



Public Health Accreditation Board  
December 2012

**Moving Documentation from Measure to Measure**

**Background**

The purpose of the Site Visit is to “verify the accuracy of documentation submitted by the health department, seek answers to questions regarding conformity with the standards and measures, and provide opportunity for discussion and further explanation” (**PHAB Guide to National Public Health Department Accreditation**, page 16). Additionally, the Site Visit provides an opportunity for the Site Visit Team “to understand the character and culture of the health department” (**Site Visitor Guide**, p. 3).

Site Visitors have been instructed to consider the totality of what they learn about the health department through the review process: review of all documentation received, all discussions held during the site visit, and all observations made during the site visit. The result of the Site Visit is meant to be a Site Visit Report that accurately reflects the health department’s implementation of the Essential Public Health Services, as reflected in the PHAB Standards and Measures, Version 1.0 and is clear and thorough enough to be the basis for the accreditation status decision made by the PHAB Accreditation Committee.

Site Visit Teams may reopen measures for the submission of additional documentation during the pre-site visit review and during the Site Visit. Requests for additional documentation are to be targeted and specific. This is an opportunity for the Site Visit Team to seek clarification and to better understand the health department’s documentation for the development of an accurate Site Visit Report. Requests for additional documentation may provide an opportunity for health departments to correct a small error or oversight.

Site Visit Teams are prohibited however, from suggesting specific types of documentation that might provide stronger evidence of conformity with the measures than the documentation submitted. For example, if a health department submits a newsletter as documentation, the Site Visit Team may not suggest that an internal written policy or that a newsletter that included different information would be stronger.

**Policy**

If the Site Visit Team identifies uploaded documentation that would be more appropriate for a different Measure than the one for which it was submitted, the Team may choose to reopen the Measure for which the documentation is more appropriate. The Site Visit Team may suggest to the health department that documentation submitted for a Measure may be submitted for the (different) reopened Measure. In order for a measure to be assessed using a particular document, the document must be uploaded with that measure even if it has already been uploaded for a different measure. The Site Visit Team may be specific about what documentation should be moved. This may occur during the pre-site visit review or during the Site Visit.

The Site Visit Team's role and responsibility does NOT include searching through the health department's documentation for the most appropriate documentation for a measure they are assessing. The Site Visit Team is however, responsible for assessing the information to which they have access in order to develop a Site Visit Report that accurately reflects what they have learned about the health department. Therefore, if a Site Visit Team member sees documentation that would better address another Measure, they have the option of specifying for which Measure it should be uploaded and asking that the documentation be uploaded a second time to that specific Measure.