

Organizing for Quality: Wisconsin Tribes Working Together to Build Strong Public Health Services

NATIONAL TRIBAL FORUM FOR EXCELLENCE IN
COMMUNITY HEALTH PRACTICE
SPOKANE, WASHINGTON AUGUST 30, 2016



Speakers

- Lorrie Shepard, RN, Community Health Outreach Director, Forest County Potawatomi Community
- Nancy Young, MPA, Executive Director, Institute for Wisconsin's Health, Inc.





Introductions

Session Objectives

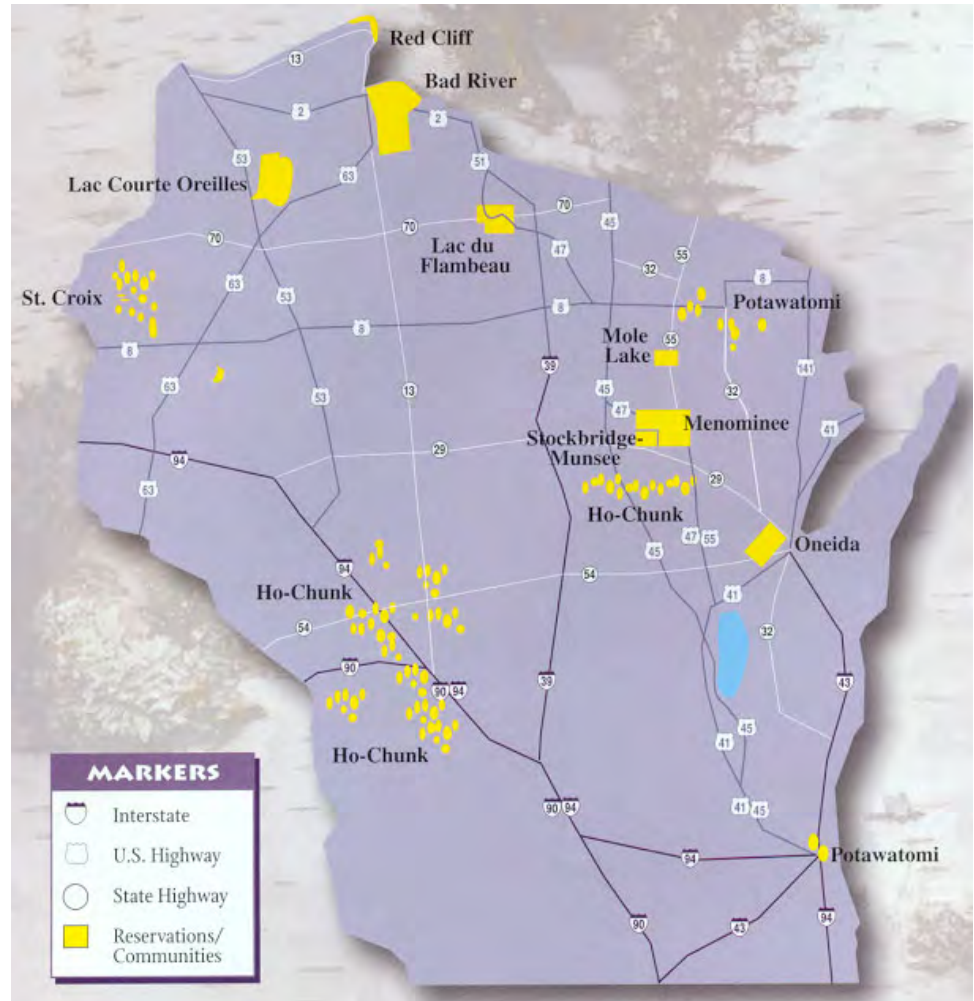
1. Share how Wisconsin tribal health department leaders have been organizing to maximize quality of public health services
2. Share lessons learned from the Forest County Potawatomi Community
3. Explore potential application of the forum co-learning model in other parts of the county



Background

11 Tribal Health Departments in Wisconsin

- Variation in structure and programming
- All concerned about improving the health of tribal communities through better public health services



Vision



- A *shared* vision that includes tribal public health as a **critical** part of the larger public health system
- But vision is not enough
- Need to catalyze action
- What type?

Action

- Purposeful engagement of one another
- *Ad hoc* or *occasional action* is not enough
- Commitment to gathering on a regular & continuing basis – a demonstration of purpose that matches the importance
- Capture the opportunity to learn from and support one another!
- So what is needed to take this type of action?
 - Leadership
 - A reasonable framework

Leadership



Leadership characterized by

- Shared value of the opportunity to learn from one another
- Formal and informal actions
- Clarity of purpose
- Persistence
- Ability to truly listen
- Some risk taking

Challenge

- Work to overcome history, mistrust and fear
- Those things should not stop us from creating new connections that:
 - Honor differences
 - Leverage strengths



Accreditation as a Framework



In Public Health Accreditation Board Standards Development

- Differences between local, state and tribal were primarily related to sovereignty and governance, not to:
 - Essential public health services or
 - Our desire for healthier communities
- **More binds us together than separates us**
- We really are all in this together if we are serious about improving community health



Tribal Public Health Accreditation & Quality Forums

Since 2010

How the Forums Work

- Three per year - hosted most often by a tribal health department
- Independent public health institute as partner, facilitator – although this convening role does not have to be filled by an institute
- Tribal health department leaders that consistently set agendas, support one another and share ideas
- Agendas vary with some common elements
 - Cultural component from hosting THD and facility tour
 - Accreditation content e.g. looking closely at a particular domain
 - Quality or other issue content that may or may not be specific to accreditation. Eg Running a focus group
 - Time for open discussion and evaluation at end of meeting – and planning for next meeting

Vision Into Action

SUCSESSES

- A cohesive ongoing learning community
- All 11 THDs have participated at least once: a core of eight THDs participate regularly
- Two THDs have submitted documentation to PHAB, two more are making excellent progress toward doing so
- Additional THDs are showing strong interest in use of the accreditation framework to improve services

SOME KEYS TO SUCCESS SO FAR

- THD leaders that gather, set agendas, support one another and co-lead
- Prioritization - accreditation a specific priority in state-tribal intergovernmental agreement work plan
- Neutral convener facilitates
- Leveraging of varied funding sources, most recently CDC Prevention Block Grant
- “Guilt-free”

WISCONSIN'S PUBLIC HEALTH QUALITY INITIATIVE

TRIBAL PUBLIC HEALTH ACCREDITATION FORUM Ho Chunk Nation, Black River Falls, WI May 9 & 10, 2013

Objectives:

1. Provide a forum for Tribal health departments to discuss public health accreditation & quality
2. Discuss integration of community health and clinical QI efforts
3. Explore challenges related to staff development plans and competencies (PHAB Domain 8)
4. Discuss innovative ways to generate and maintain momentum toward accreditation & performance improvement

May 9, 2013 – 5:30 to 7:00 PM Ho Chunk Casino Conference Room

What Can I Expect from a PHAB Site Visit? – Lieske Giese, Director, Eau Claire City County Health Dept & PHAB site visitor

May 10, 2013 Ho Chunk Community Health Conference Room

8:15	Light breakfast snack – informal gathering/materials handout
8:30 AM	Welcome & Introductions Angela Nimsgern, Wisconsin Division of Public Health; Nancy Young, Institute for Wisconsin's Health, All Opening by Hosting Tribal Member
9:00	Each Tribal team shares briefly what they hope to gain today <i>(Facilitated by N Young)</i>
9:15	QI Plans – Open discussion <i>(Linda Sturnot, Quality Improvement/Patient Services & HIPAA Privacy Officer, Forest County Potawatomi)</i> <ul style="list-style-type: none">- How can we incorporate community health QI into broader clinical QI efforts?- Linda will share how they have used their strategic plan, logic modeling, brainstorming, and focused conversations to develop operating principles - to enhance a quality culture
10:15	Break
10:30 AM	PHAB Domain 8: Workforce Competency Development Plans and Such... <i>(Webinar presented by Brian Kaczmarek, State Training and Exercise Coordinator, WDPH Emergency Preparedness; and former accreditation coordinator, Polk County Health Department)</i>
12:00 – 12:30	LUNCH – provided
12:30 PM	Tour of facility &/or health walk
1:00	How to get it all done – tips for gaining and keeping momentum and regrouping after you've "lost it" – <i>(Discussion leader TBN)</i>
1:30	Open discussion, reflections on today, and ideas for next forum ¹ TARGET project roundtable recommendations from group <i>(Facilitated by N Young)</i>
2:30	Adjourn

¹ Additional topics generated at last forum (for reference in this discussion)

- Assistance/Guidance with Strategic Plan, CHA, CHPP
- How to mesh the 10 Essential Services with Tribal health practices – Assurance?
- Orientation to PH for Tribal Health Dept. – Roles & Responsibilities – Comparisons/similarities (Among Tribal units, not necessarily compared to LHDs)



Questions?

Fabulous prize!



Forest County Potawatomi Community Health Department's

Journey Toward Accreditation **Our Journey Continues**



FOREST COUNTY POTAWATOMI
HEALTH & WELLNESS CENTER
COMMUNITY HEALTH

LORRIE SHEPARD, RN

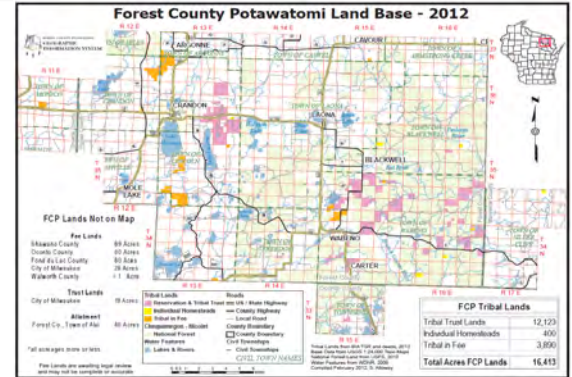
COMMUNITY HEALTH OUTREACH DIRECTOR

NATIONAL TRIBAL FORM FOR EXCELLENCE IN
COMMUNITY HEALTH PRACTICE

AUGUST 30, 2016

Forest County Potawatomi

- ❑ Checkerboard – Tribal Land
 - Stone Lake, Blackwell, Carter
- ❑ Population in Forest County
 - ~725 Tribal Members
- ❑ Service All Tribal Members
 - 1,485 Tribal Members







FCP Community Health Department

❑ Part of the FCP Health & Wellness Center

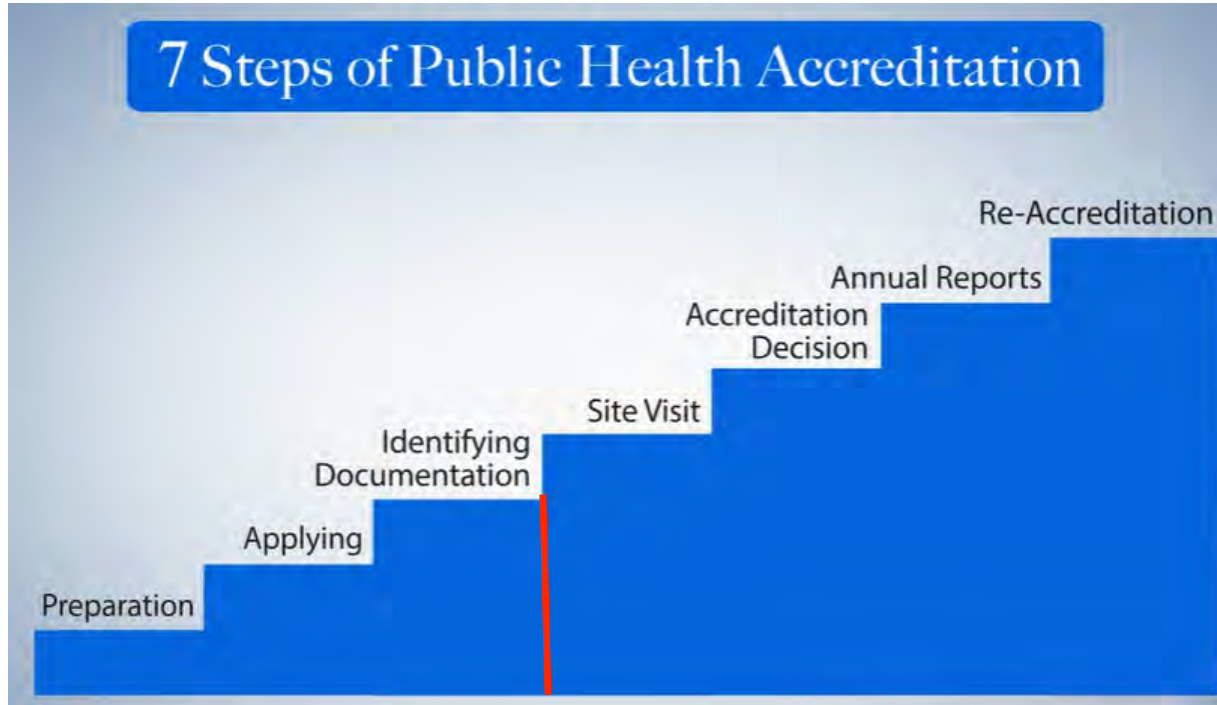
Medical (OBY-GYN, Pediatrics, Podiatry, Radiology, Lab), Dental, Optical, Physical Therapy, Mental Health & AODA, Traditional

Community Health Department Programs & Services		
Car Seat Program	MCH	Diabetes Prevention
IHS SDPI	Immunizations	Infant Nutrition Program
WIC	HPDP	HIV/AIDS
WWWP	Screenings (glucose/BP)	Head Checks
Smoking Cessation	Medical Nutrition Counseling	Home Health/Visits
In-Home Care Program	PH Emergency Preparedness	Elderly Fall Prevention



Where are we?

7 Steps of Public Health Accreditation



We are

Accreditation Efforts

Administration & Health Advisory Committee Approval
Created Tribal Public Health Accreditation (TPHA)
Committee

Completed IWHI Self- Assessment Workbook for Tribal
Public Health Departments

Created Logic Model/Timelines (3 pre-requisites)

Developed Electronic Filing System

- Completed Community Health Assessment
- Assigned TPHA Coordinator
- Established CHIP Workgroups
- Completed CHIP & Implementation Plan
- Established Domain Workgroups
- Submitted PHAB Statement of Intent

- 2010 – 2012**
- **Department of Health Services
Public Health (DHS PH)
Infrastructure Grant**
 - **FCPC Tribal Funds**

- 2013**
- **DHS PH Infrastructure Grant**
 - **DHS Prevention Funding**
 - **National Network of Public Health
Institutes Community of Practice for
Public Health Improvement (NPHI
COPPHI) Grant**
 - **FCPC Tribal Funds**



Accreditation Efforts

- Completed Strategic Plan
- Established TPHA Leadership Team
- Staff, Leadership & Community Education
- CHIP/Strategic Plan Implementation & Tracking
- Domain Review & Documentation Collection
- Submitted PHAB Application
- Attended PHAB Applicant Training
- Completed Quality Improvement, Performance Management & Workforce Development Plans

2014 – 2015

- DHS PH Infrastructure Grant
 - DHS Prevention Funding 2014
 - Institute for Wisconsin's Health Inc. (IWHI) Accreditation Mentor Program
 - DHS Prevention Funding 2015
 - National Indian Health Board (NIHB) Accreditation Support Initiative Grant
 - FCPC Tribal Funds
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Accreditation Efforts

Hired Public Health Educator and Accreditation Coordinator

Assigned Domain Workgroups, Tribal Public Health Accreditation and Go Green for PHAB Meetings

Updated the Strategic Plan

Sustained pre-requisite plans through tracking

Continued Staff, Community and Leadership Education

Implemented the, “Yellow Brick Road,” to Public Health Accreditation to track PHAB progress

Hired consultants from IWHI

Submit documentation to PHAB by 08/19/16

Prepare for Site Visit

- Host Site Visit
- Gain Accreditation or Action Plan
- Continue to update, implement and track plans
- Sustain Public Health Accreditation efforts

2015-2016

- **National Indian Health Board (NIHB) Tribal ASI Grant**
- **Department of Health Services (DHS) Prevention Funding**
- **FCPC Tribal Funds**

2017-2018



Tribal Public Health Accreditation Leadership Committee

TPHA Committee meets monthly (1 hour)

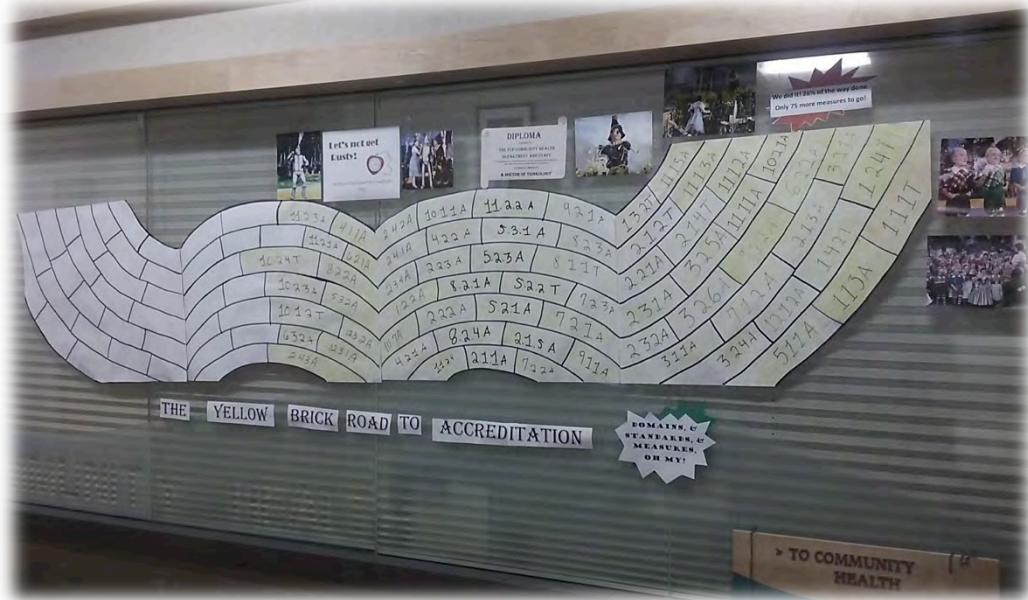
TPHA Leadership Team meets every two weeks (2hours)

Lead Team: Clinical Services Administrator, Health Educator/Public Health Accreditation Coordinator, Community Health Outreach Director, Clinical Data Analyst, and Emergency Preparedness Coordinator, CH Administrative Assistant





Follow The Yellow
Brick Road



to Public Health
Accreditation!



The Yellow Brick Road to Accreditation

Used the Yellow Brick Road to map progress toward public health accreditation.

Every 25% we met characters along the way and celebrated.

- 25% met the Scarecrow
- 50% met the Tin Man
- 75% met the Cowardly Lion
- 88% Arrived at the Poppies outside Emerald City
- 100% arrived in the Emerald City
- Gain Accreditation = Ruby Slippers



Before Tribal Public Health Quality Forums



- New to Public Health Accreditation
- One of the first tribe's in WI to pursue Public Health Accreditation
- Had so many question (e.g. where to start?)

After Tribal Public Health Quality Forums

- Networking
- Collaboration
- Sharing of different plans, ideas and documentation
- Education and Trainings
- Strengthening the relationships among the WI and National Tribes



Foto via Shutterstock

Working with the Institute for Wisconsin's Health, Inc.

Putting all the Public Health Accreditation Pieces



INSTITUTE FOR WISCONSIN'S HEALTH INC.



Together

- IWHI Self-Assessment Workbook for Tribal Public Health Departments
- Guidance with Pre-Requisite Plans and documentation
- Mentor Program
- Consultants
- Education and Trainings
- Access to templates and tools
- Opening the door to so much more!

Thank You

LORRIE SHEPARD, RN

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715-47



FOREST COUNTY POTAWATOMI
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Can this be applied where you live and work?

15 minute table exercise – Are there one or two things you have heard about in this presentation that may apply to your setting?
 10 minutes – Each table shares their ideas with the large group

Comments or
questions?

Thank You!

Contact us at:

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*Photos in IWHI slide set: N Young,
Dan Young*

