

# Increasing Quality and Performance through PHAB Accreditation

PHAB



**Accreditation measures a health department's performance against a set of nationally recognized, practice-focused, and evidence-based standards.**

PHAB fosters continuous quality improvement to help accredited health departments deliver essential public health services to their communities. Health departments that sustain accreditation over time report a wide range of benefits from accreditation, including:



## Accountability

**78%** reported that accreditation has improved the health department's accountability to external stakeholders.



## Emergency Preparedness

More than **80%** indicated that overall, accreditation has helped their response to the COVID-19 pandemic.



## Health Equity

**73%** reported that reaccreditation helped them use health equity as a lens for identifying and addressing health priorities.



## Partnerships

**76%** reported that accreditation has strengthened their relationships with key partners in other sectors.



## Quality Improvement

**95%** reported that accreditation stimulated quality and performance improvement.



## Resources

**63%** improved the utilization of resources in their health department.



## Transparency

**88%** of health departments surveyed one year after becoming accredited said that accreditation has stimulated greater accountability and transparency within the health department.



## Workforce Development

**90%** reported that accreditation has improved their health department's ability to identify and address gaps in employee training and workforce development.

PHAB accreditation has provided an objective lens through which we can truly evaluate our effectiveness as a public health agency. Rooted in continuous process improvement, accreditation encourages us to self-identify opportunities for improvement and then document the journey to excellence. Further, the process ensures a comprehensive and systematic approach to the discipline, ensuring a steadfast approach to meeting the public's needs."

**Keith Reed, RN, MPH, CPH,  
Oklahoma's Commissioner of Health**

The reaccreditation process helped us to ensure that the programs and services we provide are as responsive as possible to the needs of our community. With reaccreditation, the Chicago Department of Public Health is demonstrating ongoing accountability and credibility to the public, funders, elected officials and partner organizations with which we work."

**Allison Arwady, MD, MPH,  
Chicago Department of Public Health,  
Acting Commissioner**