

Form Approved
OMB No. XXXX-XXXX
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Welcome

NORC at the University of Chicago (NORC) is asking health departments that have been accredited for one year to participate in a survey about the national public health accreditation program. The survey includes questions about your experiences with the process, the benefits of accreditation, and short-term outcomes and other effects from accreditation. NORC is conducting this survey on behalf of the Public Health Accreditation Board (PHAB) and the Centers for Disease Control and Prevention (CDC) to evaluate the outcomes of the national public health accreditation program. The questions and topics in this survey are intended for the Director of your health department, or a designee, if the Director is unable to complete the survey. Thank you for participating in this survey.

Directions

Use your mouse to click on the circle or box to indicate your answer. Click "Next" to advance to the next page, and scroll to the bottom of each page and click "Previous" to return to the previous page. On the last page of the questionnaire, click "Done" to complete the questionnaire. Note: once you click "Done," you will not be able to edit or return to your questionnaire responses.

If you have technical difficulties, contact Megan Heffernan at heffernan-megan@norc.org or 301-634-9412. Thank you again for your participation.

Background

The survey is estimated to take 20 minutes or less to complete. Your open and honest feedback is appreciated. Findings from this assessment will be included in a report to PHAB and CDC and may be publicly available. All data will be presented in the aggregate. Report findings will not be linked to the organization that completed the survey. For more information about this assessment, please contact Project Director Michael Meit at meit-michael@norc.org.

CDC estimates the average public reporting burden for this collection of information as 20 minutes per response, including the time for reviewing instructions, searching existing data/information sources, gathering and maintaining the data/information needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing burden to CDC/ATSDR Reports Clearance Officer; 1600 Clifton Road NE MS H21-8, Atlanta GA 30333 (ATTN: PRA (0920-xxxx)).

Post-Accreditation Survey (Survey 3)

Information About Your Health Department

* 1. Name of Health Department:

Note: This information will be used to analyze findings by health department structure, size, and geographic region; responses will not be linked to any specific health department.

* 2. Respondent Role:

- Director of Health Department
- Accreditation Coordinator
- Other, please describe:

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Benefits and Outcomes

3. For each statement below, consider the benefits or outcomes your health department may have experienced in the past year as a result of being accredited. Please select the appropriate column to indicate whether you *Strongly Agree*, *Agree*, *Disagree*, or *Strongly Disagree*. If you are unsure, please select *Don't Know*.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
Accreditation has stimulated quality and performance improvement opportunities within our health department.	<input type="radio"/>				
Accreditation has improved the management processes used by the leadership team in our health department.	<input type="radio"/>				
Accreditation has stimulated greater accountability and transparency within our health department.	<input type="radio"/>				
Accreditation has improved our health department's ability to identify and address gaps in employee training and workforce development.	<input type="radio"/>				
Accreditation has helped our health department document our capacity to deliver the three core functions of public health and the Ten Essential Public Health Services.	<input type="radio"/>				
Accreditation has improved our health department's overall capacity to provide high quality programs and services.	<input type="radio"/>				
As a result of accreditation, our health department has applied health equity to internal planning, policies, or processes.	<input type="radio"/>				
Accreditation has allowed our health department to better identify our strengths and weaknesses.	<input type="radio"/>				
Accreditation has increased our health department's capacity to identify and address health priorities.	<input type="radio"/>				
Accreditation has helped our health department use health equity as a lens for identifying and addressing health priorities.	<input type="radio"/>				
Accreditation has increased the extent to which our health department uses evidence-based practices for public health programs and/or business practices.	<input type="radio"/>				
Accreditation has strengthened employee pride in our agency.	<input type="radio"/>				

4. Are there other benefits your health department has experienced from being accredited?

Yes

No

Benefits and Outcomes

5. Please describe the other benefits your health department has experienced.

Post-Accreditation Survey (Survey 3)

Relationship with Stakeholders

6. Please describe how your relationship with stakeholders has changed as a result of accreditation.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
Accreditation has improved our board of health or governing entity's working knowledge of our health department's roles and responsibilities.	<input type="radio"/>				
Accreditation has improved our local policymakers' (other than our governing entity) knowledge of our health department's roles and responsibilities.	<input type="radio"/>				
Accreditation has improved the public's working knowledge of our health department's roles and responsibilities.	<input type="radio"/>				
Accreditation has improved our partners' working knowledge of our health department's roles and responsibilities.	<input type="radio"/>				
Accreditation has improved our health department's accountability to external stakeholders.	<input type="radio"/>				
Accreditation has improved our health department's communication with our board of health or governing entity.	<input type="radio"/>				
Accreditation has improved the credibility of our health department within our community and/or state.	<input type="radio"/>				
Accreditation has improved our health department's visibility or reputation to external stakeholders.	<input type="radio"/>				
As a result of being accredited, our health department has had new opportunities for partnerships and/or collaborations.	<input type="radio"/>				
Accreditation has strengthened our health department's relationship with key partners in other sectors (e.g., health care, social services, education).	<input type="radio"/>				
Accreditation has helped us to build relationships with new partners across sectors (e.g., health care, social services, education).	<input type="radio"/>				
Accreditation has led to increased collaboration with other health departments.	<input type="radio"/>				

7. Please provide additional clarification for any of your responses, if desired.

Post-Accreditation Survey (Survey 3)

Quality Improvement

8. For each statement below, please reflect on the experiences of your health department over the past year, as a result of being accredited.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
As a result of being accredited, our health department has compared our programs, processes, and/or outcomes against other similar health departments as a benchmark for performance.	<input type="radio"/>				
As a result of being accredited, our health department has used information from our QI processes and/or performance management system to inform decisions.	<input type="radio"/>				
Accreditation has strengthened the culture of QI in our health department.	<input type="radio"/>				
Health department activities implemented as a result being accredited have led to improved health outcomes in our community.	<input type="radio"/>				

9. Please provide additional clarification for any of your responses, if desired.

Quality Improvement and Performance Management

Please answer the following questions regarding the current quality improvement (QI) and performance management culture in your agency.

10. Indicate the level of familiarity your health department staff members have with QI.

- Have no knowledge of QI
- Subset of staff have familiarity with QI
- Majority of staff have familiarity with QI
- Subset of staff are knowledgeable and practice QI
- Majority of staff are knowledgeable and practice QI
- Majority of staff routinely practice/use QI
- Don't know

11. Currently, QI in my agency is...

- Not practiced anywhere in the agency
- Talked about, but not required
- Conducted informally; sporadic program efforts
- Conducted formally in specific areas
- Conducted formally and agency-wide
- Our culture
- Don't know

12. Engaging in QI has affected my agency by...

Select all that apply.

- Decreasing time spent completing processes and cost
- Improving process quality
- Improving public health outcomes
- Strengthening our performance management system
- Making us better prepared for public health accreditation
- It has not made much of an impact
- We are not engaging in QI
- Don't know

13. Please provide additional clarification for any of your responses, if desired.

14. Approximately what percentage of staff in your organization have received training in performance management and/or QI?

- 0-5%
- 6-25%
- 26-50%
- 51-75%
- 76-95%
- 96-100%
- Don't Know

15. If there was a change in knowledge and practice of QI in your organization over the past year as a result of being accredited, please describe the change and indicate how accreditation contributed to this change.

Workforce Development and Training

Please answer the following questions about your health department's workforce development and training.

16. Select all workforce development and training activities currently implemented by your health department. *Select all that apply.*

- Include education and training objectives in performance reviews
- Allow participation in training during working hours
- Pay travel/registration fees for trainings
- Provide on-site training
- Have staff position(s) whose responsibilities include coordinating internal training for employees
- Provide employee reward and recognition programs
- Other, please describe:

17. As a result of being accredited, the following workforce development opportunities are currently offered within our health department:

Select all that apply.

- New or expanded staff training opportunities
- New or expanded staff development opportunities other than training (e.g., conferences)
- Changes in job functions
- Other, please describe:

Post-Accreditation Survey (Survey 3)

Financial Status

18. For each statement below, consider the financial benefits or outcomes your health department may have experienced in the past year as a result of being accredited.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	N/A
Accreditation has improved our health department's competitiveness for funding opportunities.	<input type="radio"/>					
Accreditation has improved the utilization of resources within our health department.	<input type="radio"/>					
Accreditation has had a positive impact on our health department budget (e.g., helped us demonstrate our value and needs in budget discussions, or protected the health department against budget cuts).	<input type="radio"/>					
Accreditation has resulted in new funding for our health department.	<input type="radio"/>					

19. If you strongly agree or agree with any of the previous statements about financial status, please provide specific examples.

Additional Feedback

20. What do you perceive as the overall value of accreditation to your agency?

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Thank You

Thank you for your participation!