

**Arizona Department of Health Services
Public Health Licensing
Foundation for Improving Health and
Wellness**

Arizona Developmental Disabilities
Planning Council
September 19, 2014



Agenda

- Role of Public Health Licensing
- Culture for Improvement
- Strategies for Improvement

OUR VISION

Health and Wellness for all Arizonans

OUR MISSION

To promote, protect, and improve the health and wellness of individuals and communities in Arizona

Will Humble, MPH
Director, Arizona Department of Health Services

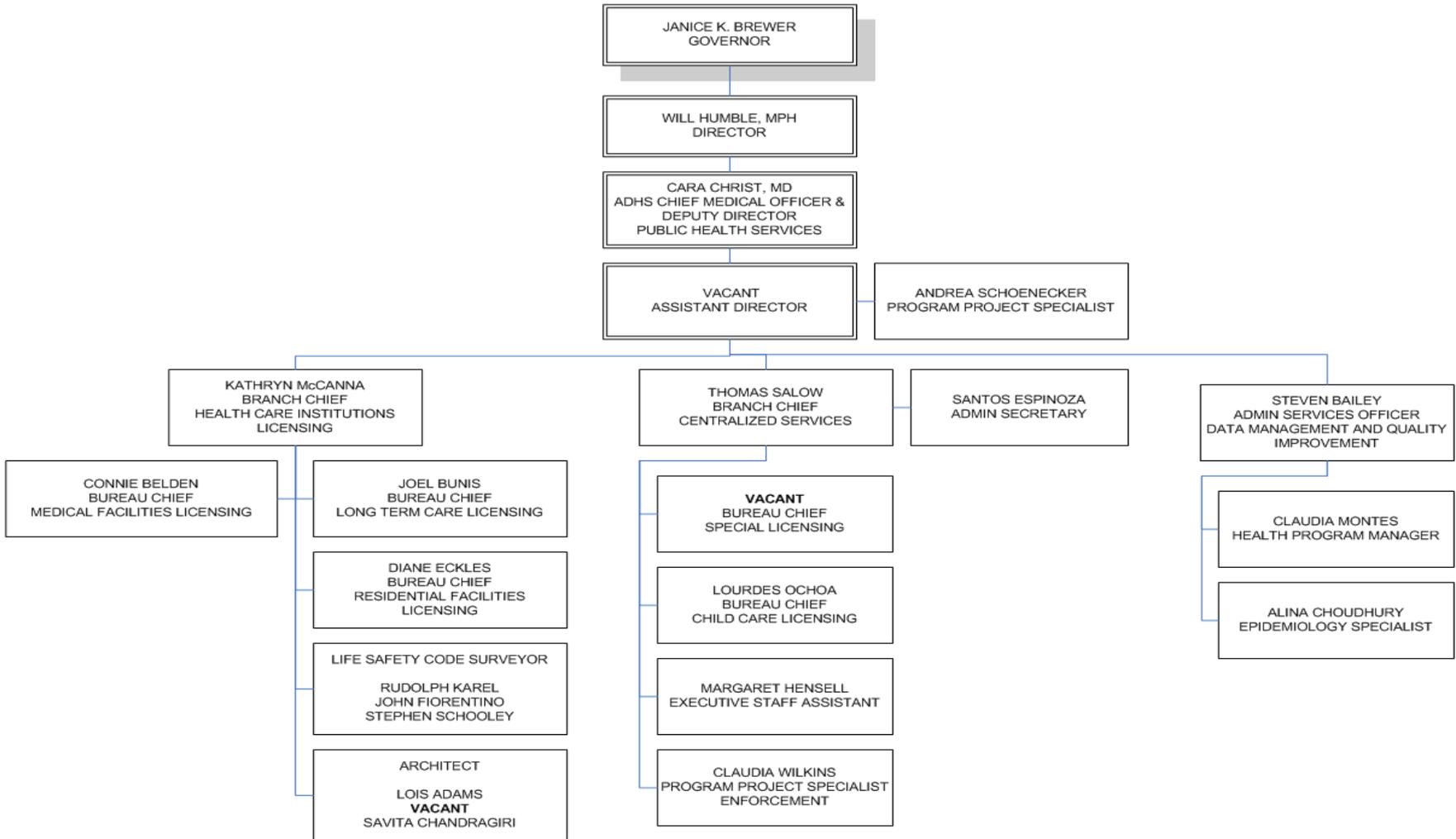


Public Health Licensing

- **Mission Statement:** To protect the health and safety of Arizonans by providing information, establishing standards, and licensing and regulating health and child care services
- Conducts licensing initial inspections, on-site compliance surveys, and complaint investigations
 - To promote quality care and safety and
 - Ensure that performance standards are met for facility operation and maintenance

- Compliance verses enforcement
- Technical Assistance
- Evidence based regulation
- Accountability on facility's
 - to ensure there are policies and procedures to meet the needs of the people they serve
 - to measure outcomes

**ARIZONA DEPARTMENT of HEALTH SERVICES
PUBLIC HEALTH LICENSING SERVICES
OFFICE OF THE ASSISTANT DIRECTOR**



Culture for Improvement

- Customer Focus
 - Meet the needs of those we serve
- Leadership
 - Commitment starts with leaders
- Teamwork
 - Everyone needs to work together to meet the needs of those we serve
- Systems thinking
 - Outcomes are a result of processes
- Fact based decision making
 - Data drives our decisions

Strategies for Improvement

- **Collaborative**

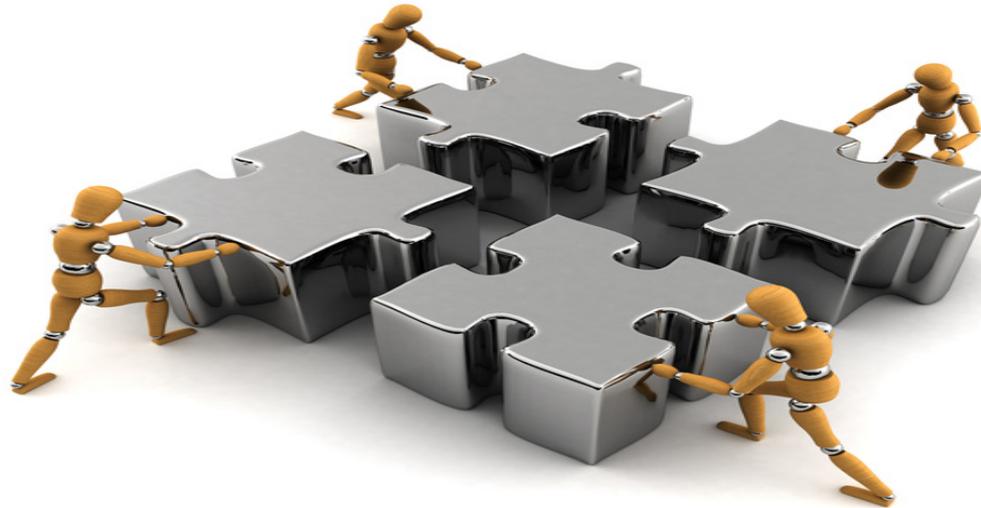
- Objectives

- Develop an understanding of issues related to medical accessibility within Arizona's health care delivery system
- Identify priority items related to medical accessibility
- Build and foster relationships between the disability advocates, disability associations, health care providers, and public health.
- Strengthen communication related to medical accessibility between the providers and public health.

- **Medical Accessibility Advisory Team**

- Advisory Team will take the ideas from the Collaborative and turn ideas into action
- Everyone helping to educate and improve outcomes and processes

Together, We can Make a Difference!



Next Steps