



Public Health Accreditation Board  
October 2012  
Guidance for Agenda Development

## A. SITE VISIT AGENDA DEVELOPMENT PROCESS

### I. Site Visit Team Develops a Draft Agenda

When the Site Visit Team has completed the Pre-site Visit Review, the Team will immediately begin the development of a proposed agenda for the Site Visit.

The Team should use the PHAB Site Visit Agenda Template (Appendix B of the PHAB Site Visitor Guide, pages 41 and 42) as a guide.

- The Template may be adjusted to address the Site Visit Team's information needs.
- A word version of the template is available from your Accreditation Specialist.

The Site Visit Team's process for developing the proposed agenda should follow the six steps below:

1. Start the development of the agenda with the agenda items that are set (see below).
2. Consider items that have a recommended place on the agenda (see below).
3. Schedule the walk through of the department.
4. Schedule interviews (see guidance below).
5. Schedule Executive Sessions throughout the agenda.
6. Schedule travel and visit time to additional facilities to be visited, if any.  
*A health department may request visits to up to four additional sites (in their application). Visits to additional sites are at the discretion of the Site Visit Team (see PHAB Site Visit Team Guidance for Additional Sites or Facilities on the Site Visit Agenda, July 9, 2012).*

### II. The Agenda is Finalized

The Site Visit Team will submit the proposed agenda to the PHAB Accreditation Specialist. The Accreditation Specialist will review the agenda with the health department's Accreditation Coordinator. The order of the sessions and times allotted for each of the interviews and discussions may be altered by the health department based on its scheduling parameters.

The Site Visit Team will have an opportunity to review revisions to the agenda and make any final changes. The Accreditation Specialist will share the final version of the Site Visit Agenda with the health department. It is recommended that the agenda be finalized at least two weeks prior to the Site Visit.

## **B. SITE VISIT AGENDA DEVELOPMENT CONSIDERATIONS**

### **I. Starting and Closing Times**

PHAB will notify the Team Chair of the hours of operation of the health department. The agenda should begin at least 30 minutes after the opening time of the health department, to allow for security and getting settled.

### **II. Standard Agenda Items**

There are three items that are set and cannot be moved on the agenda:

- The Entrance Conference is the first agenda item.
- An Executive Session is held immediately before the Exit Conference.  
*This session is to review findings that will be shared with the health department.*
- The Exit Conference is the last agenda item.

### **III. Agenda Items Recommended Placement**

There are three items that PHAB recommends be placed at certain points in the agenda, but may be adjusted to suite the scheduling needs of the health department:

- The CHA/CHIP Review interview should be held immediately after the Entrance Conference.  
*The CHA/CHIP provide the context and foundation for the health department's programs, policies, and processes and a framework for the Site Visitors' review.*
- The Strategic Plan interview should be held immediately after the CHA/CHIP interview.  
*The Strategic Plan provides the direction of the health department and the template for decisions to move the department forward. It provides Site Visitors' with an overall understanding on the health department's priorities and operations.*
- An interview with the health department director should be held before the Site Visit's Team final Executive Session.  
*This interview is recommended to be held after all the other interviews are completed to provide the Site Visit Team the opportunity to obtain the health department director's perspectives on issues that the Site Visit Team has identified.*

### **IV. Health Department Walk Through**

The walk through of the health department is the most flexible agenda item, relative to where it is placed on the agenda. It is important that the Site Visit Team is clear about the length of time allotted to the walk through; the health department may need to be selective about what parts of the department are included in the walk through. For example, walking through similar offices or cubicles in a state office building is not the best use of the Team's time. (Refer to page 21 of the PHAB Site Visitor Guide, Version 1.0 for more information on the walk through.)

### **V. Interviews**

Interviews of health department staff are organized by Domain. An interview should be scheduled for each Domain (even if all measures are met). Domain interviews are scheduled concurrently in the PHAB Site Visit Agenda Template. However, the Site Visit Team may not want to schedule all Domain interviews to be concurrent; there may be some Domains that all Site Visit Team members should attend. In determining this, the Site Visit team should consider:

- Which Domains are those about which the SV Team has the most questions/concerns? These interviews might be conducted with all three Site Visit team members.
- Are there some Domains for which all measures are met? These interviews may be scheduled as concurrent interviews, with only one member of the Team conducting the interview.

- Consider the number of issues and number of measures when scheduling concurrent interviews so that the lengths of the interviews are about the same.
- Consider the Domain assignments of the Site Visit Team members, so that a Team member is not scheduled for two concurrent interviews at the same time.

When scheduling interviews with representatives of governance and community members, consider that these interviewees do not work for the health department. Therefore, the middle of the day might be best for them. The Team should consider placing those interviews first thing in the morning (of the second day), or towards the end of the afternoon of the first day. The health department will work with these interviewees and help to finalize this part of the agenda when they receive the Team's proposed agenda.

## **VI. Executive Sessions**

Ensure that there are set times for Executive Sessions. The Site Visit Team will probably want to end the first day and begin the second day with an Executive Session. As stated above, an Executive Session must be scheduled to occur immediately before the Exit Conference.

*These sessions provide the Site Visit Team with opportunities to discuss their observations and findings. These sessions can also be used to finalize assessments and add narrative in the e-PHAB "Build Site Visit Report" section.*

*Please see the PHAB Site Visitor Guide section on the Site Visit Agenda (pages 20 through 24) and the Agenda Template (pages 41 and 42). Also see Entrance Conference Talking Points, Appendix C, (Pages 43 and 44) and the Exit Conference Talking Points (page 45).*