e-PHAB

Online Information System

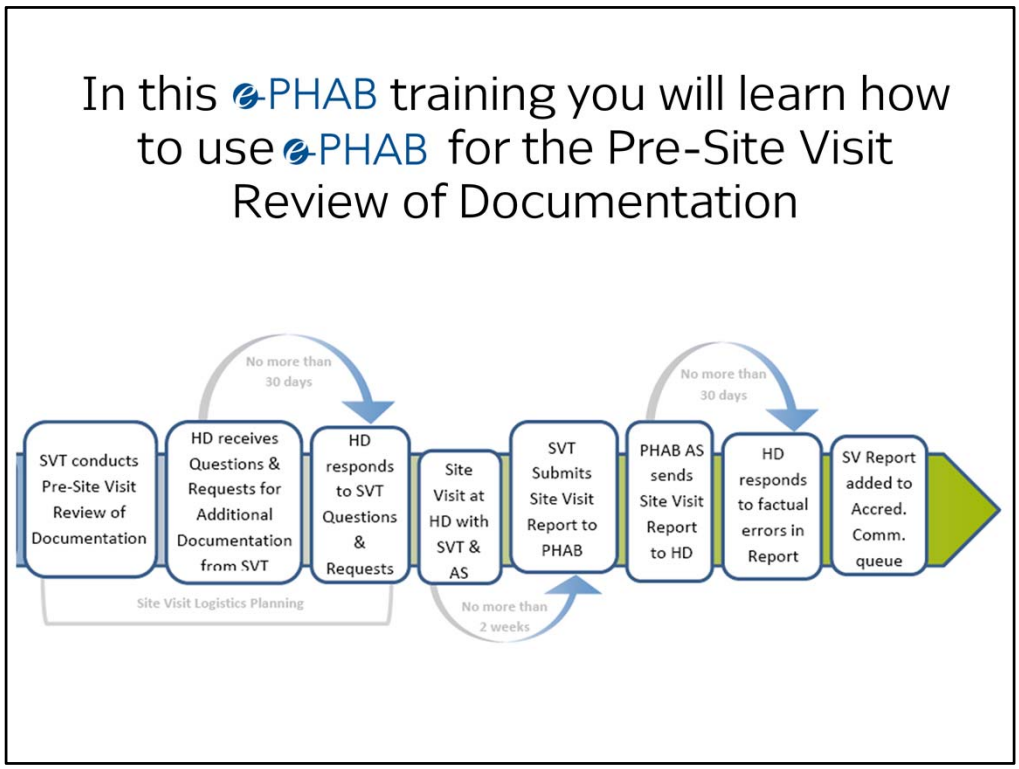
PHAB

Advancing public health performance

Reference Slides for the Site Visitor Training

What is e-PHAB?

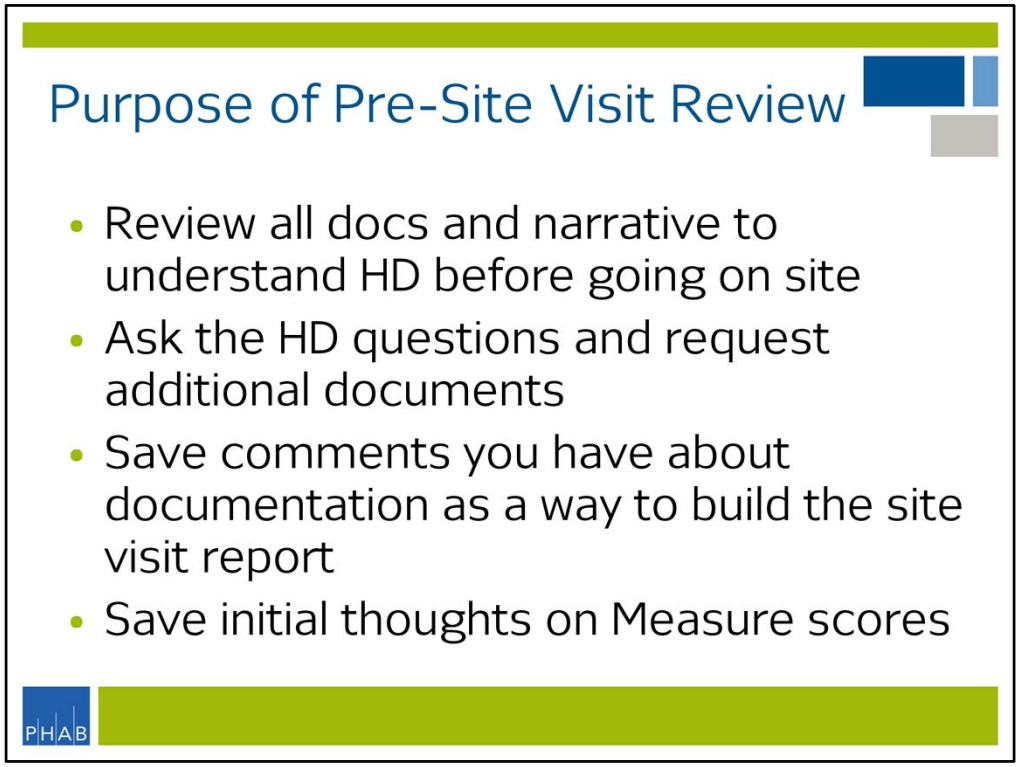
- Online information system
- Permission based on role
  - ✓ HDs, SVTs, PHAB, & Accreditation Committee
- Communication tools during the process
- Place SVT conducts review of documentation and writes the SV Report
- System adds modules as HD progresses



To put into perspective what I am about to introduce you to, it is important to put it in the context of the entire process that you will be involved in. This image shows you the process from when the Site Visit Team begins their review of documentation up through the decision made by PHAB.

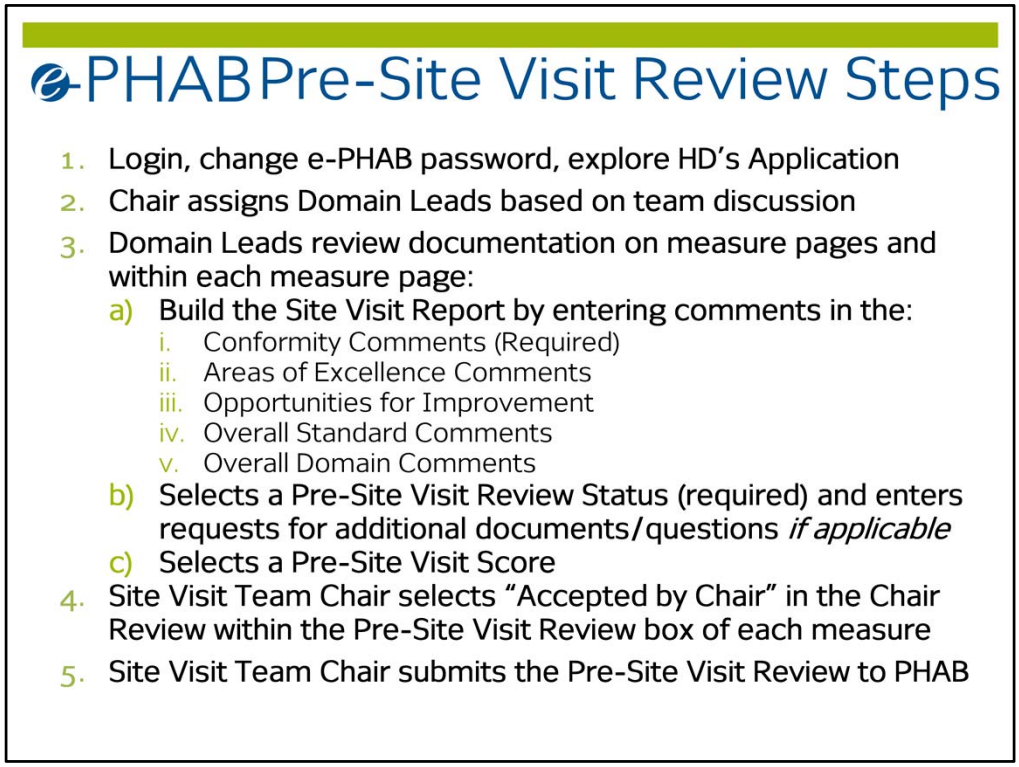
All the way on the left you will see that the Team conducts a review of the HD's documentation. The team will generate questions and requests for additional documentation from the review that will go to the health department. The health department has 30 days to provide the additional documentation. This all happens before you will travel to the Site visit which is in the middle of this page.

Let's talk about how you will use e-PHAB to conduct the Pre-Site Visit Review.

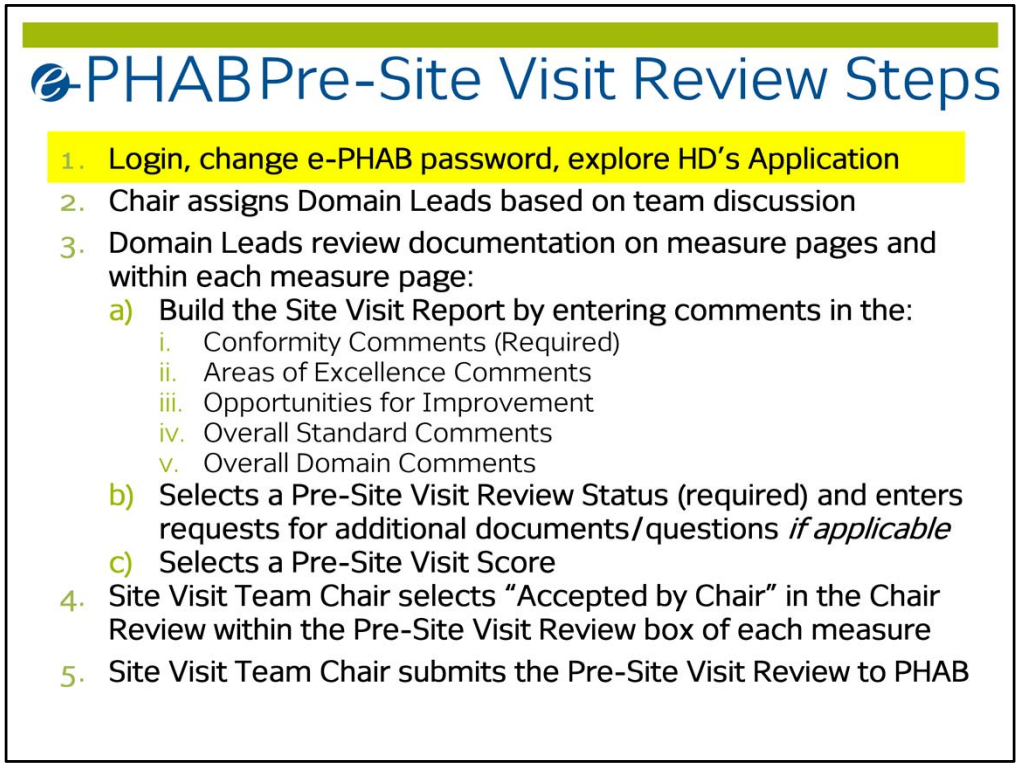


You will be using e-PHAB to conduct your Pre-Site Visit Review of documentation.

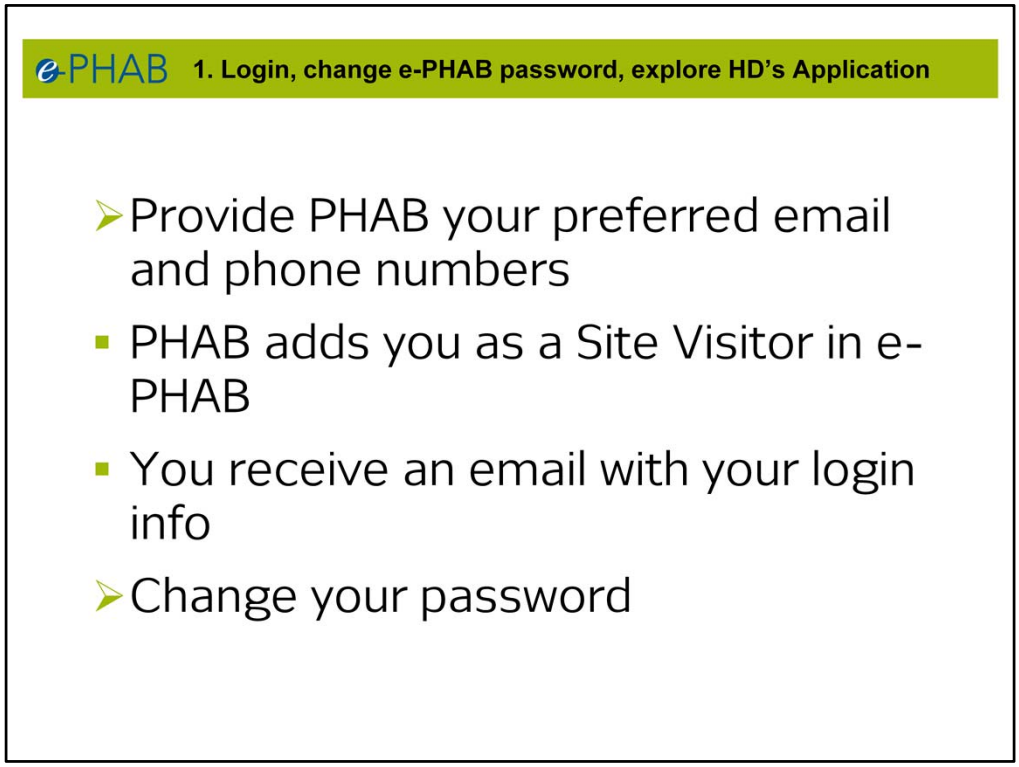
The purpose of the Pre-Site Visit review is to have the Site Visit Team review all of the uploaded documentation of the health department so the Team has a good understanding for the department before the Team goes on the Site Visit. The Pre-Site Visit Review also allows you to ask clarifying questions of documentation that was uploaded and also request additional documentation before you visit the health department. Finally, the Pre-Site Visit Review allows the entire Team to build the Site Visit Report and select initial scores for Measures based on preliminary findings of the documentation prior to the Site Visit. PHAB projects that the Pre-Site Visit Review will take no less than 4-6 weeks. It is most important that the Site Visit Team conducts a thorough review rather than a fast review.



These are the 5 steps that the Team will take to conduct the Pre-Site Visit Review. We will take a look at each step with some screen shots as a preview of what you will see in e-PHAB. Once we go over all the material we will look at the e-PHAB functionality you will use in each step in a text account on a demo server of e-PHAB online.



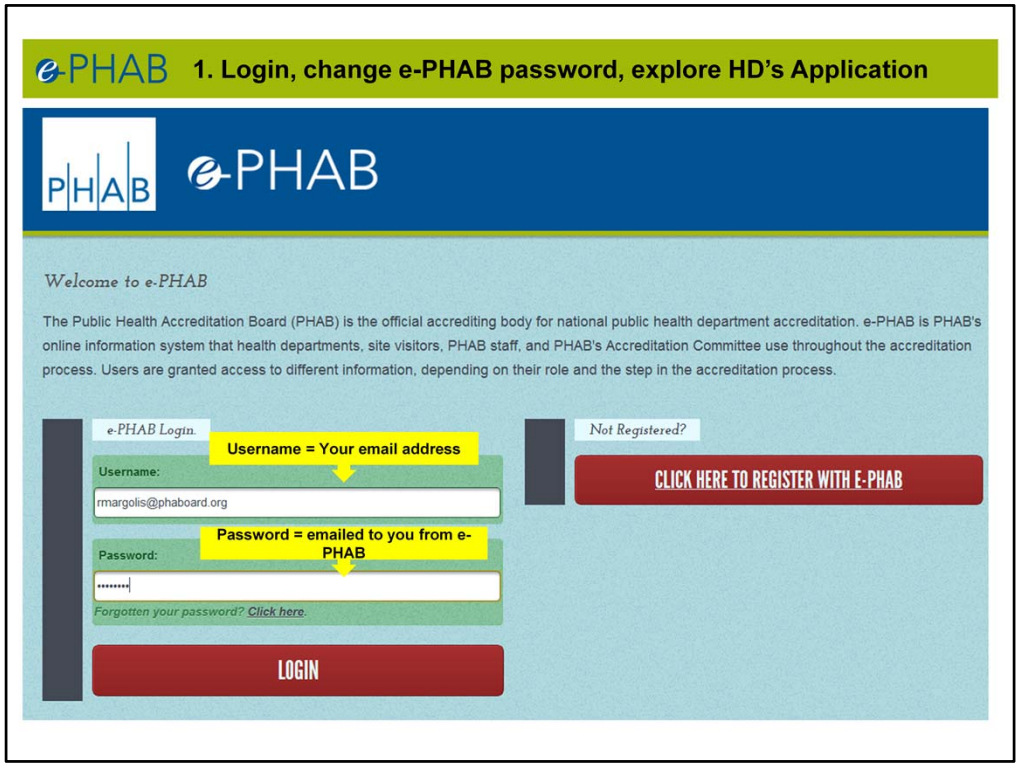
The first step is:



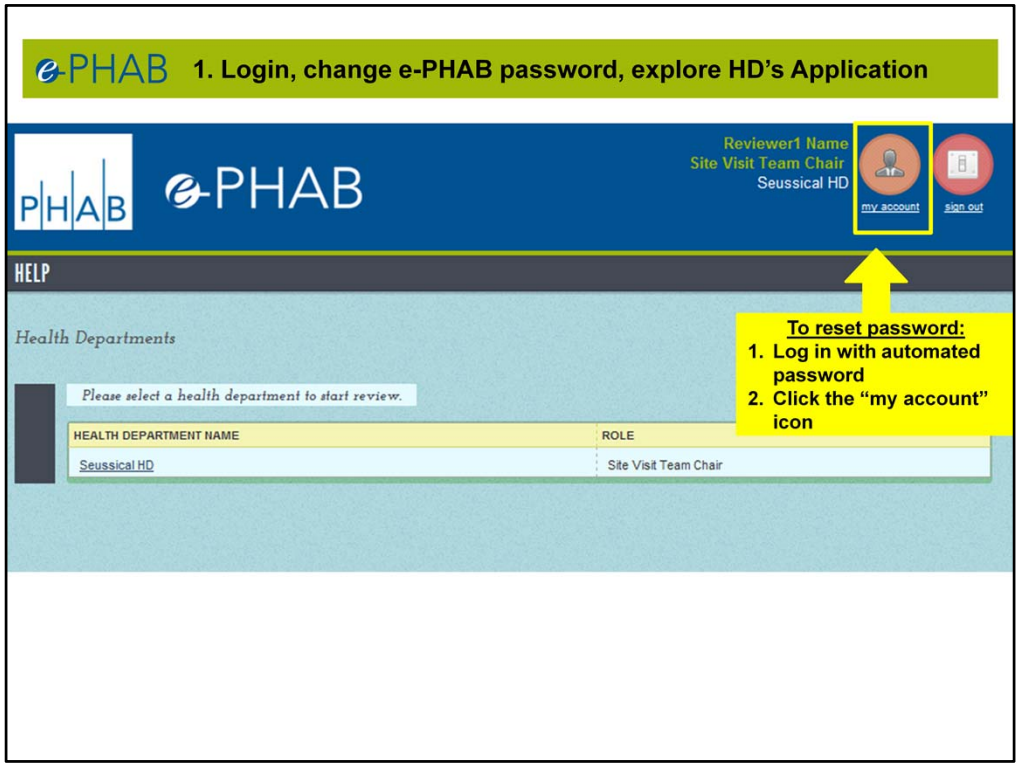
PHAB will register you as a site visitor in e-PHAB once you complete this training and the evaluation of this training. If the email we have on file for you is not your preferred email, notify Travis before the end of training. Some of you may be from health departments that have applied or may apply to PHAB. If this is the case, PHAB will have to add you in the system as a dual user. It may be preferable for you to use a personal email address for your duties as a site visitor. E-PHAB will be sending you emails throughout the process, so please use an email address that you check regularly.

When you are added to e-PHAB, the system will send you an email with your username (which will be your email) and a generated password. PHAB recommends changing your password to something you can remember.

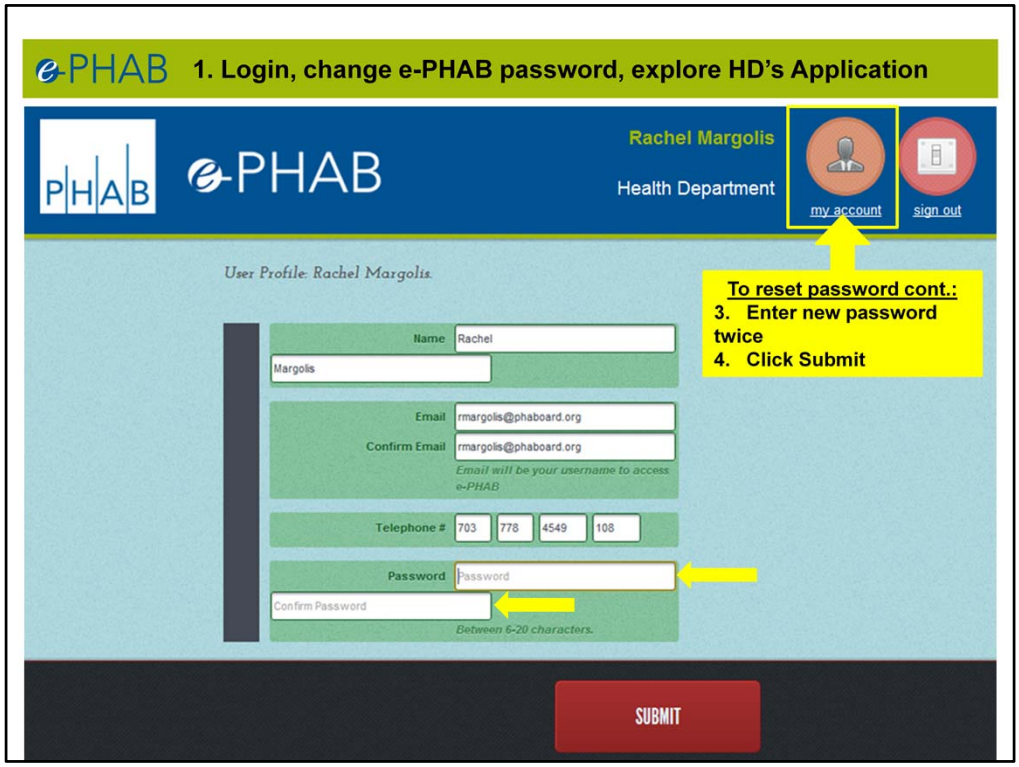
You can access e-PHAB two ways. You can type the address www.e-phab.org or you can go to PHAB's homepage, www.phaboard.org and click on the green tab at the top of the Home Page. A warning message will pop-up and indicate you are leaving the PHAB website and being redirected to e-PHAB. Click "Accept" to enter e-PHAB.



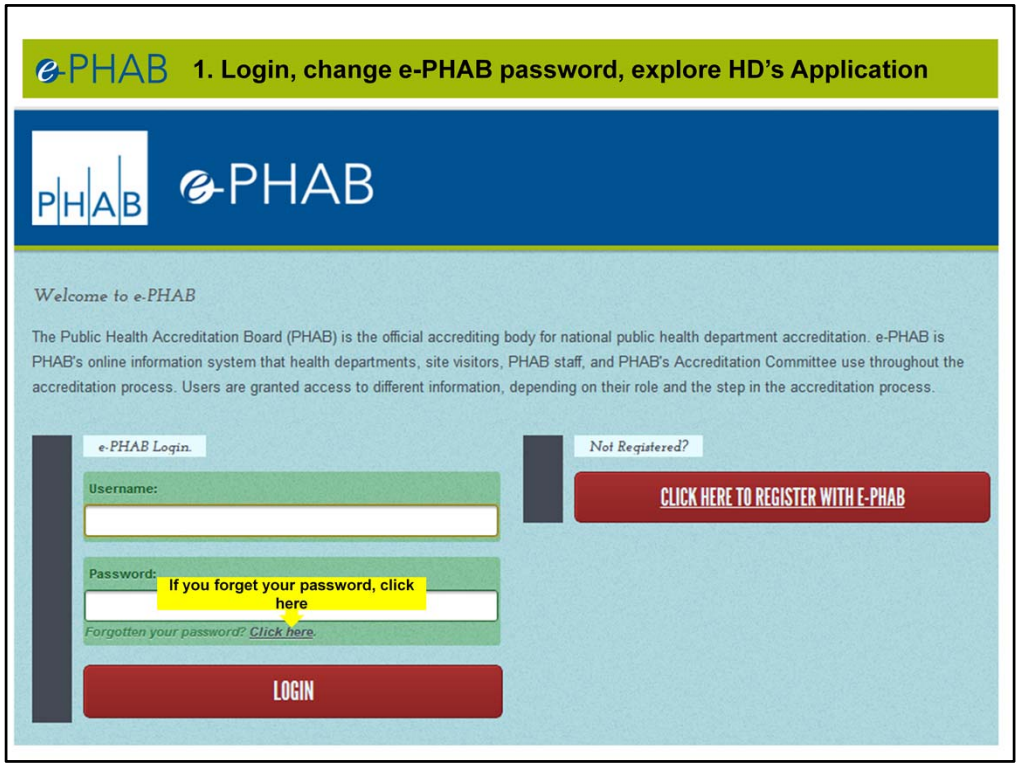
This is the homepage of the e-PHAB website. Each time you log in to e-PHAB you will need to enter your username and password.



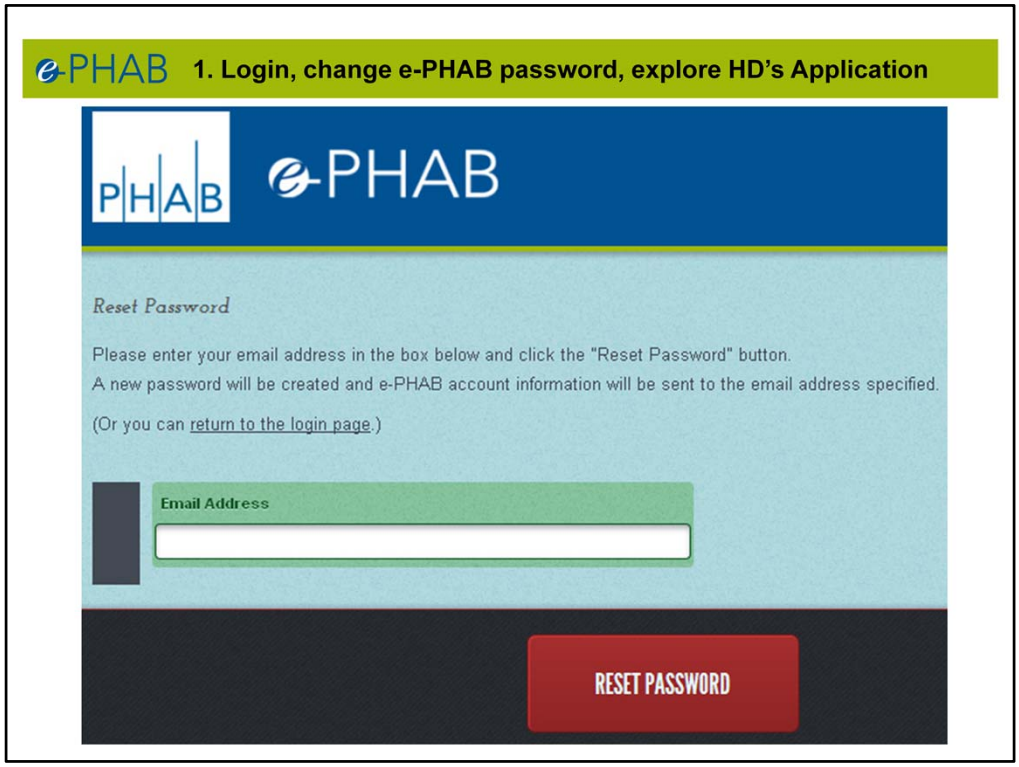
Once you login, this is what your landing page will look like. You can change your password by Clicking on the My Account icon located in the top right corner.



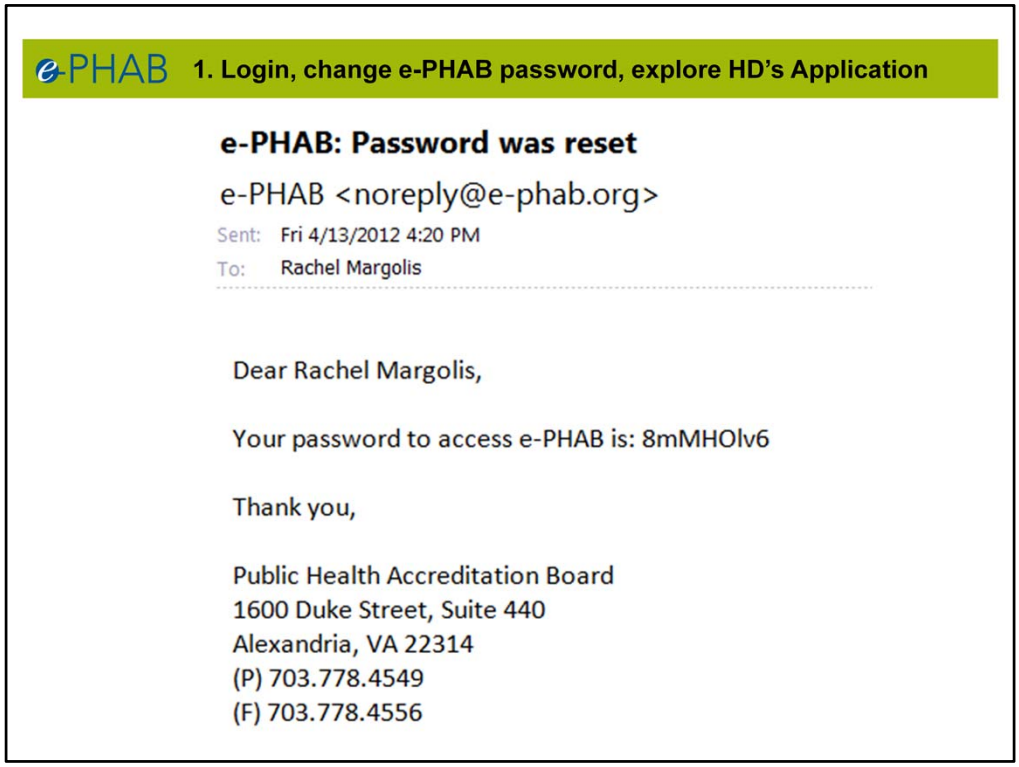
Change your password by entering it in the bottom password section of the "User Profile" and re-enter the new password to confirm it. Your changes will be saved when you click the "Submit" button. An automatic email is generated to confirm your password reset.
This is also where you can update your contact information if any changes are necessary.



If you ever forget your password, go to the e-PHAB homepage and click the "click here" next to "forgotten your password?".



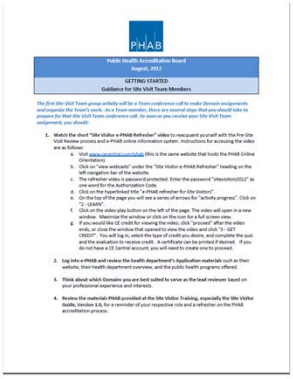
You will then be taken to this screen, and as long as you remember the email address, you can reset your password. After you click reset password, you will be sent an email will send an automated password.



Login with that password, then reset it to something you will remember.

e-PHAB 1. Login, change e-PHAB password, explore HD's Application

- There is nothing to do in e-PHAB until you are assigned to a Site Visit Team
- Once assigned to a Team, you have access to the HD in e-PHAB
- Before heading straight to e-PHAB , review what you learned in training
- Read the "Getting Started" guidance



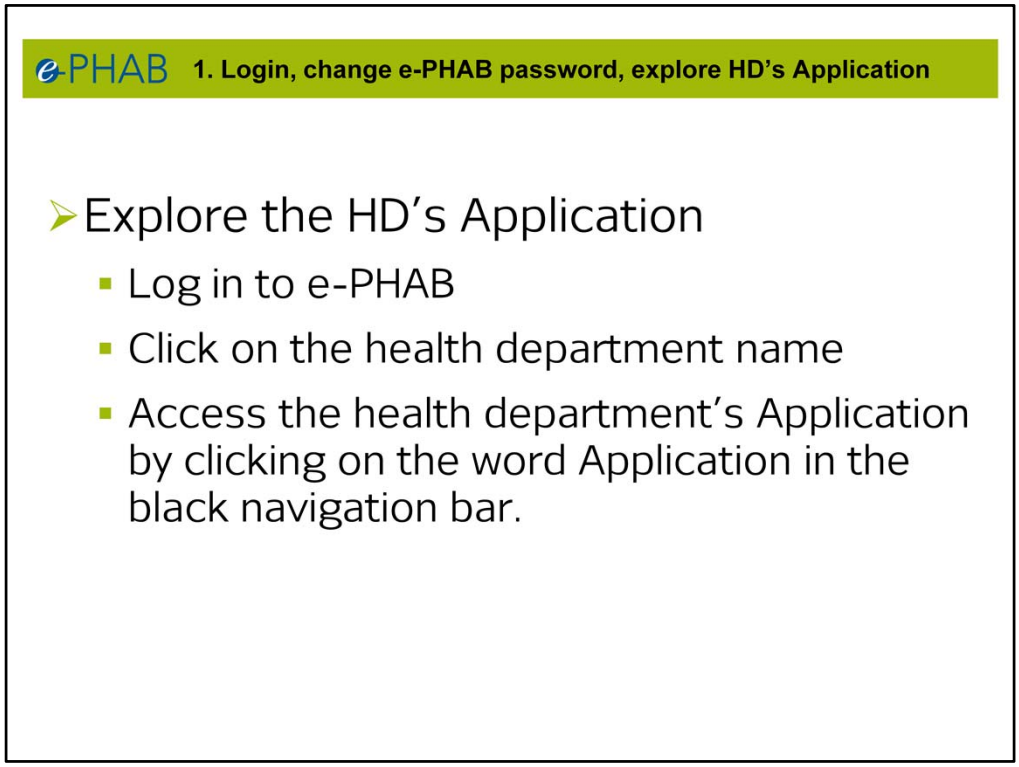
PHAB

Public Health Accreditation Board
August, 2012

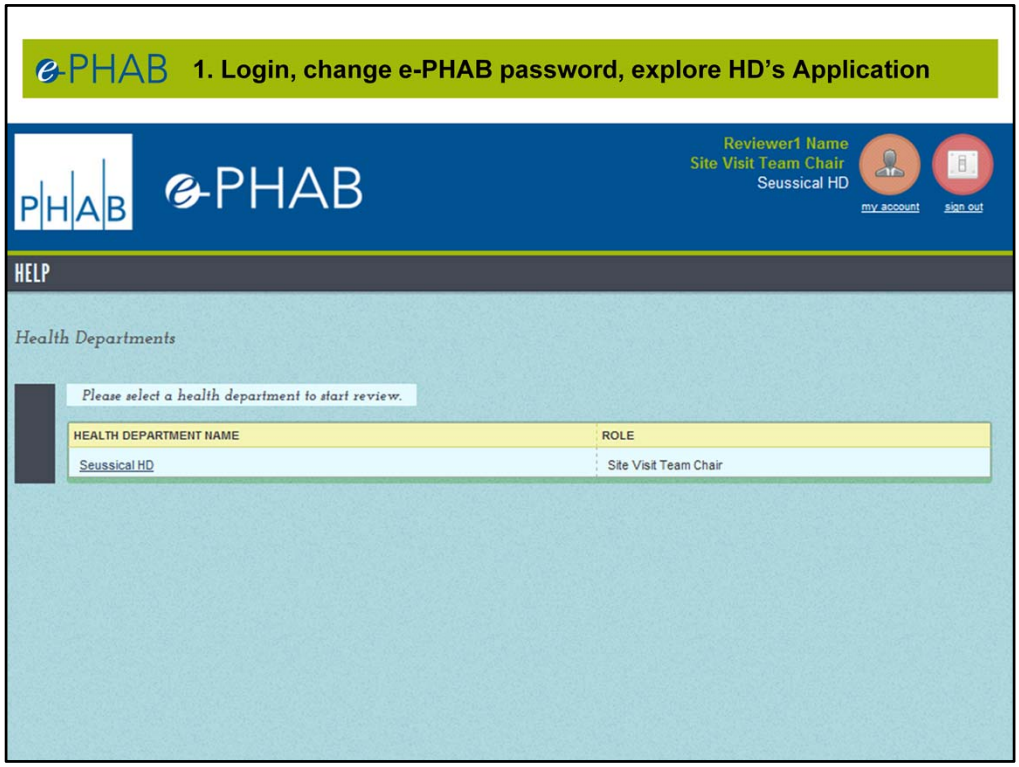
GETTING STARTED
Guidance for Site Visit Team Members

The first Site Visit Team group activity will be a Team conference call to make Domain assignments and organize the Team's work. As a Team member, there are several steps that you should take to prepare for that Site Visit Team conference call. As soon as you receive your Site Visit Team assignment, you should:

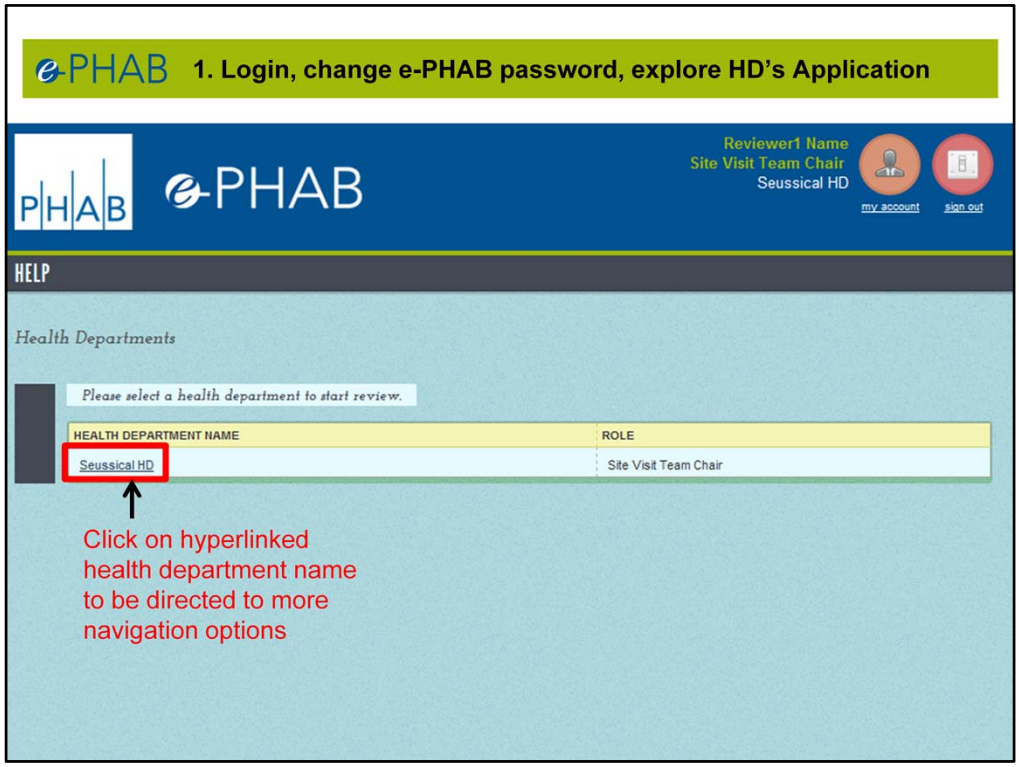
1. Watch the short "Site Visitor e-PHAB Refresher" video to reacquaint yourself with the Pre-Site Visit Review process and e-PHAB online information system. Instructions for accessing the video are as follows:
   a. Go to www.cepartnet.com/phab (this is the same website that hosts the PHAB Online Orientation)
   b. Click on "view webcasts" under the "Site Visitor e-PHAB Refresher" heading on the left navigation bar of the website.
   c. The refresher video is password protected. Enter the password "sitevisitors2012" as one word for the Authorization Code.
   d. Click on the hyperlinked title "e-PHAB refresher for Site Visitors".
   e. On the top of the page you will see a series of arrows for "activity progress". Click on "2 – LEARN"
   f. Click on the video play button on the left of the page. The video will open in a new window. Maximize the window or click on the icon for a full screen view.
   g. If you would like CE credit for viewing the video, click "proceed" after the video ends, or close the window that opened to view the video and click "3 – GET CREDIT". You will log in, select the type of credit you desire, and complete the quiz and the evaluation to receive credit. A certificate can be printed if desired. If you do not have a CE Central account, you will need to create one to proceed.
2. Log into e-PHAB and review the health department's Application materials such as their website, their health department overview, and the public health programs offered.
3. Think about which Domains you are best suited to serve as the lead reviewer based on your professional experience and interests.
4. Review the materials PHAB provided at the Site Visitor Training, especially the Site Visitor Guide, Version 1.0, for a reminder of your respective role and a refresher on the PHAB accreditation process.



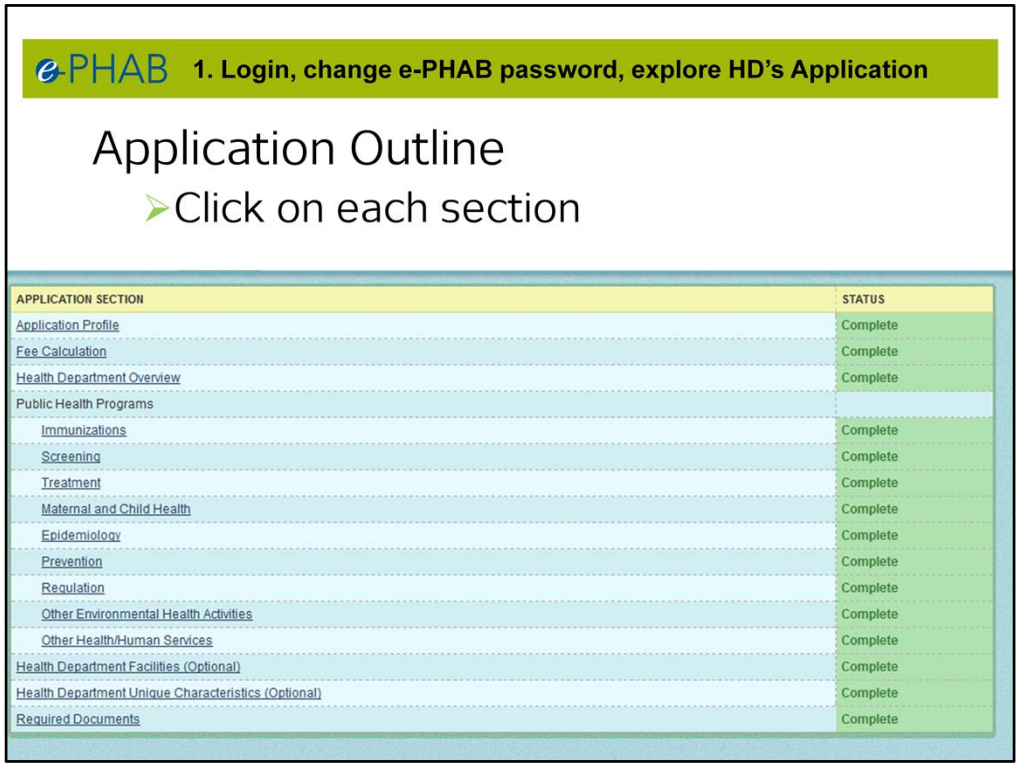
Before your Site Visit Team's first conference call, there are several things you will want to do in e-PHAB so you can begin the call with some baseline knowledge of the health department.



When you log in to e-PHAB you will see a list of all the health departments PHAB has assigned you. In this case, there is only one health department.



Click on the hyperlinked name of the HD to view it. As soon as you are in the e-PHAB account for that health department, you will see the assigned PHAB accreditation Specialist's name at the top of the Home tab. They are also your contact for your review of the health department and their contact info is listed in e-PHAB.

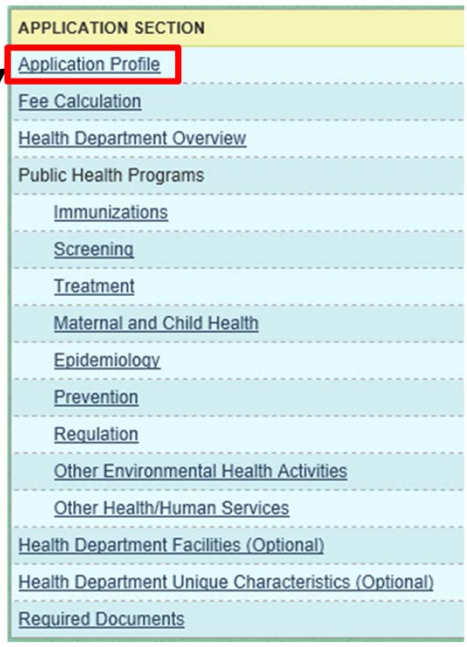


This is what the Application looks like in e-PHAB. It is an outline of the entire application, and the underlined sections are hyperlinked to a page of data in e-PHAB. Click on any of these subsections and you will be taken to a page of information.

e-PHAB **1. Login, change e-PHAB password, explore HD's Application**

What to look for in the Application

- Application Profile
  - Type of HD
  - Address of HD
  - Website



e-PHAB 1. Login, change e-PHAB password, explore HD's Application

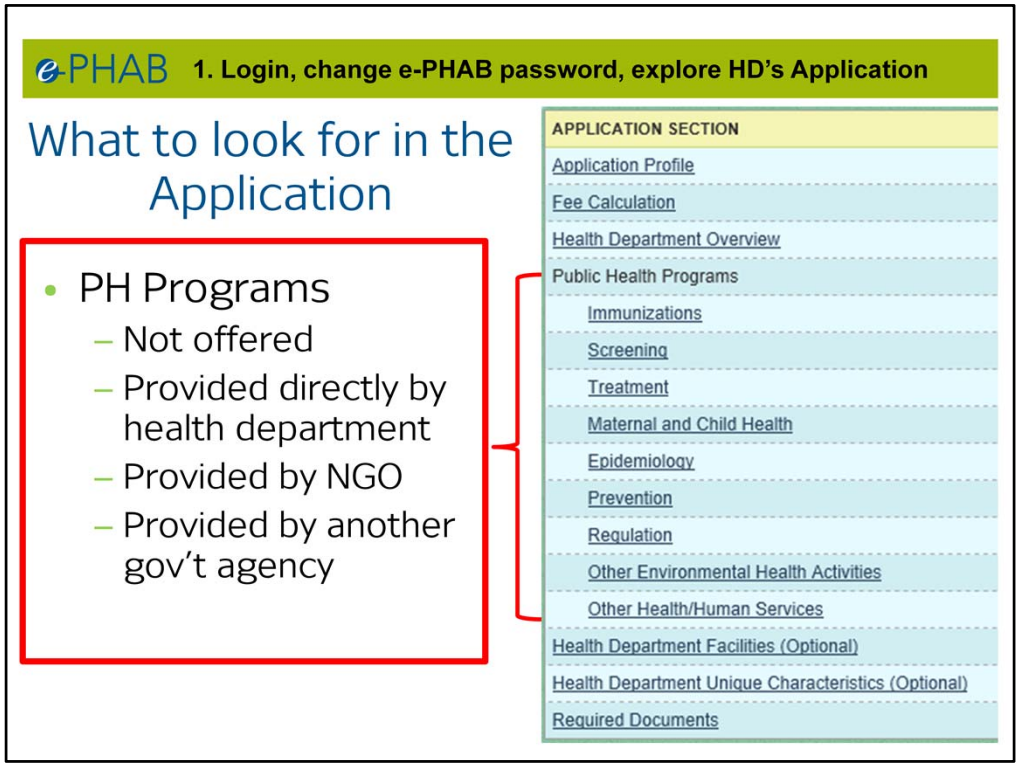
What to look for in the Application

- Fee Calculation
  - Total population served by the HD

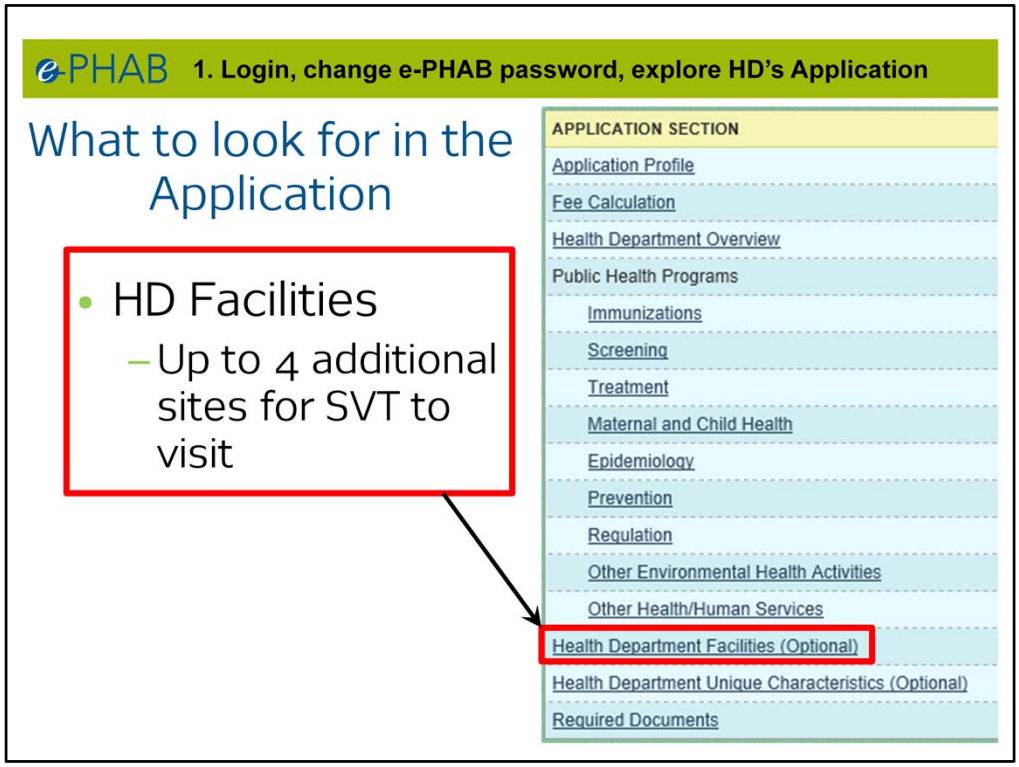
e-PHAB **1. Login, change e-PHAB password, explore HD's Application**

What to look for in the Application

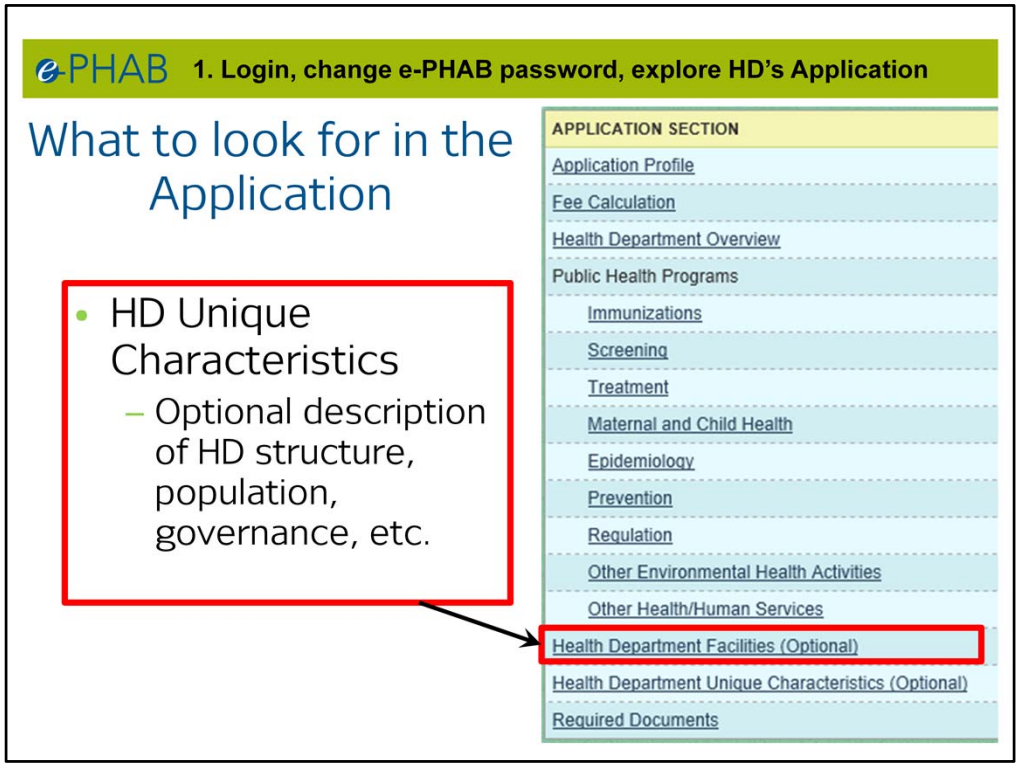
- HD Overview
  - Description of jurisdiction served
  - Tribal governments
  - Budget & FTEs
  - Governing Entity
  - Appointing Authority



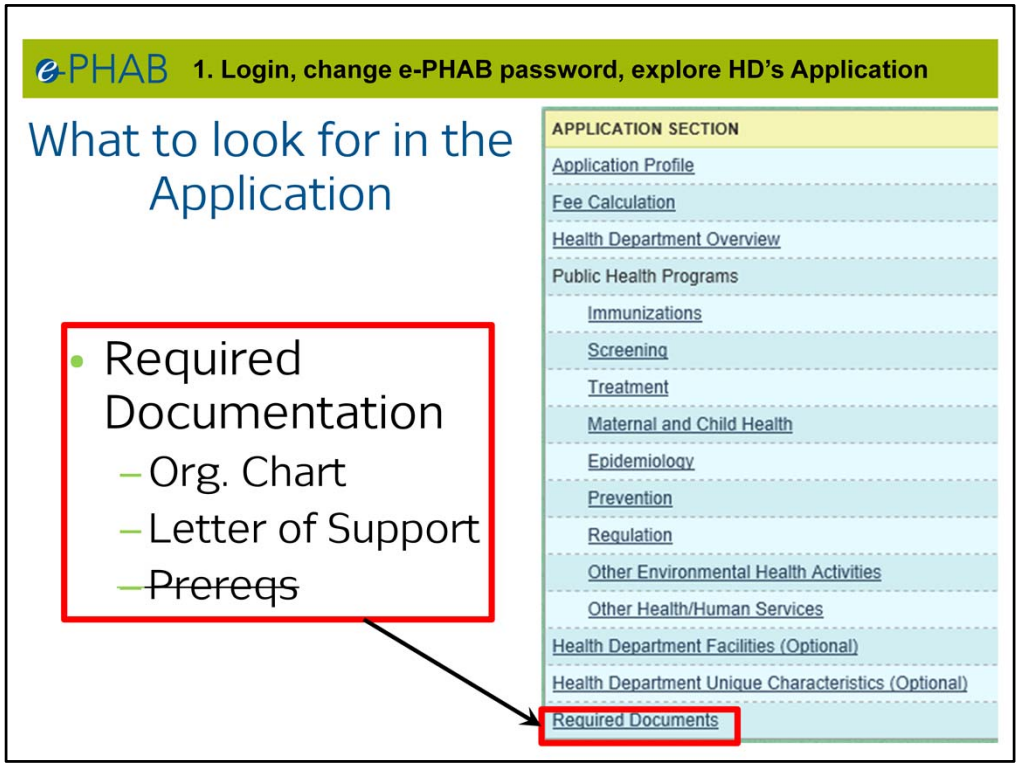
Use the Public health programs section to see which programs are offered directly by the HD, by a NGO through a formal contract or partnership, provided by another gov't agency. Use this information to ensure the health department provided examples from a variety of these programs. This will also help the Team know when the HD may be using examples from entities other than the health department.



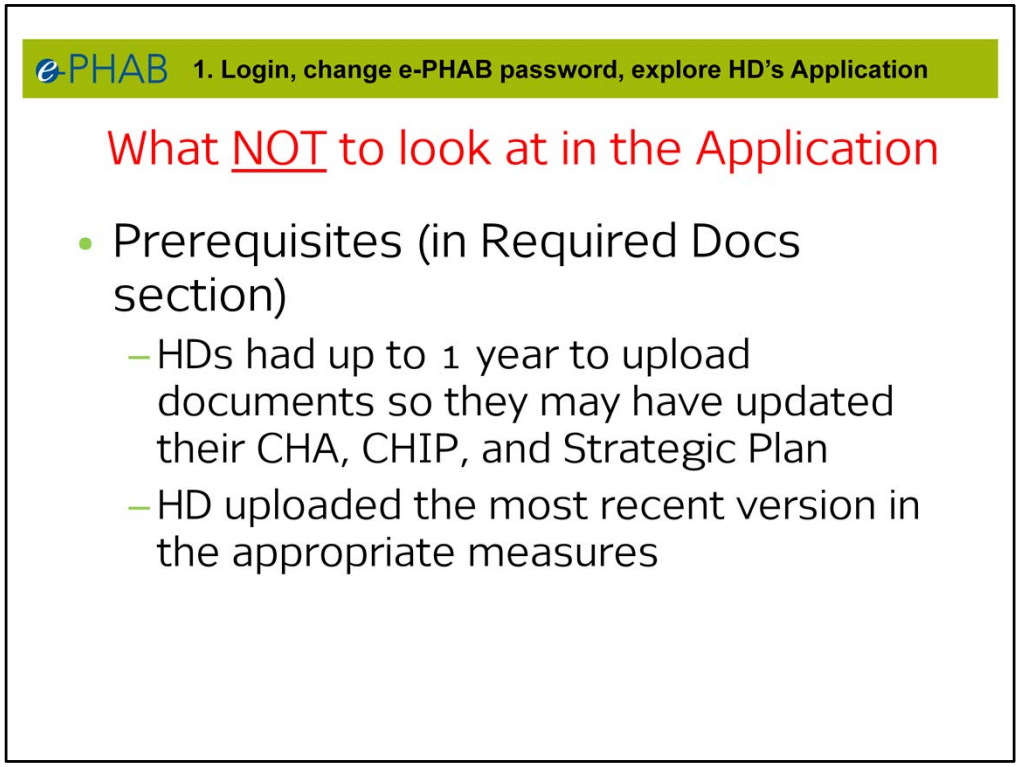
The health department facilities section was an optional section for the health department to list the name, address, and site description for up to 4 facilities the health department would like the Site Visit Team to consider visiting (in addition to the central office listed in the "Health Department Details" in the Application Profile section). It is up to the team to assess if visits to the facilities are necessary based on the documentation provided.



The health department unique characteristics section was an optional section for the health department to **describe unique characteristics of the health department, such as department structure, population served, governance, unique services provided, etc.**



The required documentation section is where the health department will upload the letter of support for their HD to go through accreditation, you can also look at the org chart to get a sense of the HD structure. The prerequisites (CHA, CHIP, SP) are also listed, but that is striked through because (switch slide)



Health departments upload the pre-requisite documents (CHA/CHIP/SP) in their PHAB application so PHAB could review them and ensure they met the definition of those documents. You all, as site visitors will go a step further and assess those documents for conformity, but not in the Application…you will look at those documents in another section of e-PHAB called Doc. Submission, where the HD uploaded them in the appropriate measures. The reason why we suggest you not spend time looking at the pre-requisites in the Application is because in most cases, HDs will update/enhance/modify those documents before they submit them to PHAB. The HD had up to 1 year to upload documents after they were trained by PHAB, so we don't want to waste your time reviewing documents that may be outdated.

e-PHAB Pre-Site Visit Review Steps

1. ~~Login, change e-PHAB password, explore HD's Application~~
2. Chair assigns Domain Leads based on team discussion
3. Domain Leads review documentation on measure pages and within each measure page:
   a) Build the Site Visit Report by entering comments in the:
      i. Conformity Comments (Required)
      ii. Areas of Excellence Comments
      iii. Opportunities for Improvement
      iv. Overall Standard Comments
      v. Overall Domain Comments
   b) Selects a Pre-Site Visit Review Status (required) and enters requests for additional documents/questions *if applicable*
   c) Selects a Pre-Site Visit Score
4. Site Visit Team Chair selects "Accepted by Chair" in the Chair Review within the Pre-Site Visit Review box of each measure
5. Site Visit Team Chair submits the Pre-Site Visit Review to PHAB

e-PHAB **2. Chair assigns Domain Leads based on team discussion**

Domain Assignments

- Team decides assignment
  - Based on Team Member's expertise and preferences
  - Distribute number of measures fairly, though Chair may have less
    - 97 Local Measures
    - 105 State Measures
    - 99 Tribal Measures
- Chair enters assignments in e-PHAB

The next step is for the Site Visit Team Chair to select Domain assignments in e-PHAB. Domain assignments allow the appropriate Team members to have write permissions to capture their review comments.

While the Chair is the one who enters the Domain assignments in e-PHAB, the decision is a collaborative process that should be determined during your Site Visit Team's first conference call based on each member's experiences and preferences.

The number of measures in each Domain Varies. Keep in mind the total number of measures in each Domain when making assignments. The Chair may wish to have a fewer number of measures to review since they will have additional responsibilities. PHAB has listed the number of measures in each domain for Tribal, state and local health departments in the "Getting Started" document for Site Visit Team Chairs.

2. Chair assigns Domain Leads based on team discussion

- Go to “Site Visit Team Assignment” on Home tab

- Click “Edit Site Visitor Domain Assignment”
- Choose name in drop-down menu

- Click Save

Before the Chair assigns domains, all team members will have read-only access to the different tools in each measure. In order for the team to write comments based on their review of documentation, the Chair must assign domains, which triggers the appropriate write permissions.

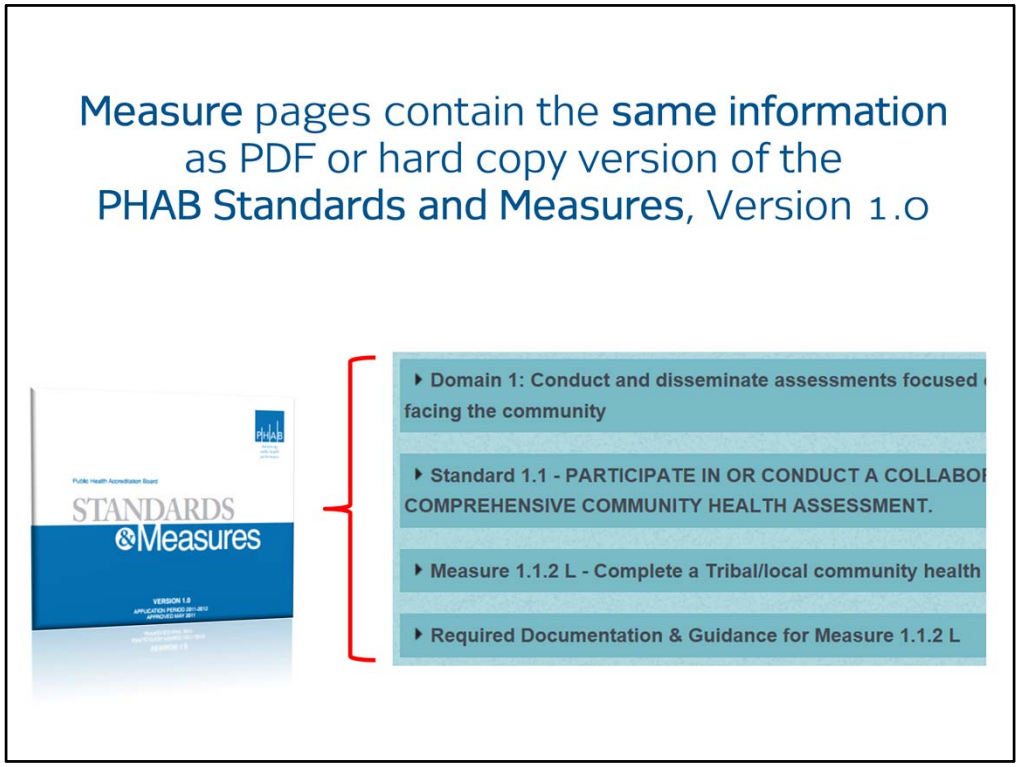
We will go over this in our demo, but this slide is here as a preview. The Chair will scroll down on the home page and see a green box beneath “Site Visit Team Assignment”. They will click on the hyperlinked text that says, “Edit Site Visitor Domain Assignment”. On the Domain Assignment page, the Chair can click on the drop down menu for each Domain and select a name of one of the team members.

e-PHAB 2. Chair assigns Domain Leads based on team discussion

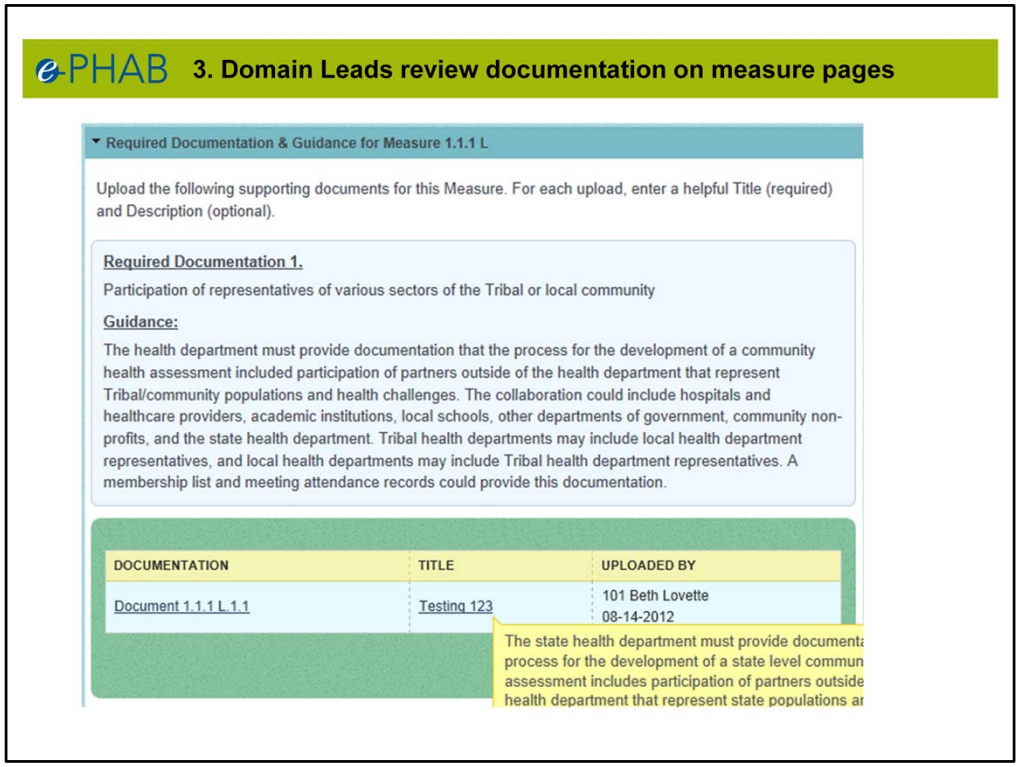
- Once Domain assignments made in e-PHAB:
  - Domain leads will have write permissions in assigned Domains, and read-only access on other Domains
  - Chair has read/write permissions in all Domains
- Domain Leads can begin their review of documentation

e-PHAB Pre-Site Visit Review Steps

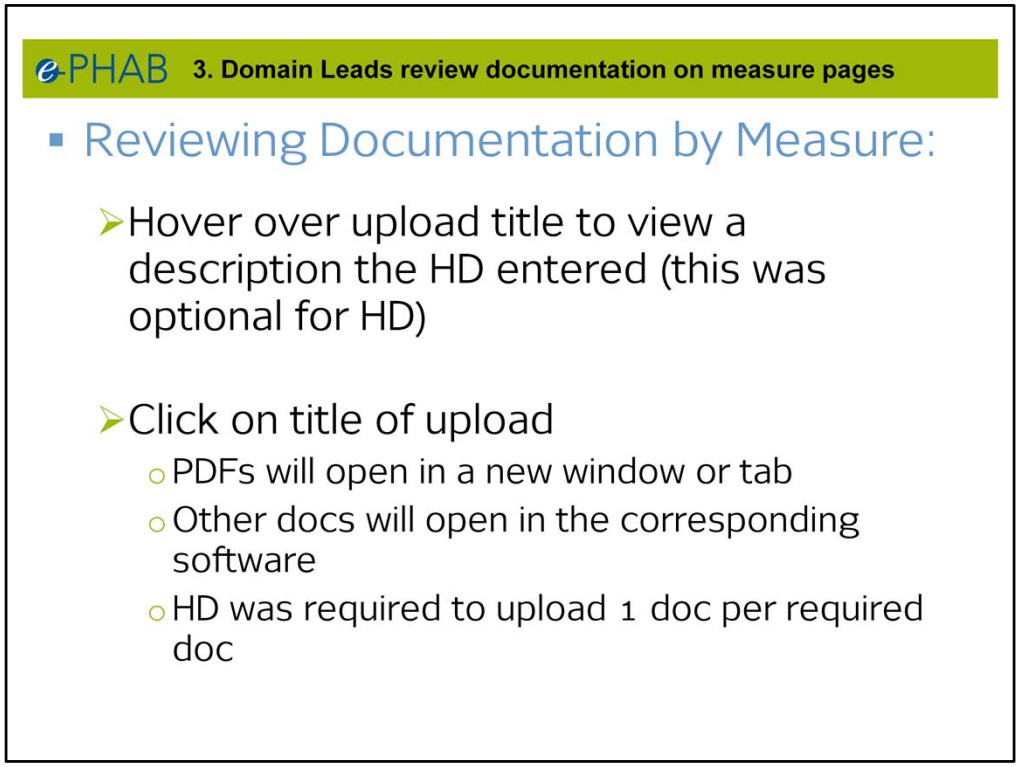
1. ~~Login, change e-PHAB password, explore HD's Application~~
2. ~~Chair assigns Domain Leads based on team discussion~~
3. Domain Leads review documentation on measure pages and within each measure page:
   a) Build the Site Visit Report by entering comments in the:
      i. Conformity Comments (Required)
      ii. Areas of Excellence Comments
      iii. Opportunities for Improvement
      iv. Overall Standard Comments
      v. Overall Domain Comments
   b) Selects a Pre-Site Visit Review Status (required) and enters requests for additional documents/questions *if applicable*
   c) Selects a Pre-Site Visit Score
4. Site Visit Team Chair selects "Accepted by Chair" in the Chair Review within the Pre-Site Visit Review box of each measure
5. Site Visit Team Chair submits the Pre-Site Visit Review to PHAB



The measure pages the health department uploaded it's documentation to contain the actual language of the PHAB Standards and Measures so you can easily reference if what the HD uploaded makes sense within the context of all the levels of guidance.



Here is what an uploaded document looks like in e-PHAB. There is information above what you see of the PHAB domain, standard, and measure language. What is shown here is the required documentation and guidance section for the measure. The language on top is PHAB language, and beneath that section you will see a green area with documentation. All documentation the Site Visit Team is required to review will appear like this in green sections. On the very left you will see the automatic document number that e-PHAB assigned the upload from the health department. It is helpful for you to use that number when asking questions or requesting additional documents, which we will learn later on. The yellow box of text you see is a result of scrolling the mouse over the title of the document. On this page you will also se who uploaded the document and when it was uploaded.



Here are the steps you take when reviewing a measure:

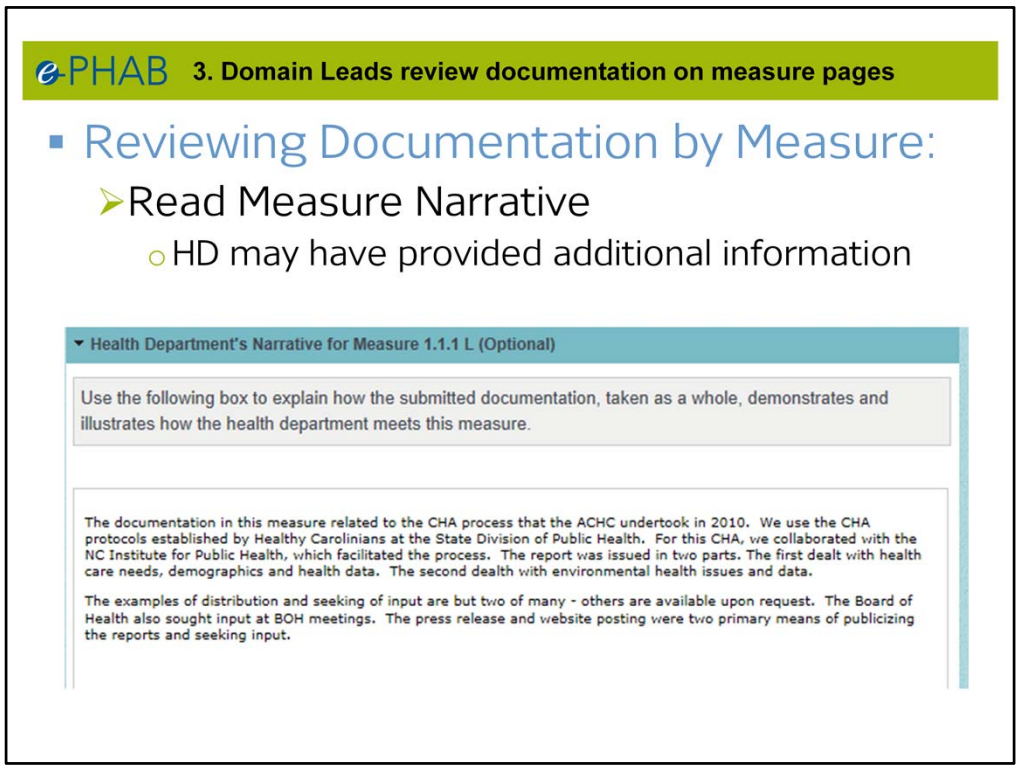
You can open the uploaded documentation by clicking on the title of the document.

The health department is required to upload at least one document in each Required Documentation section.

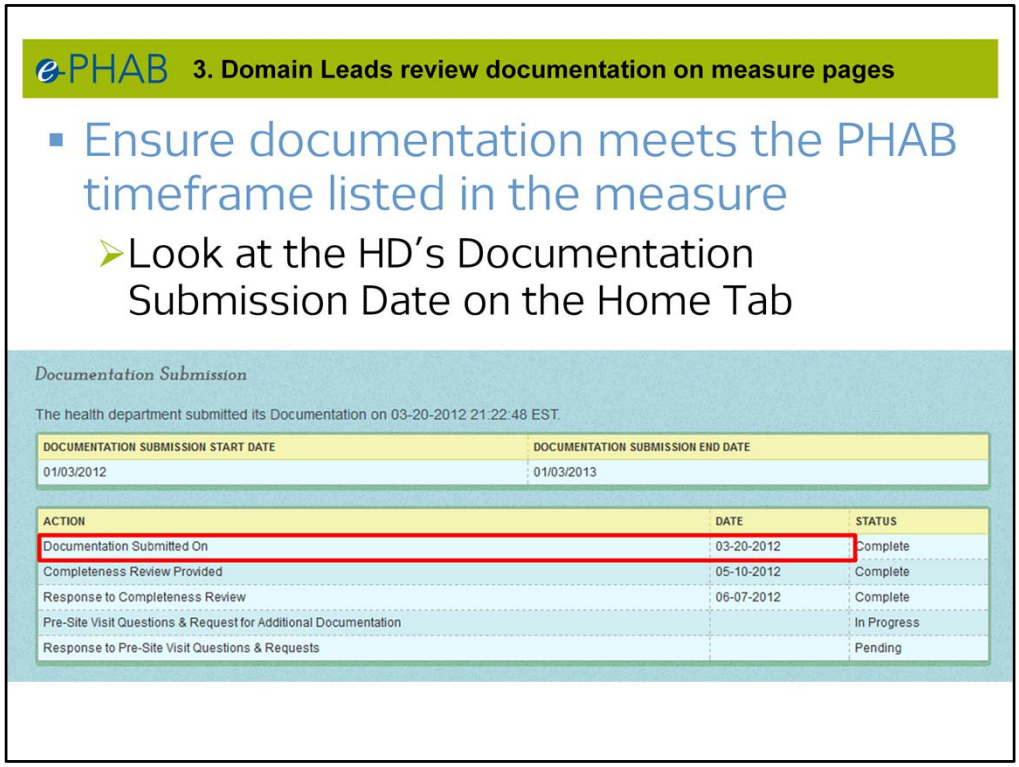
The health department had the option to include additional description text about each upload. Hover over the title to see this description text. You cannot click or highlight any of this text to copy/paste. The upload description text is only available as a hover-over.

If the health department did not enter any description for an upload, the hover-over will say, “No Description Provided”.

Some documentation, like Microsoft Office documents, will open in the corresponding software on your computer, such as Word, PowerPoint, Excel, etc. Other documentation, like PDFs, will open in a new browser. Depending on your internet settings, the documentation may open in a new window, or may open in a new tab. In this case, the document opened in a new tab.



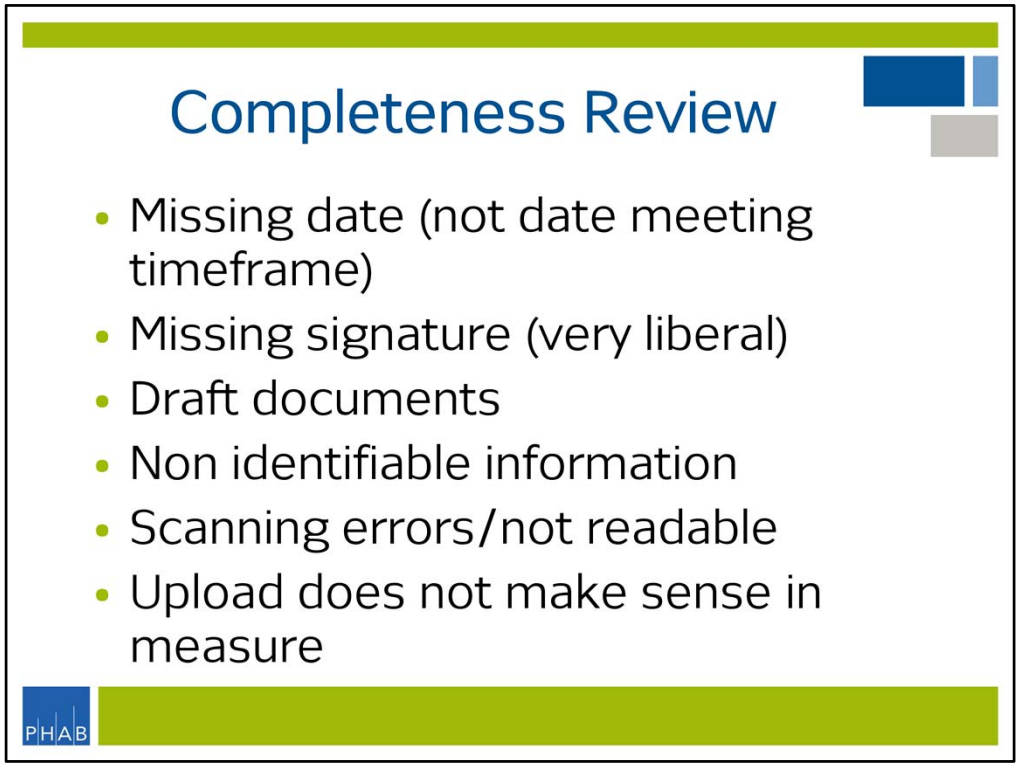
The health department also had the option to include a statement about how they believe all the documentation in that measure taken together is in conformity with the measure. You will find this by expanding the next box below, the Health Department's Narrative for the Measure.



PHAB's completeness review included ensuring each document had a date. It is the Site Visit Team's responsibility to ensure all health department documentation meets the PHAB timeframes indicated in the Standards and Measure, Version 1.0. The timeframes should be based off of the health department's original Documentation Submission date. That date is located on the Home tab in e-PHAB under the Documentation Submission Section. It is the date listed next to the action called, "Documentation Submitted On". So, the date the health department submitted it's documentation to PHAB is when the clock starts and is the reference point to knowing if a document meets the timeframe. For example, this HD submitted it's documentation (highlighted in red) on March 20, 2012. For documents that must be dated in the last 5 years, it would have had have been created or updated by March 20, 2007.

The Team may also notice some documentation with upload dates after the original documentation submission date. Documents uploaded after the original submission date indicates the health department's response to a request from the Accreditation Specialist's Completeness Review.

The new upload the HD provides is still subject to be created or updated within the timeframe of the original documentation submission. Throughout your review process, you may request additional documents, any document the HD submits has to (1) have been in effect before doc submission and (2) is subject to the original timeframe calculated from the original submission date.



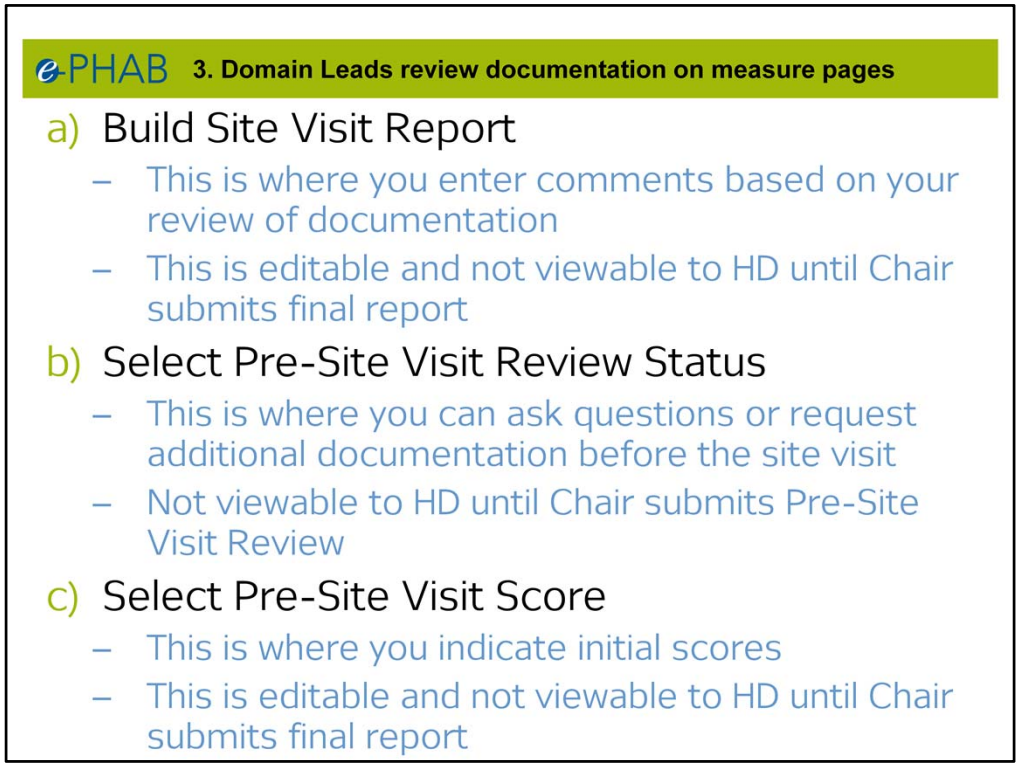
The AS ensured there was a date. The date on the documentation serves two purposes: (1) it allows the PHAB Site Visit Team to ascertain if the documentation is in conformity with the timeframe requirements in the PHAB Standards and Measures, Version 1.0, and (2) it provides information to the health department concerning how current the document is and if there is a need for review and/or revision. The specificity of the date depends on the document: a memo or an email will have a specific day; a report may indicate a month and year; and a brochure may show only a year.

Please keep in mind when PHAB says signature, we don't necessarily mean a handwritten name. By signature, we mean that each piece of documentation must include evidence that it has been adopted by the health department.

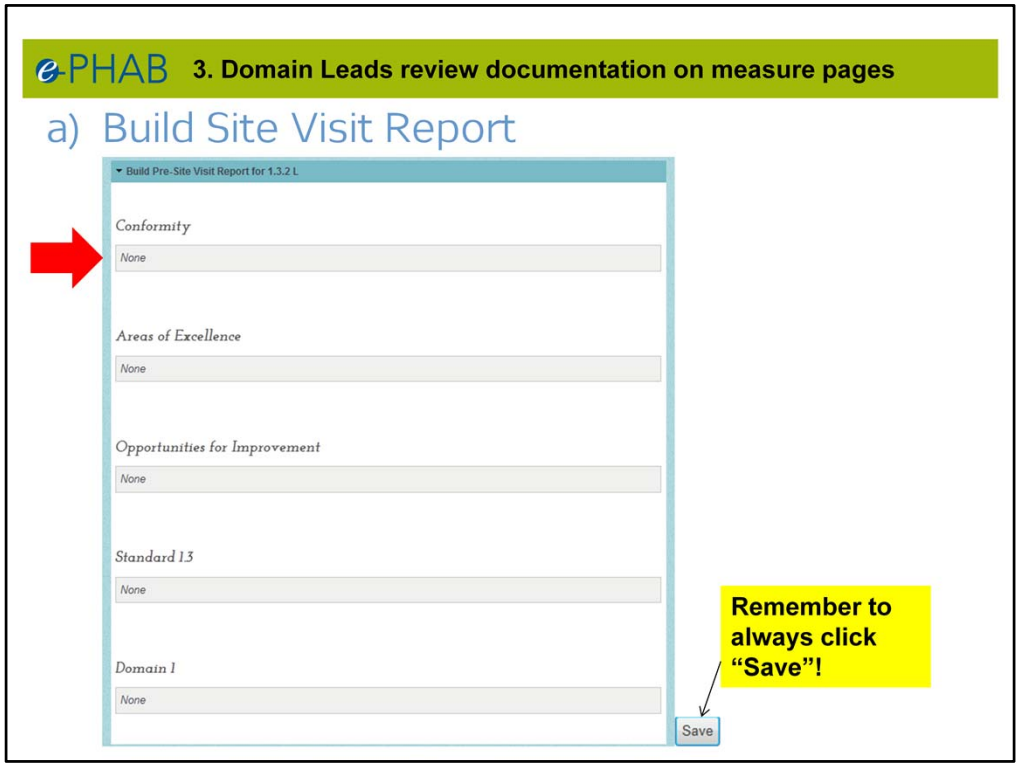
In general, we are giving the health departments the "benefit of the doubt" and defining both "signature" and "date" very liberally. We are assuming that what they tell us is correct, even if it is added as the title of the document or in the upload description only. In the spirit of getting started and being user friendly, this was the policy we set; however, over time, PHAB needs to be sure that we help health departments to adopt a more businesslike approach to their documentation submission. If the Team sees certain dates or signatures lacking as a recurring issue, indicate this in the opportunities for improvement and/or the Team can pose the question back to the health department.

e-PHAB 3. Domain Leads review documentation on measure pages

- In each measure, it is each <u>Domain Lead's</u> responsibility to:
  a) Build Site Visit Report
  b) Select Pre-Site Visit Review Status
  c) Select Pre-Site Visit Score



All three of these things happen during the pre-site visit review of documentation. (points on slide). Now we will take a look at what each of these actions will look like in e-PHAB.



From your review of the uploaded documentation you will have several initial thoughts. It's important to capture these right away, as they will be the basis for your Site Visit Report.

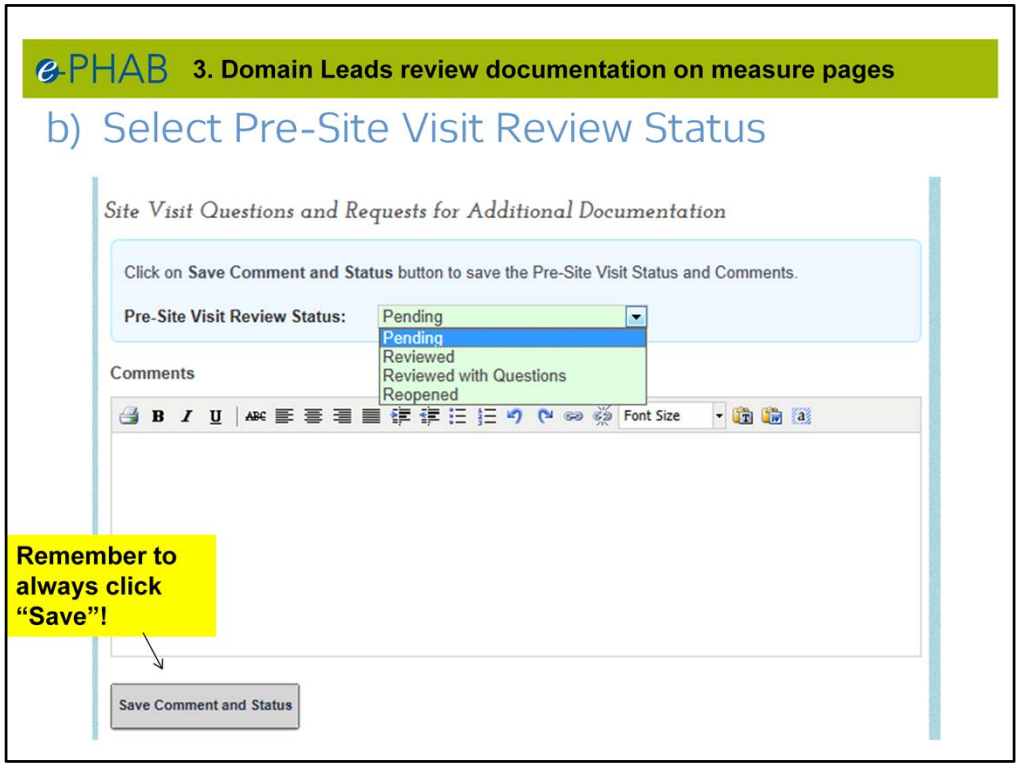
It is the responsibility of each Domain lead to write (at a minimum) conformity comments for every measure in the build pre-site visit report section. You can only write in this section if you are the Domain Lead, or you are the Chair; you can change what you write on each measure throughout the entire process.

PHAB also strongly encourages Site Visitors to write any applicable Areas of Excellence and Opportunities for Improvement as you identify them from reviewing the documentation. There is one save button for the Build Site Visit Report, and it is located at the bottom. Remember to scroll down and click the save button if you make any changes.

While it is the Chair's job to finalize the report after the Site Visit (ensure that the report reads like it was written by one person, that all the comments make sense with the score selected, write overall impression comments of the greatest strengths and opportunities, etc.), the Chair relies on each member of the Team to write comments in Measures in which they are the lead reviewer based on Domain assignments.

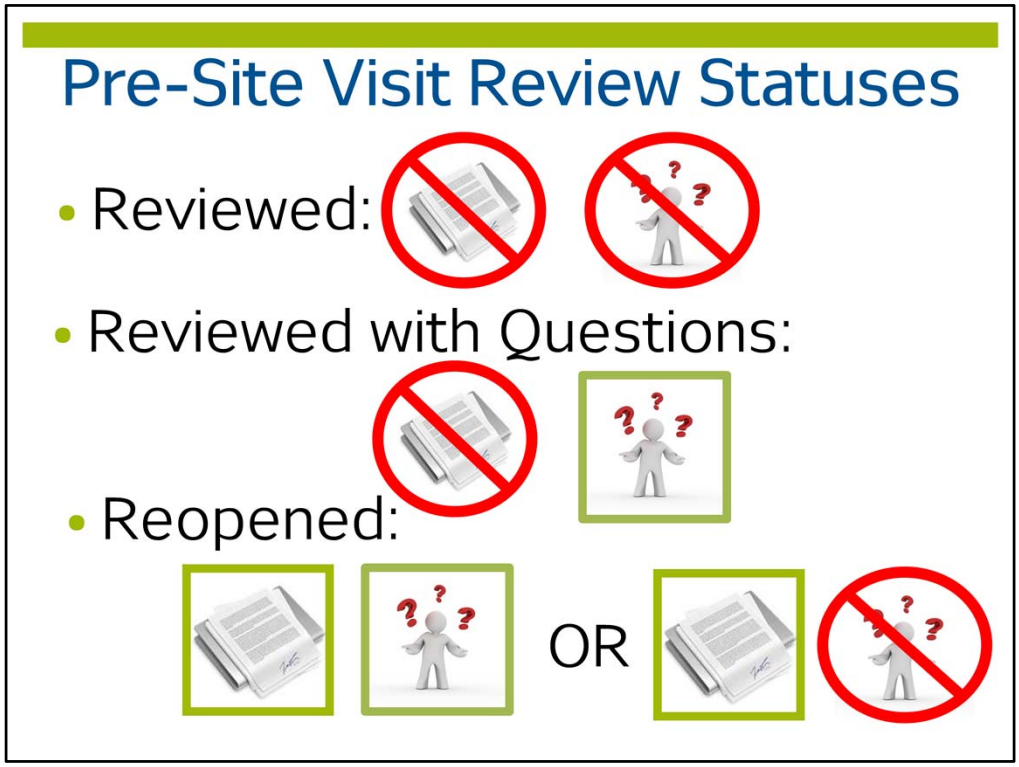
Any comments you put in the Build Site Visit Report section will not be viewed by the health department until the Chair submits the final Site Visit Report within two weeks after the health department's Site Visit. Those comments are also editable until final submission of the Site Visit Report.

Standard and Domain text boxes are available for you to capture thoughts about how the health department is meeting each Standard and Domain. They change dynamically and can be added to or edited from any page within that Standard and Domain. While you do have the option to type in the Standard and Domain text boxes on all measure pages, it may be easiest to craft the Standard comments after looking at your conformity comments for all the measures in that Standard. Likewise for Domain comments, it may be easier to craft that language after you take a look at all of the Standard Comments within that Domain. While the Standard and Domain level text boxes are optional, these types of overall comments will be invaluable to the Accreditation Committee's deliberations.



After you have reviewed the documentation for the measure, written any conformity, areas of excellence, opportunities for improvement, and standard and domain comments, you must determine the Pre-Site Visit Review Status for each measure.

This section is required and is where team members will indicate if there are any Pre-Site Visit Review Questions or Requests for Additional Documentation.
For each measure in an assigned Domain, you will select a Pre-Site Visit Review Status from the drop down menu. This is your Team's opportunity to ask a question or request additional documentation prior to being on-site at the health department's Site Visit. You will want your Site Visit to be filled with meaningful dialog and interactions instead of the health department looking for additional documentation. This is <u>not</u> the chance for the health department to have a do-over so find the balance and ask targeted questions and request additional documents only when necessary.



By default, the status will be “Pending” until you make a selection. Your Pre-Site Visit Review options are

Reviewed with Questions, or Reopened. Each of these selections will trigger different functionality once the PHAB Accreditation Specialist shares your Pre-Site Visit Review with the health department.

Reviewed means:

NO additional documentation and has NO questions for the measure

You will choose “Reviewed” if you do not have any questions for the health department or requests for additional documentation. Remember any ideas you had about the documentation regarding conformity to the measure goes in the Build Site Visit Report Section.

Reviewed with Questions means:

NO additional documentation, but DOES have a question

Choose “Reviewed with Questions” if you do not want the health department to have the opportunity to upload an additional document, but have a question that can be answered

in the form of a text field. If you select “Reviewed with Questions” you are required to type your question in the text field below the Pre-Site Visit Status.

Reopened means:

DOES require additional documentation and may or may not have a question

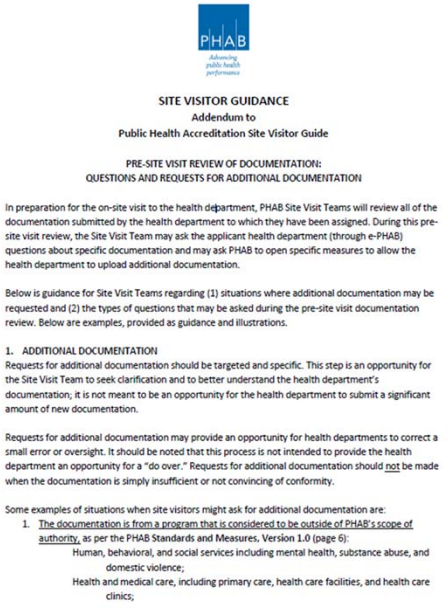
Choose “Reopened” if you want the health department to have the ability to upload more documentation for the measure. If you select Reopened you are required to enter text in the text field below the Pre-Site Visit Status. Be specific as to what specific type of additional example you are requesting. Be as clear and direct as possible. In the health department’s view, selecting “Reopened” not only allows for an additional upload, but there is also a free form response text box. This means if you want to request an additional document AND ask a question, you would select Reopened.

See Addendum to PHAB Site Visitor Guide:

Pre-Site Visit Review of Documentation:

Questions and

Requests for Additional Documentation



SITE VISITOR GUIDANCE
Addendum to
Public Health Accreditation Site Visitor Guide

PRE-SITE VISIT REVIEW OF DOCUMENTATION:
QUESTIONS AND REQUESTS FOR ADDITIONAL DOCUMENTATION

In preparation for the on-site visit to the health department, PHAB Site Visit Teams will review all of the documentation submitted by the health department to which they have been assigned. During this pre-site visit review, the Site Visit Team may ask the applicant health department (through e-PHAB) questions about specific documentation and may ask PHAB to open specific measures to allow the health department to upload additional documentation.

Below is guidance for Site Visit Teams regarding (1) situations where additional documentation may be requested and (2) the types of questions that may be asked during the pre-site visit documentation review. Below are examples, provided as guidance and illustrations.

1. ADDITIONAL DOCUMENTATION

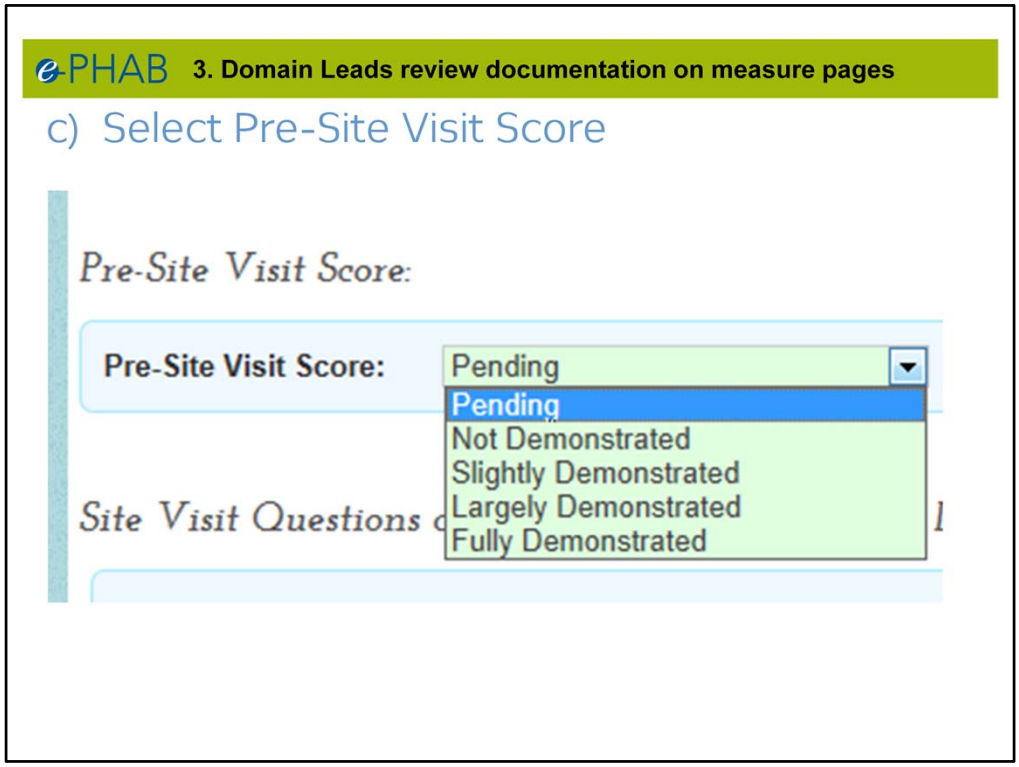
Requests for additional documentation should be targeted and specific. This step is an opportunity for the Site Visit Team to seek clarification and to better understand the health department's documentation; it is not meant to be an opportunity for the health department to submit a significant amount of new documentation.

Requests for additional documentation may provide an opportunity for health departments to correct a small error or oversight. It should be noted that this process is not intended to provide the health department an opportunity for a "do over." Requests for additional documentation should not be made when the documentation is simply insufficient or not convincing of conformity.

Some examples of situations when site visitors might ask for additional documentation are:

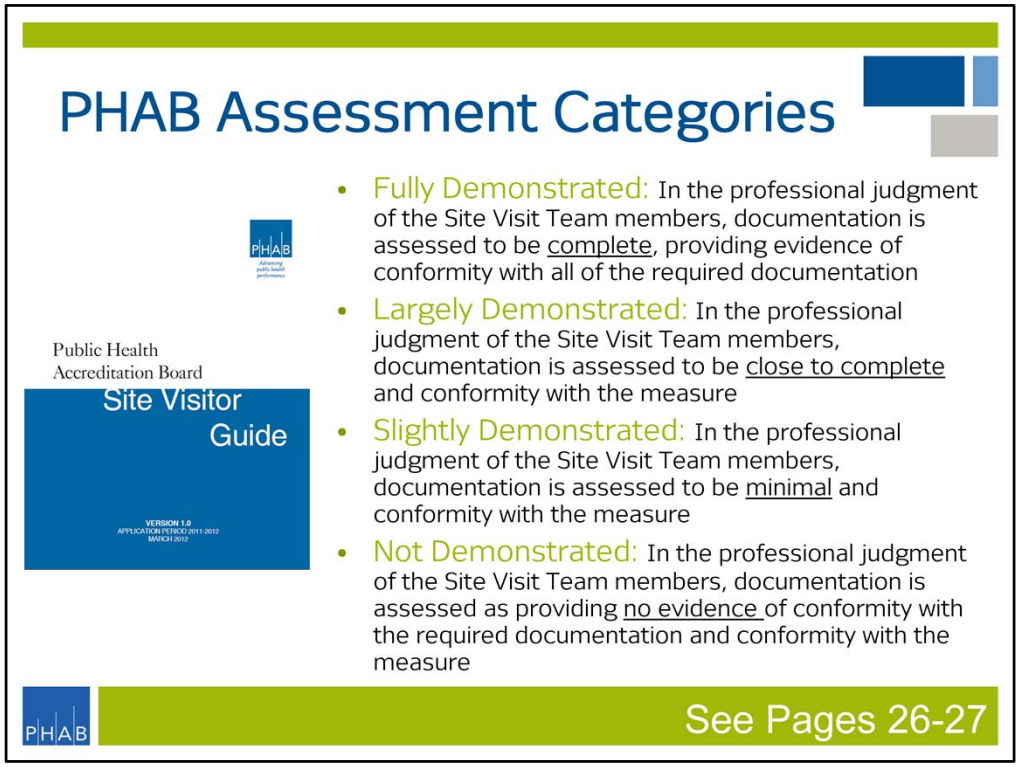
1. The documentation is from a program that is considered to be outside of PHAB's scope of authority, as per the PHAB **Standards and Measures, Version 1.0** (page 6):
   - Human, behavioral, and social services including mental health, substance abuse, and domestic violence;
   - Health and medical care, including primary care, health care facilities, and health care clinics;

Please use the addendum to the PHAB Site Visitor Guide from May, 2012, "PHAB Pre-Site Visit Review of Documentation: Questions and Requests for Additional Documentation" to determine the appropriate Pre-Site Visit Review Status to select for each Measure. This document is located on the flash drive provided at the Site Visitor training. All text that the Site Visit Team writes in the questions and requests for additional documentation text boxes should read as though they are written to the health department, not PHAB.



Score options are “Not Demonstrated”, “Slightly Demonstrated”, “Largely Demonstrated”, and “Fully Demonstrated”.
Scores automatically save when you make a selection from the drop-down menu.

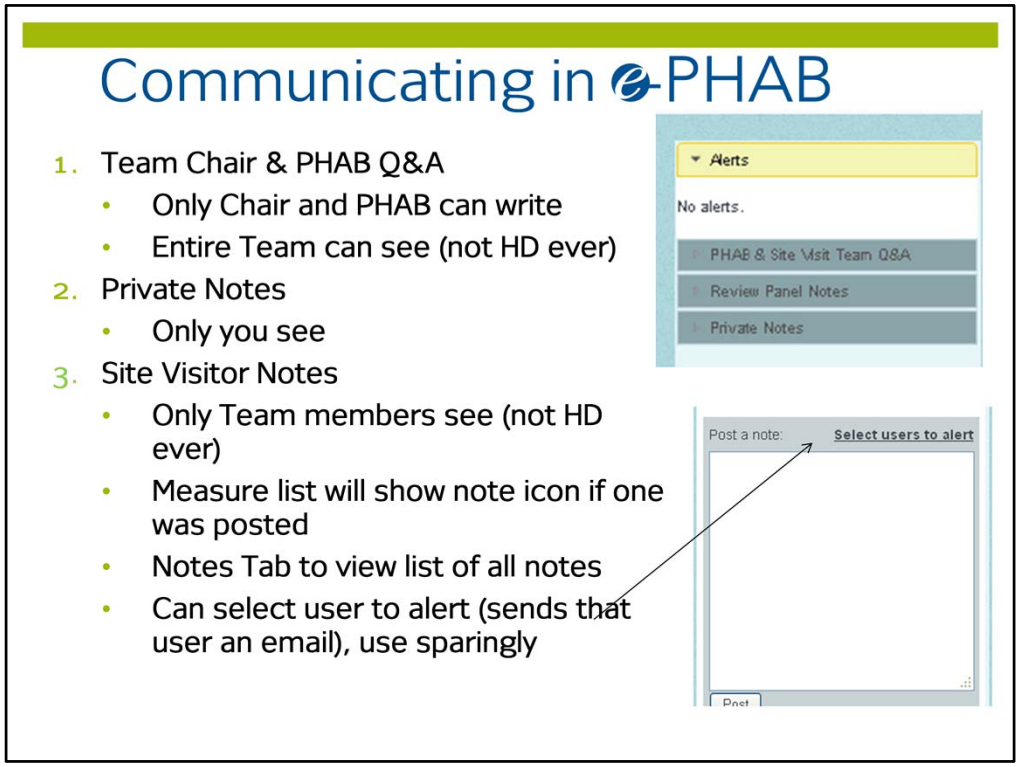
A nice feature of e-PHAB is that all Pre-Site Visit Scores will be pre-populated into the final Site Visit Score Status. Of course, you will have the opportunity to change the score for any measure until the final Site Visit Report is submitted to PHAB.



Use your professional judgment for selecting a Pre-Site Visit Score.
You may also refer to page 26 of your PHAB Site Visitor Guide for guidance on what each of these assessment categories indicates.

While optional, it is strongly recommended that you select a pre-site visit score for each measure based on your documentation review. You will be able to change the score during and after the Site Visit to modify any new information gathered during interviews. It will be much easier and much less pressure for the Team on site if you go to the Site Visit with lots of comments in the Build Site Visit Report section and some preliminary scoring for Measures.

Also, the Pre-Site Visit Scores can be used to indicate which measures need to be discussed on Site Visit Team conference calls. PHAB requires any measure that is scored less than "Fully Demonstrated" is discussed with the entire Team. This is so the Team may come to consensus for any questions or requests for additional documentation the Team will ask the health department and all Team members are aware of deficiencies so time is allotted in the Site Visit agenda for those discussions during the Site Visit. Any scores that are entered during the Pre-Site Visit Review will not be viewable by the health department until the Chair submits the final Site Visit Report within two weeks after the Site Visit. Scores are editable until final submission of the Site Visit Report.



There are many ways to communicate with your team within e-PHAB. We encourage you to use the management and communication tools built into e-PHAB.

At any time, the Chair can ask PHAB a measure-level question. Team members should converse with the Chair, and then the Chair can type and submit any measure interpretation questions that arise in the PHAB Q&A. Though only the Chair can write PHAB a question, all team members can view the Q&A string.

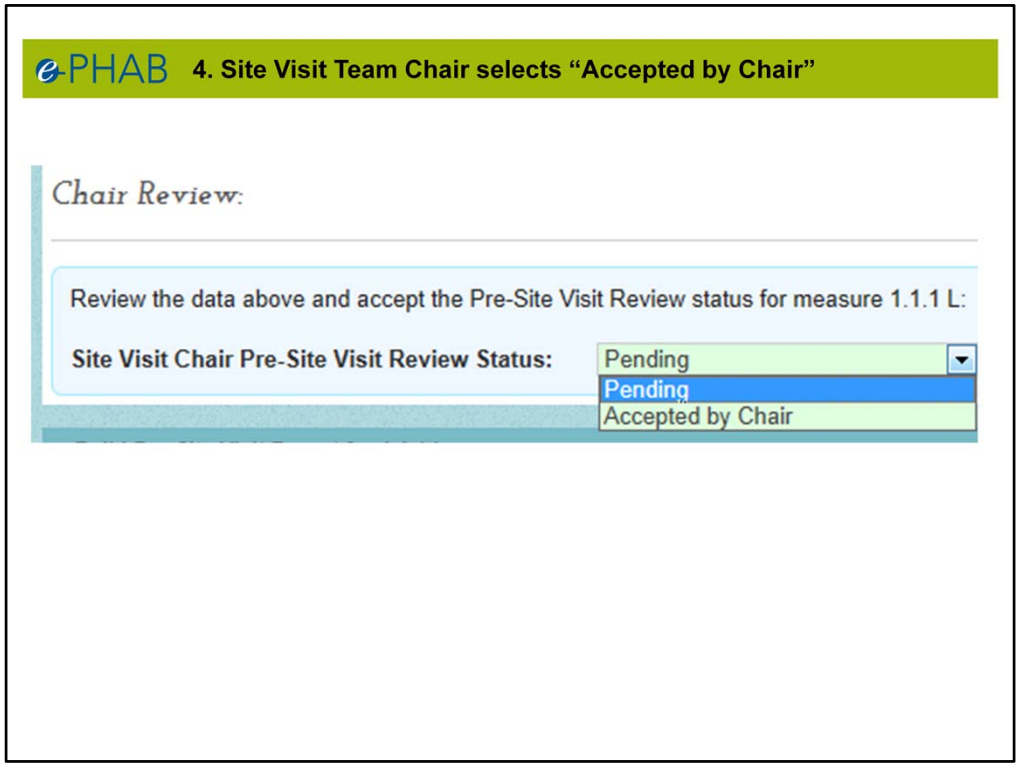
Use Private notes to jot down things you want to remember to say on your ne

A great way for the team to communicate within e-PHAB between conference calls is the Site Visitor Notes section within each measure. Any time a team member enters a Site Visitor note in a measure, the entire team will be able to be alerted. An icon will appear on the measure list, and within a measure, if there is a note, an alert will appear in yellow. You can also take an additional step of selecting a team member to alert and that will send them an email.

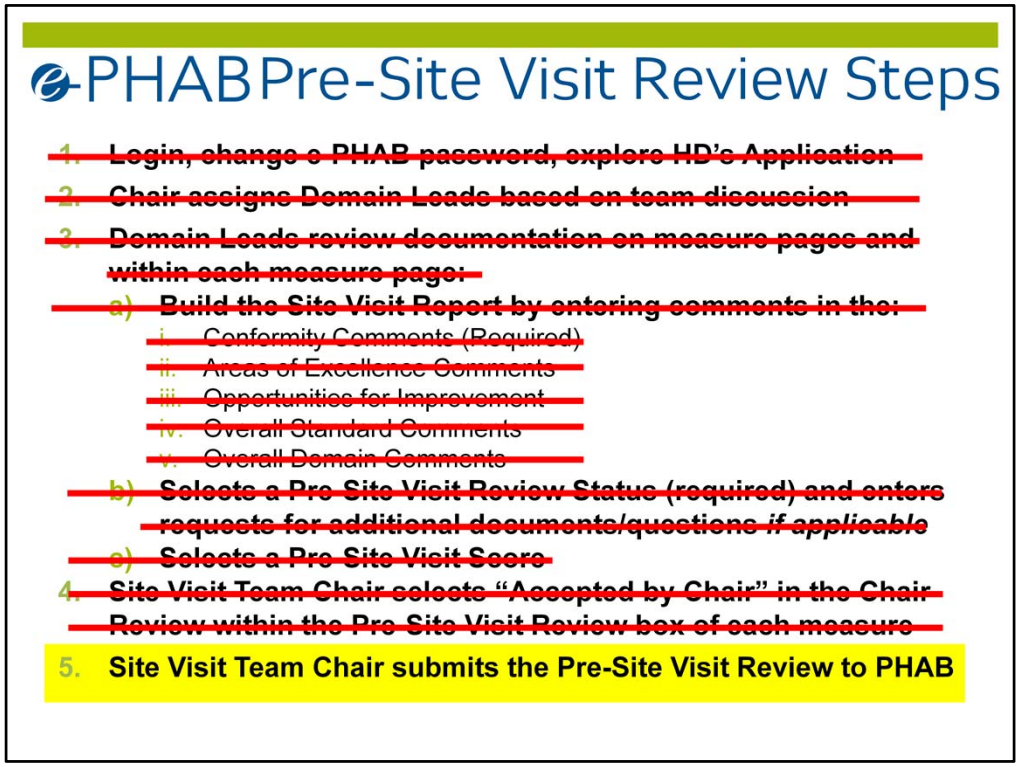
You can also view a summary of notes by clicking on the NOTES tab– this can be a handy tool on conference calls to remember which measures require discussion.

e-PHAB Pre-Site Visit Review Steps

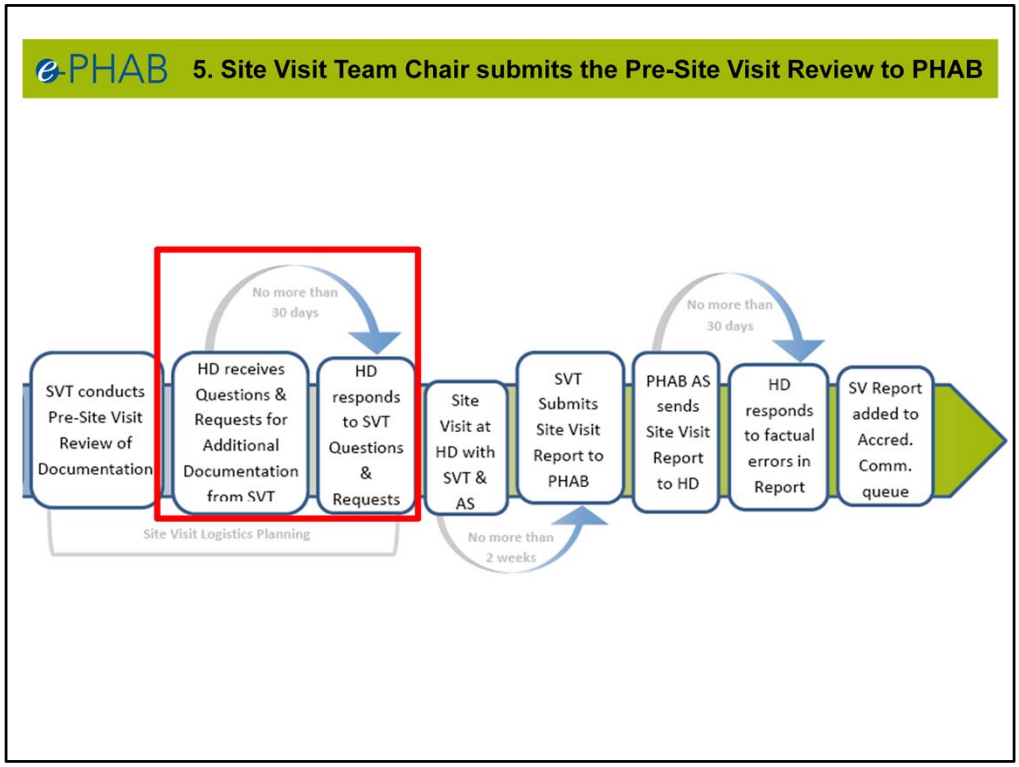
1. ~~Login, change e-PHAB password, explore HD's Application~~
2. ~~Chair assigns Domain Leads based on team discussion~~
3. ~~Domain Leads review documentation on measure pages and within each measure page:~~
   a) ~~Build the Site Visit Report by entering comments in the:~~
      i. ~~Conformity Comments (Required)~~
      ii. ~~Areas of Excellence Comments~~
      iii. ~~Opportunities for Improvement~~
      iv. ~~Overall Standard Comments~~
      v. ~~Overall Domain Comments~~
   b) ~~Selects a Pre-Site Visit Review Status (required) and enters requests for additional documents/questions *if applicable*~~
   c) ~~Selects a Pre-Site Visit Score~~
4. Site Visit Team Chair selects "Accepted by Chair" in the Chair Review within the Pre-Site Visit Review box of each measure
5. Site Visit Team Chair submits the Pre-Site Visit Review to PHAB



The Team Chair will review all of the requests for additional documentation and questions the Domain Leads have entered (recall this is from selecting the pre-site visit review status of reviewed with questions or reopened) to ensure the questions and requests are clear and direct. Once the chair clicks “accepted” for every measure, a red button will appear on their Home page where the chair can submit the entire pre-site visit review to PHAB.



All measures must have a non-Pending Pre-Site Visit Review and be accepted by the Chair before the Chair can submit the entire Pre-Site Visit Review to PHAB. PHAB will forward the questions and requests as batched report, and the health department will receive all measures with questions or requests for additional documentation from the Site Visit Team at one time. Any text entered in the Pre-Site Visit Review Status section of e-PHAB will not be viewable by the health department until the Chair submits the entire batched Pre-Site Visit Review to PHAB and PHAB forwards it to the health department.



When the Chair clicks the big red button, the Pre-Site Visit Review will be sent to your assigned Accreditation Specialist, who will review the information provided and may ask the Chair clarifying questions. The Accreditation Specialist will then submit the Review to the health department who has 30 days to respond to your questions and requests. You will be able to view the additional documents the health department added and Reponses to any questions you asked by a filter in e-PHAB. Remember, any additional documentation that the health department submits must be dated on or before their original documentation submission date for it to be valid.