Long Beach Department of Health and Human Services  
 Public Health Accreditation Documentation Cover Sheet

**Domain Number and Name:** 3 – Inform and educate about public health issues and functions.

**Standard:** 3.1 – Provide health education and health promotion policies, programs, processes, and interventions to support prevention and wellness.

**Standard/Measure #:** 3.1.1 A – Provide information to the public on protecting their health.

**Required Documentation #:** 1 – Documentation of the provision of information on health risks, health behaviors, prevention, or wellness.

**Number of examples:** 2 examples

**Dated within:** 5 years

**Explanation of how document(s) meet evidence required for conformity:**

**Example 1:** Healthy Active Long Beach (HALB) *Rethink Your Drink Campaign* Flyers - As part of the HALB programming, this campaign targets at-risk communities that are most vulnerable to developing diseases associated with obesity. Health literacy was considered in messaging development, and therefore features limited text and more graphics.

**Example 2:** Lead and Nutrition Flyer - The Childhood Lead Poisoning Prevention Program (CLPPP) is a state funded program dedicated to lead poisoning prevention through health education and advocacy. This flyer is culturally appropriate, and uses images and simplified text in both English and Khmer to specifically target a large Cambodian community. These flyers are made available on the website and distributed at health fairs and by Cambodian organizations.

**REVIEWERS:** Mark one and explain your reasoning for selecting rating. Provide specific suggestions for improvement.

- Fully met
- Partially met
- Not met

# Executive Review Panel Documents

## Tracking Feedback & Strengthening Examples

Exec Review Board Accreditation Matrix.xlsx - Microsoft Excel

	A	B	C	D	E	F	G	H	I	J
1	<b>Executive Review Panel</b>									
2										
3										
4	<b>Domain 3: Standard 3.1 &amp; 3.2</b>	<b>3.1.1 A RD #1</b>	<b>3.1.2 A RD #1</b>	<b>3.1.1 A RD #3</b>	<b>3.1.2 A RD #1</b>	<b>3.1.2 A RD #2</b>	<b>3.1.2 A RD #3</b>	<b>3.2.1 A RD #1</b>		
5	<b>Reviewer 1</b>	Fully Met	Fully Met	Fully Met	Not Met	Fully Met	Fully Met	Fully Met		
6	<b>Reviewer 2</b>	Fully Met	Partially Met	Partially Met	Fully Met	Partially Met	Fully Met	Fully Met		
7	<b>Reviewer 3</b>	Fully Met								
8	<b>Reviewer 4</b>	Fully Met	Partially Met	Fully Met	Fully Met	Fully Met	Fully Met	Fully Met		
9										
10										
11										
12	<b>Domain 3: Standard 3.1 &amp; 3.2</b>	<b>3.1.1 A RD #1</b>	<b>3.1.1 A RD #2</b>	<b>3.1.1 A RD #3</b>	<b>3.1.2 A RD #1</b>	<b>3.1.2 A RD #2</b>	<b>3.1.2 A RD #3</b>	<b>3.2.1 A RD #1</b>		
13	<b>Reviewer 1</b>	FM: Comments go here	FM: Comments go here	FM: Comments go here	NM: Comments go here	FM: Comments go here	FM: Comments go here	FM: Comments go here		
14	<b>Reviewer 2</b>	FM: Comments go here	PM: Comments go here	PM: Comments go here	FM: Comments go here	PM: Comments go here	FM: Comments go here	FM: Comments go here		
15	<b>Reviewer 3</b>	FM: Comments go here								
16	<b>Reviewer 4</b>	FM: Comments go here	PM: Comments go here	FM: Comments go here						
17										
18										
19										

# DOCUMENT SELECTION PROCESS

- Utilizing Domain Champions
- Getting Organized
- Tracking Forms & Creating Checklists
- Keeping Back-up Documents In Your Arsenal

# TRACKING FORMS

Domain 3 Document Tracking Sheet.xlsx - Microsoft Excel

	A	B	C	D	E	F
1						
2	<b>Domain 3:</b>	<b>Inform and educate about public health issues and functions.</b>				
3						
4						
5	<b>Standard 3.1: Provide health education and health promotion strategies to protect the population from preventable health conditions.</b>					
6			<b>Doc 1 Status</b>	<b>Doc 2 Status</b>	<b>Doc 3 Status</b>	<b>Doc 4 Status</b>
7	<b>Measure 3.1.1:</b>	Provide information to the public on protecting their health	Complete	Complete	Complete	N/A
8	<b>Measure 3.1.2:</b>	Implement health promotion strategies to protect the population from preventable health conditions.	Complete	Complete	Complete	N/A
9	<b>Standard 3.2: Provide information on public health issues and public health functions through multiple methods to a variety of audiences.</b>					
10			<b>Doc 1 Status</b>	<b>Doc 2 Status</b>	<b>Doc 3 Status</b>	<b>Doc 4 Status</b>
11	<b>Measure 3.2.1:</b>	Provide information on public health mission, roles, processes, programs and interventions to improve the public's health.	Complete	Complete	N/A	N/A
12	<b>Measure 3.2.2:</b>	Establish and maintain communication procedures to provide information outside the health department.	Complete	Complete	N/A	N/A
13	<b>Measure 3.2.3:</b>	Maintain a written risk communication plan.	Complete	N/A	N/A	N/A
14	<b>Measure 3.2.4:</b>	Make information available through a variety of methods.	Complete	Complete	N/A	N/A
15	<b>Measure 3.2.5:</b>	Provide accessible, accurate, actionable, and current information in culturally sensitive and linguistically appropriate formats for populations served by the health department.	Complete	Complete	Complete	Complete
16						
17						
18						

Ready | Domain 3 Snapshot | Measure 3.1.1 | Measure 3.1.2 | Measure 3.2.1 | Measure 3.2.2 | 104%

# TRACKING FORMS: PART II

Domain 3 Document Tracking Sheet.xlsx - Microsoft Excel

Home Insert Page Layout Formulas Data Review View Acrobat

Clipboard Font Alignment Number Styles Cells Editing

A31

1	<b>Domain 3:</b>	Inform and educate about public health issues and functions.			
2	<b>Standard 3.2:</b>	Provide information on public health issues and public health functions through multiple methods to a variety of audiences.			
3	<b>Measure 3.2.5:</b>	Provide accessible, accurate, actionable, and current information in culturally sensitive and linguistically appropriate formats for populations served by the health department.			
4					
5					
6	<b>Required Documentation</b>	<b>Document Title</b>	<b>Explain Relevancy</b>	<b>Collected (Y/N)</b>	<b>Status/Notes</b>
7	<b>Documentation 1</b>				
8	<b>Example 1:</b>				
9	<b>Example 2:</b>				
10	<b>Back up Example 1:</b>				
11	<b>Back up Example 2:</b>				
12	<b>Identified Gaps:</b>				
13	<b>Documentation 2</b>				
14	<b>Example 1:</b>				
15	<b>Example 2:</b>				
16	<b>Back up Example 1:</b>				
17	<b>Back up Example 2:</b>				
18	<b>Identified Gaps:</b>				
19	<b>Documentation 3</b>				
20	<b>Example 1:</b>				
21	<b>Example 2:</b>				
22	<b>Back up Example 1:</b>				
23	<b>Back up Example 2:</b>				
24	<b>Identified Gaps:</b>				
25	<b>Documentation 4</b>				
26	<b>Example 1:</b>				
27	<b>Example 2:</b>				
28	<b>Back up Example 1:</b>				
29	<b>Back up Example 2:</b>				
30	<b>Identified Gaps:</b>				
31					
32					

Ready | Measure 3.2.2 | Measure 3.2.3 | Measure 3.2.4 | Measure 3.2.5 | Measure | 80%

# Making Documents Easy to Navigate

## Call-outs, highlighting & Page Numbers

The screenshot shows a web browser window displaying a document page. The address bar shows the URL: <https://www.e-phab.org/programs/2906/standards/17172>. The page content includes a list of requirements for a strategic plan. A table at the bottom of the page is highlighted in green. A yellow callout box points to the table with the following text:

Highlighted portions of the Strategic Plan demonstrate: (A) Mission, Vision, Guiding Principles on page 6 (B) Strategic Priorities on page 3 (C) Goals & Timeframes on pages 7, 8, 9 (D) Identification of External Factors on pages 9, 10 (E) Assessment of Health Department Strengths & Weaknesses on page 11 (F) Links to Community Health Improvement Plan and Quality Improvement Plan on pages 11, 12, 13.

DOCUMENTATION	TITLE	UPLOADED BY	ACTION
<a href="#">Document 5.3.2 A.1.1</a>	<a href="#">LBDHHS Strategic Plan 2014-2019</a>	Angie Johnson 04-14-2015	

The screenshot shows a web browser window displaying a document page. The address bar shows the URL: [https://www.e-phab.org/uploads/36670C7B\\_2906/5.3.2\\_St](https://www.e-phab.org/uploads/36670C7B_2906/5.3.2_St). The page content includes a section titled "Vision, Mission, Guiding Values". A red callout box points to the text "(A) Mission, vision, guiding principles/values". The text on the page is highlighted in yellow.

### Vision, Mission, Guiding Values

**Vision: *A safe and healthy community for all***

The vision of the Health Department to create *a safe and healthy community for all* underscores its commitment to health equity, prevention of diseases and illnesses, safe and affordable housing, and promotion of health and quality of life (QOL). Furthermore, the Health Department's vision embodies public health's significant role in advancing the city of Long Beach's Strategic Plan which strives for an economically vibrant and livable city.

**Mission: *"Improve the quality of life by promoting a safe and healthy community in which to live, work and play."***

The Health Department's mission statement reflects public health's commitment to ensuring optimal health for all its community members and embraces the various Department programs that impact the social determinants of health. Quality of life (QOL) is a broadly defined multidimensional concept that includes health status, jobs, housing, built environment, physical and mental health, education, recreation, leisure time, social belonging, and other factors that lend to a person's complete well-being.

**Guiding Values**

The Health Department's guiding values form the foundation of the Department's



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- » [Diseases & Conditions](#)
- » [Job Opportunities](#)
- » [Local Health Services](#)
- » [Newsroom](#)
- » [Public Availability of Documents](#)

**Related Links**

- » [California Health and Human Services Agency](#)
- » [Department of Health Care Services \(includes Medi-Cal\)](#)
- » [State Agencies Directory](#)

[Home](#) > [Programs](#) > [Cancer Prevention and Nutrition Section](#) > [Rethink Your Drink Campaign](#)

## Nutrition Education and Obesity Prevention Branch - Rethink Your Drink Campaign

The Nutrition Education and Obesity Prevention Branch (NEOPB) - Rethink Your Drink Campaign is a public health initiative led by the California Department of Public Health and administered by the Local Health Departments.

The Rethink Your Drink Campaign's primary goals are to:

- 1) educate low-income Californians about healthy drink options,
- 2) help identify drinks with added sugar,
- 3) make the link between consumption of sugar-sweetened drinks and health risks.

In this way, the campaign hopes to shift consumption toward healthier, more affordable beverages, like water. At the same time, the Rethink Your Drink Campaign hopes to stimulate community-level partnerships and invite local environmental changes that will improve access, affordability and desirability of healthy beverages.

### Model SNAP-Ed Social Marketing Initiative

The Rethink Your Drink Campaign is included in the [USDA SNAP-Ed Obesity Prevention Toolkit for States](#)

### Contact Us

For more information, please contact NEOPB at (916) 449-5400.

[Background](#)

[Resources](#)

[Rethink Your Drink Curriculum](#) - Approved Rethink Your Drink Campaign curriculum lessons and handouts for adults and K-12 education.

[Training](#) - Training on the Rethink Your Drink Campaign, including orientation, events, and lessons.

Explains how the Rethink Your Drink Campaign is a major component of the NEOPB and the Supplemental Nutrition Assistance Program Education (SNAP-ED) programming and goals.



## Key Comparisons from the 2011 California Dietary Practices Survey:

Opportunities for Improvement in the Health Behaviors of Low-Income Californians



Surveys conducted biennially of the target audience to develop or modify NEOPB final content and interventions.

The Nutrition Education and Obesity Prevention Branch (NEOPB) strives to create innovative partnerships that empower low-income Californians to increase consumption of healthy foods, decrease consumption of less healthy foods, increase opportunities for physical activity, and support food security with the goal of preventing obesity and related chronic diseases. Progress related to these goals is measured through surveys that track self-reported dietary behaviors and physical activity while also identifying challenges. This information is used to develop or modify interventions that promote healthy lifestyles. The California Dietary Practices Survey (CDPS) is one of three surveys implemented by the NEOPB. Conducted biennially, it surveys Californian adults aged 18 years and older. Seven key findings from the 2011 survey are summarized in this document. For each finding, comparisons are made across three groups (see box below). Each of the seven findings presented here are statistically significant ( $p < 0.05$ ). Additionally, low-income will represent the group that includes CalFresh participants and likely eligibles with household incomes at or below 130% of the Federal Poverty Level (FPL). Higher-income will refer to and be used interchangeably with those not eligible for CalFresh with household incomes above 185% FPL.

For more information about the survey questions and methodology, see the CDPS website: <http://www.cdph.ca.gov/programs/cpns/Pages/CaliforniaStatewideSurveys.aspx#1>

COMPARISON GROUPS	
CalFresh Participant	Low-income
Likely Eligibles, ≤ 130% FPL	
131-185% FPL	Insufficient sample size for analysis
Not Eligible, >185% FPL	Higher-income



Happy Friday!

Yesterday morning I had the opportunity to participate in my first homeless count. I arrived at the Multi-Service Center at 5:00 am to find a room packed with people ready to take to the streets of Long Beach to talk with and gather information about people living on the streets. The organization and energy from the team—truly amazing! The stories from people sleeping in parks and on sidewalks—moving! Congratulations to the Homeless Services Division, the Multi-Service Center team, and to all the amazing partner organizations and individuals who make this count possible every other year! We do great work!



Kelly

Upcoming Events:

- The Health Department's Medi-Cal Outreach team will hold an enrollment event on January 31<sup>st</sup> at St. Luke's Episcopal Church, 525 E. 7<sup>th</sup> Street 90813, from 10am-3pm. This event is open to all, no appointments necessary. Free parking is available, and services will be provided in English, Spanish, Khmer, and Tagalog.
- Free exercise classes will be held at Houghton Park from 9:00 – 10:00 a.m. from Feb 18<sup>th</sup> to April 24<sup>th</sup>. Classes are provided as part of the Beach Community Wellness Program, a collaboration between CSULB Kinesiology students and the City of Long Beach. Contact Viki Omelas at 570-7904 for additional details.

Highlights:

- The Epidemiology Program has been actively involved in investigating measles cases and those they had contact with related to the measles outbreak associated with Disneyland theme parks. To date, there have been two confirmed measles cases in the City of Long Beach with multiple suspect cases investigated and multiple exposures requiring intensive contact investigations, notifications and collaboration with multiple local stakeholders (i.e., businesses, healthcare facilities) to identify persons at risk and notify them of exposure. The California Code of Regulations requires the immediate reporting of suspect measles to the local health jurisdiction. Epidemiology staff are available 24/7 for immediate reporting of measles and other urgent public health emergencies.
- The Nursing Division organized and hosted a Car Seat Safety Checkup event, in collaboration with SafetyBeltSafe, Miller Children's Hospital, the City of Long Beach Library Services Department, and Orozco's Automotive, a private business in the Bixby Knolls area. The event started with a 3-day car seat technician training held at the main library, and ended with the checkup event where the 26 training attendees were provided with opportunities to use their new skills. 40 car seats were checked (of which only three were safe seats that were correctly installed). Several new car seats were provided to low-income families whose children were in seats that were no longer considered safe. The high percentage of unsafe car seats illustrates the importance of holding these types of events.



- The Health Department recently purchased an Environmental Health Response & Command Vehicle to be used in response to public health emergencies. This vehicle may be deployed regionally in the event of a Health or hazardous materials emergency event where Health Department staff are sent to provide detection/sampling, field investigations or mass medication or vaccination dispensing, and may also be used as a command center for public health related incidents requiring a field response. The vehicle should be completed and delivered by August 2015.
- The Nursing Division was awarded a \$413,000 grant from First 5 LA to oversee the activities of the Central Long Beach Best Start initiative. Staff will be working with several community partners including the Early Childhood Education Committee, For the Child, and The Children's Clinic to conduct activities that will strengthen families of children age 0-3 who live in the Best Start community, to increase coordination of service providers who serve the families, and to conduct a child abuse prevention community education and media campaign.
- The Department of Health and Human Services, Homeless Services Division is pleased to announce that the Long Beach Continuum of Care (CoC) was awarded \$8.17 million for the 2014 CoC grant funding competition by U.S. Department of Housing and Urban Development (HUD). The 2014 CoC award is the largest award in the Long Beach CoC's history, and includes \$7.11 million in funding for 24 currently operating projects providing a mixture of housing and supportive services, one Planning project, and one Unified Funding Agency project.
- The Health Department conducted its 7<sup>th</sup> biennial Homeless Count on Thursday, January 29<sup>th</sup>. The U.S. Department of Housing and Urban Development (HUD) mandates that all Continuum of Care jurisdictions complete a point-in-time Homeless Count every two years. This data helps to define the scope of homelessness, both in the local community and across the nation, and helps to determine existing resources, identify gaps, and highlight progress toward ending homelessness.
- The Health Department is at the final sprint to the finish line of achieving public health accreditation through the Public Health Accreditation Board (PHAB). Our department will hit the final submit button on April 30, 2015, providing hundreds of documents to satisfy the 237 measures that demonstrate our Department's competency in the 10 Essential Public Health Services. This represents a proud and exciting landmark of all the hard work and several years in the making it took to get us to this point.



Bi-weekly newsletters and Director's Reports are distributed to board members each month. Highlighted portions demonstrates how the Health Department communicates performance improvement activities around accreditation efforts.

# SUM IT UP: TIDBITS FOR SUCCESS

- Rally support early on
- Check, check & triple check
- Call-outs & descriptions are your friend
- Avoid examples that are not considered “population health”
- Explain weak areas upfront
- Celebrate milestones along the way