

Site Visit Team Talking Points & Interview Template

The following Site Visit Team (SVT) Talking Points & Interview Template is provided to assist the SVT in preparing for and conducting the Site Visit.

Each SVT will choose the best method for the Team to collect and organize its Site Visit questions. Each Team Member will prepare a list of questions that will be asked in each Interview session. This template should be used to record the list of questions that each team member plans to ask in the interviews. The purpose of compiling the SVT's questions into an Interview Template is twofold; first, in the event of slow internet or technology failure, the Team will have a printed list of questions and can take hand written notes; second, this list provides a way for other SVT members or the PHAB Accreditation Specialist to ask the right questions in interviews should a Team Member be unable to be present for an interview due to extenuating circumstances, such as an illness or emergency.

Throughout this template are a number of italicized "Example Questions" intended to assist teams in the development of questions. Please note that the "Example Questions" are only samples and in no way are an exhaustive list of questions. Additionally, they may already be answered by the department you are reviewing through their documentation, and are not intended to be applicable to all health departments. Please remember to tailor questions appropriately.

Also, throughout this template are several "Visual Observations." These questions are applicable to all departments and should be asked during the Site Visit. Team members should rephrase these questions to make them specific for the department under review.

Within the Site Visit Team Interview Template, you will find a separate section for each Site Visit interview session. For your convenience, in Domain interview sessions, PHAB has listed each measure. A question is NOT required for every Measure; simply add your Measure-specific questions and delete the remaining Measures.

The final section of this Template includes a complete "Sample Domain Interview." This sample interview can be used to show all of the pieces of a Domain Interview, including: introductions, Domain Overview, Measure questions and follow-up questions, and final thoughts.

Remember, interviews are the time to verify the documentation that was reviewed and clarify documentation that was confusing or ambiguous, and provide an opportunity to learn how documentation is implemented or operationalized in order to gain insight into the workings of the health department.

By the time the SVT leaves the site visit, there should be no outstanding questions.

Please reference the "Conducting Interviews During the Site Visit: Tip Sheet for Site Visitors" (March 2013 – Draft) for more information about how to write and ask questions.

For any additional questions, please contact your Accreditation Specialist.

Entrance Conference Talking Points

The purpose the entrance conference is to establish a collegial tone, review the objectives and schedule of the site visit, and discuss any recent changes in the department about which the site visit team should be aware. Below are topics that should be addressed during the entrance conference.

- **Thank the health department** for their support of public health department accreditation, congratulate them on the work that they have dedicated to the process, and thank them for their hospitality.
- **Conduct introductions** of the Site Visit Team Members, PHAB Accreditation Specialist, health department leadership and staff, Health Department Accreditation Coordinator, and others (that may be invited by the health department).
- **Describe roles:**
 - The SVT Chair is the primary point of contact for the SVT and will lead the entrance and exit conference (the SVT Chair may also lead other group sessions such as the interview with the department director).
 - The Accreditation Coordinator is the primary point of contact for the department, should be available throughout the Site Visit, and should check e-PHAB regularly to upload any additional documentation requested by the SVT.
 - The department director is responsible for ensuring any additional documentation submitted throughout the course of the Site Visit is officially submitted to PHAB through e-PHAB prior to the start of the final executive session.
 - The Accreditation Specialist is the liaison for both the SVT and the department.
- **Describe PHAB's conflicts of interest and confidentiality policies.**
 - Each PHAB site visitor has completed a Conflict of Interest Disclosure Form.
 - The health department has had an opportunity to review the names of their site visitors and to indicate to PHAB any real or perceived conflict of interest.
 - PHAB and its site visitors will not share any information about the health department, its application, and its documentation; the Site Visit Team's interviews, review of documentation, findings, or impressions; or the health department's accreditation status. When a health department receives full five-year accreditation, PHAB will notify the health department and then post the name of the health department on the PHAB website as public notice of the achievement. Site visitors have signed a confidentiality agreement with PHAB not to discuss their specific health department review with anyone other than PHAB staff, Accreditation Committee members (as requested), or their team members.
- **Review the purpose of the site visit.** It is an opportunity:
 - For the health department to be reviewed by peer public health practitioners.
 - For PHAB site visitors to verify the documentation submitted to PHAB by the health department.
 - For PHAB site visitors to learn about the implementation of the documentation and the operations of the department.

- For site visitors to request further and additional documentation. (Documentation that was created after the submission of the department's documentation to PHAB will not be considered by the site visit team.)
- For discussion and explanation.
- For the site visitors to supplement paper documentation with face-to-face discussions and direct observations.
- **Review the site visit process**
 - State that the Accreditation Coordinator need not attend every interview, though they must be available to the Site Visit Team for the duration of the visit.
 - Identify that the Accreditation Specialist may be entering/exiting interviews in an effort to attend a part of each concurrent session.
- **Review the Site Visit Team's process and guidelines for documentation review.**
 - Note that the team may not have time to review documentation for all measures with the health department; they will focus on missing documentation, perceived deficiencies, and questions.
 - Explain the four categories to be used for ranking each measure. Explain that numerical values will NOT be assigned to each ranking.
 - Explain that a primary purpose of the site visit is to identify opportunities for improvement for the health department's continuous quality improvement.
 - Explain that the Site Visit Team will not make suggestions of actions or activities to address opportunities for improvement. The Site Visit Report may identify opportunities for improvement.
 - Make it clear that the team will NOT recommend accreditation status at any time.
 - Explain that the site visit schedule includes an exit conference during which the team will provide their overall impressions; review strengths, areas of potential non-conformance, and opportunities for improvement; and highlight observed strengths.
 - The exit conference will be consistent with the final Site Visit Report findings.
- **Invite the health department director to provide very brief remarks.**
 - *Sample Question: The Site Visit team has reviewed your application, organization chart, website, and listing of programs and activities the health department carries out. Is there anything else the team should be aware of and/or keep in mind as we conduct the site visit?*
- **Ask:** Are there any questions you have about the Site Visit agenda or process before we get started?

Walk-Through of Health Department

Measures that Require Visual Observations

Measure 3.2.1

- Measure 3.2.1 A, Required Documentation 2: “Documentation of branding or communication of presence of health department.”
 - The Site Visit Team should supplement the submitted documentation with visual observations of signage inside and outside the health department.

Measure 3.2.5

- Measure 3.2.5 A, Required Documentation 3: “Availability of assistive staff or technology devices to meet ADA requirements.”
 - The Site Visit Team should supplement the submitted documentation with their visual observations of TTY or other assistive technology.

Measure 11.1.6

- Visual Observation: Measure 11.1.6 A, Required Documentation 1: “Demonstrate the use of technology to support public health functions.”
 - The Site Visit team should supplement the documentation with their visual observations of the use of technology.

Measure 11.1.7

- Visual Observation: Measure 11.1.7: “Maintain facilities that are clean, safe, accessible, and secure.”
 - The Site Visit Team should supplement the submitted documentation with their visual observations of the facilities.

Community Health Assessment, Community Health Improvement Plan, and Strategic Plan [Standards 1.1, 5.2, and 5.3]

Community Health Assessment [Standard 1.1]

Team Questions:

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Example Questions:

- *Describe how the Community Health assessment (CHA) was developed and how it is implemented.*
- *Describe the interaction between the health department and community partners in developing this plan.*
- *Do you know if anyone else in the community uses the CHA for planning, coordinating services and activities, sharing resources, funding applications, or other uses?*
 - *If so, who is using it and how is it being used?*
- *What plans do you have to improve the CHA planning process next cycle?*

Community Health Improvement Plan [Standard 5.2]

Team Questions:

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Example Questions:

- *How was the community health improvement plan (CHIP) developed?*
 - *What was the overall process?*
 - *How was the community involved?*
 - *How is the community involved in its implementation?*
- *Do you have indications that anyone else in the community uses the CHIP for program planning, coordinating services and activities, sharing resources, funding applications, or other uses?*
 - *If so, who is using it and how is it being used?*
- *How is the CHIP planning process and implementation reflected in the health department's annual budget?*
 - *Does the CHIP impact on other resource requests or allocations? For example, is it considered*

in setting priorities for grant applications or other outside funding requests?

- *How satisfied are you and your community partners with your progress in advancing the strategies in the CHIP? Explain your response.*

Strategic Plan [Standard 5.3]

Team Questions:

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Example Questions:

- *How is the strategic plan reflected in the health department's annual budget?*
- *What impacts does the Strategic Plan have on other resource requests or allocations? Is it considered in setting priorities for grant applications or outside funding requests?*
- *How are you measuring progress in meeting the strategies and objectives in the plan?*
- *How satisfied are you with your progress in implementing the Strategic Plan?*
- *How does your strategic plan link to The Community Health Improvement Plan?*
- *How does your strategic plan link to your quality improvement process and plan?*

Domain 1 - 9 measures (minus CHA)**Domain Overview:**

Example Domain Overview: Thank you all for joining me to talk about Domain 1. This Domain focuses on the assessment of the health of the population your department serves. I'll be asking some specific measure-related questions, some questions specific to documents you submitted, and will then ask you in any remaining time we have to talk generally about how the work you do relates to monitoring health status, collecting and using data, etc.

Overall Domain Questions:

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- *Example Question: "Please describe how the work that you do fits into this Domain."*
- *Example Question: "What do you think your health department's strengths/weaknesses are in this Domain?"*

Measure 1.1 (any remaining questions)

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Measure 1.2.1

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Measure 1.2.2

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Measure 1.2.3

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Measure 1.2.4

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Measure 1.3.1

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Measure 1.3.2

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Measure 1.4.1

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- *Example Question: Describe the process for the programs to access data, consider their implications, and adopt changes in policies or programs.*

Measure 1.4.2

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Domain 2 - 15 Measures**Domain Overview:**

Example Domain Overview: Thank you all for joining me to talk about Domain 2. This Domain focuses on the investigation of suspected or identified health problems or environmental public health hazards. I'll be asking some specific measure-related questions, some questions specific to documents you submitted, and will then ask you in any remaining time we have to talk generally about how the work you do relates to identification of emerging health problems, monitoring of disease, availability of public health laboratories, containment and mitigation of outbreaks, coordinated response to emergency situations, and communication.

Overall Domain Questions:

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Measure 2.1.1

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- *Example Question: Describe how people who have roles in the implementation of protocol are informed of their responsibilities.*

Measures 2.1.2

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Measure 2.1.3

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Measure 2.1.4

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Measure 2.1.5

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- *Example Question: How do you communicate with surveillance partners on matters that are urgent and need their attention?*

Measure 2.2.1

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Measure 2.2.2

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Measures 2.2.3

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Measure 2.3.1

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Measure 2.3.2

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- *Example Question: Tell us about the laboratory(ies) that the department uses and the department's working relationship(s) with it (them).*

Measure 2.3.3

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- *Example Question: Would you please talk through how the health department obtains additional personnel to support surge.*

Measure 2.3.4

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- *Example Question: Tell us about your working relationship with the state (local, tribal) health department for rapid detection and containment of public health/environmental public health issues.*

Measure 2.4.1

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Measure 2.4.2

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Measure 2.4.3

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- *Example Question: Describe your relationship with the media for communicating with the public in the case of emergencies.*

Domain 3 - 7 measures**Domain Overview:**

Example Domain Overview: Thank you all for joining me to talk about Domain 3. This Domain focuses on educating the public. This Domain assesses the health department's processes for continuing communication as standard operating procedures. I'll be asking some specific measure-related questions, some questions specific to documents you submitted, and will then ask you in any remaining time we have to talk generally about how the work you do relates to health education and health promotion policies or programs, how that information is shared, etc.

Overall Domain Questions:

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- *Example Question: "Please describe how the work that you do fits into this Domain."*

Measure 3.1.1

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Measures 3.1.2

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- *Example Question: The health department conducts many health promotion activities. What considerations are made in selecting a program for a specific community or population?*

Measure 3.2.1

- Visual Observation: Measure 3.2.1 A, Required Documentation 2: "Documentation of branding or communication of presence of health department."
 - The Site Visit Team should supplement the submitted documentation with visual observations of signage inside and outside the health department.

Measure 3.2.2

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- *Example Question: Describe your ongoing relationship with the media.*

Measure 3.2.3

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Measure 3.2.4

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- *Example Question: What are your biggest barriers or hurdles in getting a public health message or alert to the public? What methods have worked well?*

Measure 3.2.5

- Visual Observation: Measure 3.2.5 A, Required Documentation 3: “Availability of assistive staff or technology devices to meet ADA requirements.”

- The Site Visit Team should supplement the submitted documentation with their visual observations of TTY or other assistive technology.

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- *Example Question: What are (some of) the populations that are the department’s focus for materials that are culturally appropriate or focused on populations that are difficult to reach?*

Domain 4 - 4 measures**Domain Overview:**

Example Domain Overview: Thank you all for joining me to talk about Domain 4. This Domain focuses on community engagement. Community members are important partners and can offer a unique perspective. I'll be asking some specific measure-related questions, some questions specific to documents you submitted, and will then ask you in any remaining time we have to talk generally about how the work you do relates to the establishment and maintenance of community relationships that facilitate public health goals being accomplished.

Overall Domain Questions:

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- *Example Question: "What do you think your strengths/weaknesses are in this Domain?"*

Measure 4.1.1

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- *Example Question: describe your working relationship(s) with your partner organizations.*
- *Example Question: How often do the organizations that are seen as collaborators typically send a representative to every meeting?*

Measure 4.1.2

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Measure 4.2.1

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- Describe you relationship with your community.

Measure 4.2.2

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Domain 5 - 5 Measures (minus CHIP & SP)**Domain Overview:**

Example Domain Overview: Thank you all for joining me to talk about Domain 5. This Domain focuses on the development of public health policies and plans. I'll be asking some specific measure-related questions, some questions specific to documents you submitted, and will then ask you in any remaining time we have to talk generally about how the work you do relates to the development, implementation, and monitoring of various policies and plans.

Overall Domain Questions:

-
- Describe your department's planning process or functions.

Measure 5.1.1

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Measure 5.1.2

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Measure 5.1.3

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- *Example Question: Do others seek your advice or expertise in public health policy?*

Measure 5.2(any remaining questions from the earlier interview)

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Measure 5.3 (any remaining questions from the earlier interview)

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Measure 5.4.1

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- *Example Question: Please describe the contribution of community partners in planning and responding to disasters.*

Measure 5.4.2

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Domain 6 - 10 Measures**Domain Overview:**

Example Domain Overview: Thank you all for joining me to talk about Domain 6. This Domain focuses on the role of public health departments in the enforcement of public health related regulations, executive orders, statutes, and other types of public health laws. I'll be asking some specific measure-related questions, some questions specific to documents you submitted, and will then ask you in any remaining time we have to talk generally about how the work you do relates to education, enforcement, and review and revision of existing laws.

Overall Domain Questions:

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- *Example Question: "What do you think your strengths/weaknesses are in this Domain?"*

Measure 6.1.1

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- *Example Question: How are other organizations and partners kept informed of, and engaged in the process of reviewing laws; especially when the responsibility is NOT the direct role of the health department?*

Measure 6.1.2

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- *Example Question: How is the governing entity engaged in the process of review and revision of public health laws?*

Measure 6.2.1

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Measure 6.2.2

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Measure 6.2.3

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Measure 6.3.1

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Measure 6.3.2

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Measure 6.3.3

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Measure 6.3.4

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- *Example Question: Do you have a formal process for analyzing trends related to your enforcement responsibilities, and intervening when needed? If so, please describe it.*

Measure 6.3.5

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Domain 7 - 6 measures**Domain Overview:**

Example Domain Overview: Thank you all for joining me to talk about Domain 7. This Domain focuses on the population's access to health care. I'll be asking some specific measure-related questions, some questions specific to documents you submitted, and will then ask you in any remaining time we have to talk generally about how the work you do relates to the assessment of health care service capacity and access and strategies for improvement.

Overall Domain Questions:

-
- *Example Question: "Please describe how the work that you do fits into this Domain."*
- *Example Question: "What do you think your strengths/weaknesses are in this Domain?"*

Measure 7.1.1

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Measure 7.1.2

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Measure 7.1.3

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Measure 7.2.1

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- *Example Question: Describe how the department is working with partners to implement strategies to increase access to care.*

Measure 7.2.2

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Measure 7.2.3

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Domain 8 - 3 measures**Domain Overview:**

Example Domain Overview: Thank you all for joining me to talk about Domain 8. This Domain focuses on the need for health departments to maintain a trained and competent workforce to perform public health duties and encourage the development of public health workers. I'll be asking some specific measure-related questions, some questions specific to documents you submitted, and will then ask you in any remaining time we have to talk generally about how the work you do relates to ensuring a well prepared workforce.

Overall Domain Questions:

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Measure 8.1.1

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Measure 8.2.1

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- *Example Question: What are your plans to update the workforce development plan at the next annual cycle? Did you learn any lessons from the implementation that can help you with the revision process?*

Measure 8.2.2

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Domain 9 - 7 measures**Domain Overview:**

Example Domain Overview: Thank you all for joining me to talk about Domain 9. This Domain focuses on using and integrating performance management quality improvement practices and processes to continuously improve the public health department's practice, programs, and interventions. I'll be asking some specific measure-related questions, some questions specific to documents you submitted, and will then ask you in any remaining time we have to talk generally about how the work you do relates to performance management and quality improvement.

Overall Domain Questions:

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- *Example Question: Please explain how you identify and select QI projects.*

Measure 9.1.1

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Measures 9.1.2

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Measure 9.1.3

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- *Example Question: Please explain the process of monitoring and assuring the performance management system and the quality improvement process.*

Measure 9.1.4

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Measure 9.1.5

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Measure 9.2.1

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Example Question: How would you describe the department's commitment to QI?

Measure 9.2.2

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- *Example Question: Are department staff generally engaged in and supportive of QI activities?*

Domain 10 - 4 measures**Domain Overview:**

Example Domain Overview: Thank you all for joining me to talk about Domain 10. This Domain focuses on the role that health departments play in building and advancing the science of public health. I'll be asking some specific measure-related questions, some questions specific to documents you submitted, and will then ask you in any remaining time we have to talk generally about how the work you do relates to using and contributing to evidence-based approaches.

Overall Domain Questions:

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- *Example Question: "Please describe how the work that you do fits into this Domain."*

Measure 10.1.1

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- *Example Question: How are evidence-based and promising practices identified? Is there a process to tailor them to your community or target population?*

Measure 10.2.1

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Measure 10.2.2

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- *Example Question: How is the analysis of research coordinated?*

Measure 10.2.3

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Domain 11 - 11 measures**Domain Overview:**

Example Domain Overview: Thank you all for joining me to talk about Domain 11. This Domain focuses on health department management and administration capacity. I'll be asking some specific measure-related questions, some questions specific to documents you submitted, and will then ask you in any remaining time we have to talk generally about how the work you do relates to the operational infrastructure and financial management systems.

Overall Domain Questions:

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Measure 11.1.1

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- *Example Question: How does the department inform staff of where to access the department's policies and procedures?*

Measure 11.1.2

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Measure 11.1.3

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Measure 11.1.4

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- *Example Question: How does the department inform staff of where to access the HR policies and procedures?*

Measure 11.1.5

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Measure 11.1.6

- Visual Observation: Measure 11.1.6 A, Required Documentation 1: “Demonstrate the use of technology to support public health functions.”
 - The Site Visit team should supplement the documentation with their visual observations of the use of technology.

Measure 11.1.7

- Visual Observation: Measure 11.1.7: “Maintain facilities that are clean, safe, accessible, and secure.”
 - The Site Visit Team should supplement the submitted documentation with their visual observations of the facilities.

Measure 11.2.1

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- *Example Question: Has the department had any audit exceptions or adverse program reports?*

Measure 11.2.2

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Measure 11.2.3

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Measure 11.2.4

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- *Example Question: Both of the examples provided were from the same program area. Do you have an example from a different program?*
 - *As a follow up, how are you communicating regarding this issue?*

Domain 12 - 7 measures**Domain Overview:**

Example Domain Overview: Thank you all for joining me to talk about Domain 12. This Domain focuses on the health department's capacity to support and engage its governing entity in maintaining the governmental public health infrastructure for the jurisdiction served. I'll be asking some specific measure-related questions, some questions specific to documents you submitted, and will then ask you in any remaining time we have to talk generally about how the work you do relates to the communications with the governing entity.

Overall Domain Questions:

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- *Example Question: "What do you think your strengths/weaknesses are in this Domain?"*

Measure 12.1.1

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- *Example Question: What processes do you use to keep track of your mandates and authorities, to ensure governing entity compliance on a continuing basis?*

Measures 12.1.2

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Measure 12.2.1

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Measure 12.2.2

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Measure 12.3.1

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Measure 12.3.2

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Measure 12.3.3

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- *Example Question: Beyond informing the governing entity of performance improvement efforts and results, how is the governing authority engaged in the process of planning for future health department quality improvement efforts?*

Meeting with Community Partners

(Based on the number of partners that attend the session, Site Visitor's should adjust questions for time management. For example, if only a handful of partners attend, it may be appropriate to go around the room for introductions. However, if there are a lot of partners in attendance, long introductions may not be feasible.)

Team Questions:

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Example Questions:

- *Would each of you please describe your organization's particular relationship with the health department?*
 - *In what areas does your organization partner and collaborate with the health department?*
 - *How often do you meet?*
- *Would you please describe the relationship of the health department with the community-at-large?*
- *How well do you think the communities served by the health department understand the mission and role of the department?*
- *How does the department communicate with the community? How effective are its communications?*
- *What is your organization's role, if any, in the processes of assessing the health of the community and determining how to improve health status in the community?*
- *What are the health department's most significant contributions to the health of the community?*
- *What do you perceive to be the health department's strengths?*
- *Are there any organizations, institutions, or entities in your community that are not current partners that may help contribute to the CHA or implementation of the CHIP?*
- *Are there any target populations in the community at health risk that the department does not address?*

Meeting with Representatives of Governing Entity

Team Questions:

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Example Questions:

- *Describe the relationship of the governing entity with the health department.*
- *Describe the process for information exchange between health department and governing entity.*
- *Describe the process for decision making.*
- *Describe the working relationship of the governing entity with the community.*
- *How does the governing entity obtain community input?*
- *What was the governing entity's role in the development of the health department's strategic plan?*
- *What is the governing entity's role in promoting and monitoring its implementation?*
- *What was the governing entity's role in the development of the health department's community health assessment AND community health improvement plan?*
- *Describe the governmental public health system in your jurisdiction and in the state. How do the two interact?*
- *How does the governing entity make decisions about new policies or suggesting new laws that affect the public's health?*

Meeting with Director of Health Department

Team Questions:

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Example Questions

- *How would you describe the public health system in your community?*
- *What opportunities are there for improvement of the public health system?*
- *How would you describe your health department's relationship with other public health departments:*
 - *State/local health department(s)?*
 - *Neighboring public health entities?*
- *How would you describe the department's relationship with its governing entity?*
- *How does the health department educate the governing entity about the mission and role of the department?*
- *How would you describe the health department's relationship with the communities it serves?*
- *What is the department's policy and process for working with the community?*
- *How are the community health assessment and community health improvement plan used by the community for priority setting, program development, resource allocation, or other purposes?*
- *What examples can you offer of collaboration and partnership with the community?*
- *What do you see as the health department's greatest strengths and most serious challenges?*
- *What significant public health services are provided by other organizations in the jurisdiction? How does the health department coordinate with those organizations?*
- *What public health resources, if any, exist in your community, but are not under your control? How does the health department coordinate with them?*

Exit Conference

- The purpose of the exit conference is to provide the health department with a general summary and review of the site visit. It is an opportunity for the SVT to provide feedback concerning the team's assessment of strengths and opportunities for improvement.
- Stress that the goal of the accreditation process is quality and performance improvement and that a culture of continuous quality improvement is the ideal.
- Provide your SVT's general impressions of the health department's conformity with the PHAB standards and measures, including perceptions regarding:
 - Identified strengths, exemplary practices, unique or innovative methods, and
 - Identified opportunities for improvement. **NOTE:** Do **NOT** share suggestions for ways to improve; that is clearly the role and responsibility of the health department.
- Remind the health department of PHAB's confidentiality policy.

Provide a quick review of the next steps in the accreditation process.

- The site visit team submits its Site Visit Report to PHAB in 14 days.
- PHAB staff reviews the Report and ask the team specific questions.
- After the PHAB review, PHAB sends the Site Visit Report to the health department through e-PHAB for a 30-day review for inaccuracies.
- The PHAB Accreditation Committee determines accreditation status based on the Site Visit Report.

Remind the department that the SVT's role is NOT to make any recommendation or comment regarding accreditation status during this exit conference, in the Site Visit Report, to staff of PHAB, to members of the PHAB Board of Directors, or to the PHAB Accreditation Committee.

Ask if there any final questions or comments from the health department, or from members of the Site Visit Team.

Thank the leadership and staff of the health department for their hospitality, and all the time and effort they have given to this important accreditation process [it's a BIG job!] Tell them that they are providing true leadership in the area of public health accreditation.

Sample Domain Interview: Domain 7

Introduction:

My name is Jim Site Visitor. **[Note: If there is anyone in the session who was not in the Entrance Conference or was not introduced, provide some background about yourself.]** I am the Director for the Elephant County Health Department and I have 23 years of experience working in these programs so I am truly a peer reviewer on the PHAB Site Visitor Team. I appreciate you joining me for this interview to help me to understand the context for some of your documentation in Domain 7. **[Note: If there is anyone in this session whom was not in the Entrance Conference.]** Please introduce yourself and tell me a little bit about your role here at the health department. The documentation you provided for this domain was thorough and clearly guided the reviewer to the relevant sections. As you may know, we had several pre-site visit review questions in this domain and I want to thank you for the additional information. During this session, I will seek to verify and clarify some specific documentation elements and, before we finish, I'd like to hear from each of you how the work you do impacts this Domain.

[Note: How you conduct the introduction will depend on the size of the health department, the size of the room where the domain interview is being held, and whether the folks in the room have name tents with titles.]

Before we discuss the specific measures themselves, I'd like to start with a brief overview of the purpose of this Domain 7.

Domain 7 Overview:

This domain focuses on the link between public health activities and health care services. The health care sector provides many preventive health services. An important role of public health is to assess the capacity of the health care system to meet the health care needs of the population and community members' access to health care services. Public health also works to increase access to needed health care services.

Measure 7.1.1 A

- In the 2010 Acme Document and Plan, data from the health care system is cited. I didn't see anyone from the health care system included in the list of members or staff who were directly involved in this effort.
- Which organizations, association, or individuals were involved in the development of this health care delivery plan beyond citing their data?
[Note: If the answer is brief or non-specific, ask the follow-up question] Were there physicians, hospitals, or health plans engaged?

Note: If the answer is yes], what are 2 examples of those who were involved in producing in the Acme document and the plan arising out of it?

What role did these individuals play in the development of the Acme Health Care Delivery Plan?

[Note: If the answer is no, ask the follow-up question] Why were these individuals or associations not engaged?

- What is the Acme Health Care Authority and who are its members? How frequently do they meet? Do you have a document showing HCA membership before the original documentation submission date?
 - If so, could you please ask your Accreditation Coordinator to upload that document to e-PHAB into Measure 7.1.1?

Measure 7.2.1 A

- In documentation you uploaded in response to the AS reopening of this measure, the footer on page two of the February 10, 2009 work group minutes is listed as “draft”. Do you have a document that is not labeled as draft?
 - What is the process you follow for designating the minutes as final?
- Is there another set of minutes from the March 5 meeting that includes a business item approving the February 10 meeting notes? If so, could you please ask your Accreditation Coordinator to upload that document to e-PHAB into Measure 7.2.1?
- Please help me identify where in the February 10 minutes (or in prior or subsequent meeting minutes) that the work group identified the strategy of applying to the Procession of Nickels to support development of a strategic plan for the population related to the subject matter you chose (Maternal and Child Health.)
 - If there is such a reference in the minutes of this work group, please ask your Accreditation Coordinator to upload it to e-PHAB, also into Measure 7.2.1.

Measure 7.2.2 A

- Guidance for this measure states: "The health department must provide two examples of collaborative implementation of strategies to improve access to services for those who experience barriers. Partners may include: community service providers, schools, health care providers, migrant health clinics, social service organizations, transportation providers, and employers."
 - I did not see examples involving these partners in your original documentation and no documents were uploaded in response to the AS reopening this measure. If I overlooked it in your documentation please direct me to where you have identified such partners in the required documentation you provided for 7.2.2 (Required documentation A1.1-A1.8).
 - If you have other examples of working with these partners that were in place prior to your original documentation submission date, please ask your AC to upload them to e-PHAB for Measure 7.2.2.

Finishing up:

We have a few more minutes. Is there anyone who has additional information about these measures or other measures in Domain 7? If not, I'd like each of you to share with me how your work contributes to the HD meeting the requirements in this Domain?

Thank you for an informative and helpful conversation.