

Telehealth in North Central Washington

November 13, 2023

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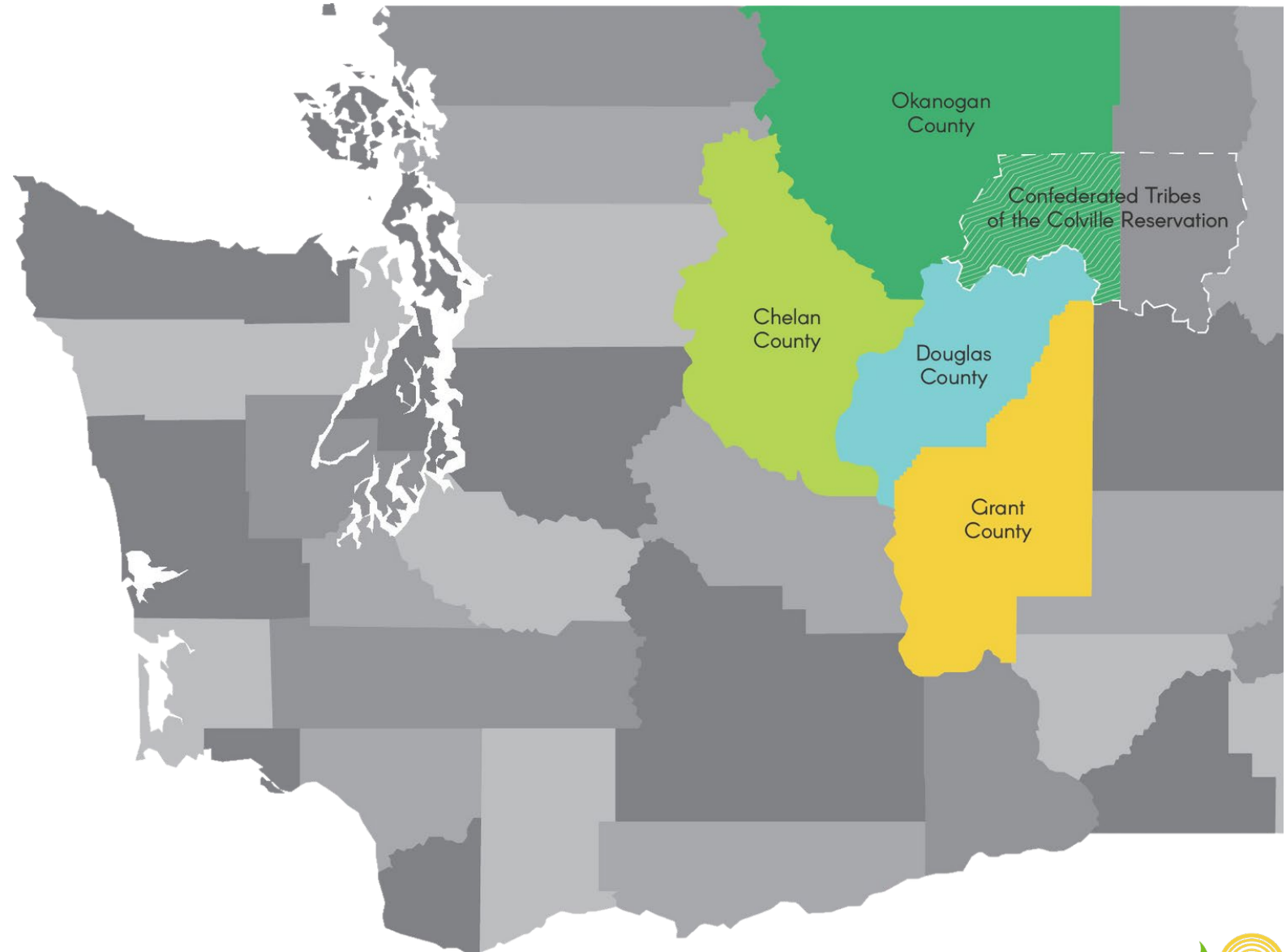
THRIVING TOGETHER

NORTH CENTRAL WASHINGTON

Accountable Communities of Health

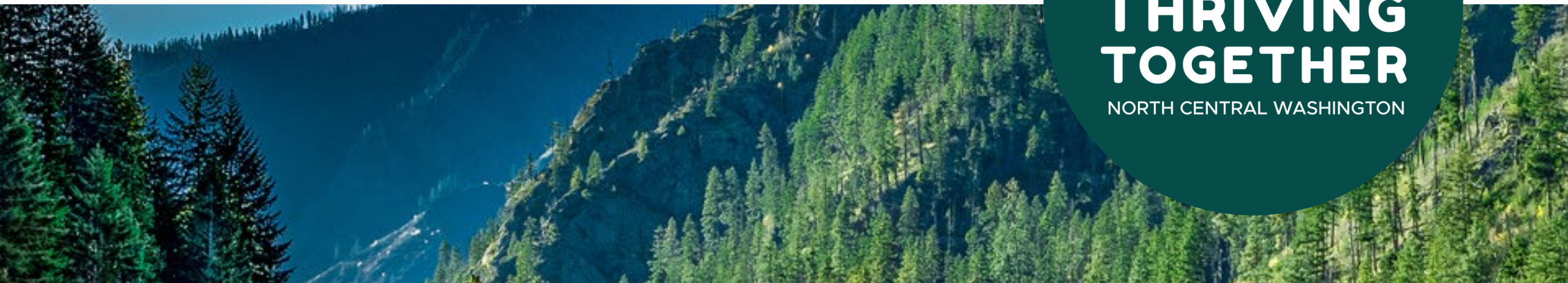
Each of the 9 ACH's in Washington cover a specific region and work to translate large-scale initiatives into action at a more localized level.

Thriving Together NCW covers Chelan, Douglas, Grant & Okanogan Counties and confederated tribes of the Colville reservation.



OUR MISSION

The mission of Thriving Together NCW is to advance whole-person health and health equity in North Central Washington by unifying stakeholders, supporting collaboration, and driving systemic change, with particular attention to the social determinants of health.



A Thriving Region

With our network of partners, we are dedicated to a simple, measurable goal: All people and places thriving together - no exceptions.

Each vital condition is connected
When they decline, it drives demand for urgent services

Our network will focus on building up the vital conditions



Our Role in Creating a Thriving Region



How we do our Work

- **Our interdependence makes us stronger.** We know that we are all interconnected and that we can't achieve everything we want by operating as if we're separate islands. By developing a shared vision and working together, we can become stronger, smarter, and more resilient.
- **Our region is a place where everyone belongs.** North Central Washington is home to diverse communities, including cities, small towns, and a sovereign nation. When we understand each other's perspectives and interests, we create stronger connections and increase our ability to solve tough problems.
- **Our communities know best.** We want to harness great insights and innovations from around the country but believe that the people in our region know best what's working in their communities – and what needs to change.
- **Our region is full of stewards.** Stewardship is about finding purpose that is larger than yourself or your organization – it's about thinking in terms of the whole community. We believe in distributing leadership, sharing resources, and developing the mutual trust that allows us to build a better future for everyone.

Thriving Together Work Connected to Digital Access

Telehealth Assessment

Telehealth Implementation

Bridging the Digital Divide

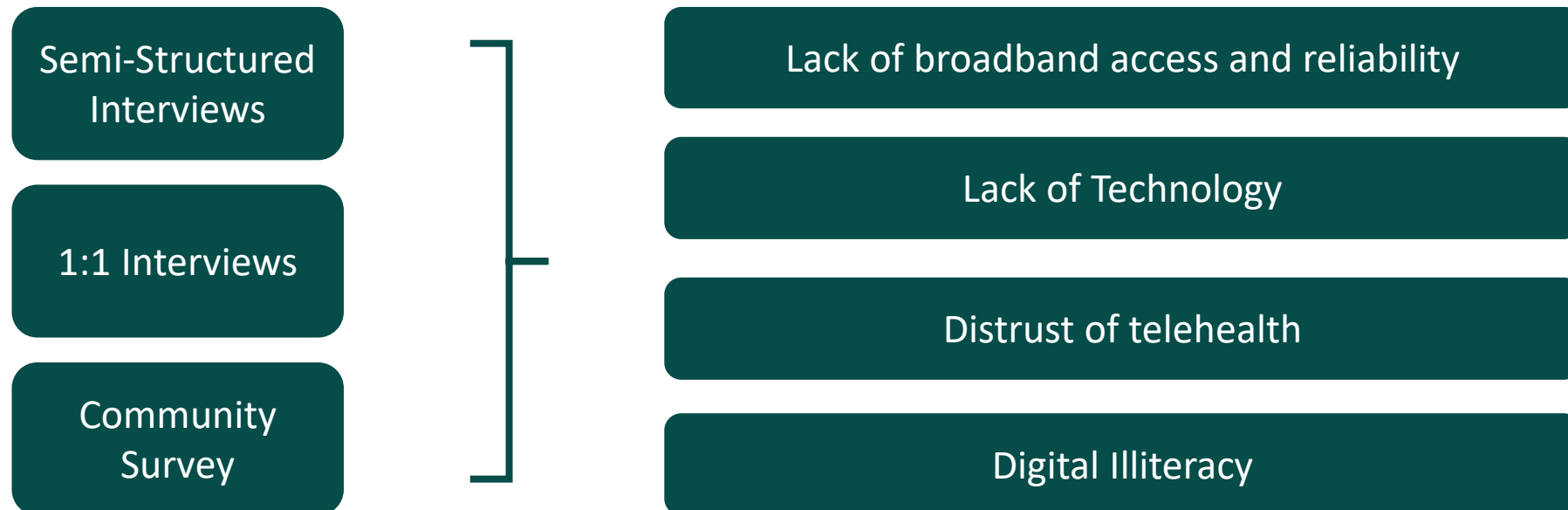
Next Steps

Telehealth Assessment

2021: Community Assessment

WSU College of Nursing and

WSU Division of Government Studies and Services



2021: Clinical Assessment

Ingenium Digital Health Advisors

Telehealth maturity assessment – 8 organizations

4 (50%) Critical Access Hospitals with associated Rural Health Clinics

2 (50%) Community Health Centers (FQHC)

2 (40%) Behavioral Health Agencies



Ingenium

Telehealth Program Maturity Model

LEVEL 6 — TRANSFORMATIVE

LEVEL 5 — STRATEGIC

LEVEL 4 — INTEGRATED

LEVEL 3 — SUPPORTED

LEVEL 2 — COORDINATED

LEVEL 1 — EMERGING

LEVEL 0 — CHAOTIC

Ingenium 
Digital Health Advisors

Telehealth Implementation

*The Governing Board approved
\$2,000,000 to support the build out of
telehealth infrastructure in the North
Central Washington region*



TELEHEALTH FUNDING PRINCIPLES

- All investments must directly or indirectly benefit a **Community Initiative**
- Consider *both* **equality and equity** as we strive for a balance across geography and populations
- Staff will ensure that all entities that have a **physical presence** in the north central region have **equal access** to the telehealth funding.
- Funding will be distributed over 2.5 years
- Community initiatives will be individualized for each community based on **Ability** and **Readiness**

Telehealth Optimization Strategy

Mission

Improving health & wellness in the Thriving Together NCW's community through Telehealth

Vision

Every resident can easily access ALL* the care they need – WHERE they need it, WHEN they need it.

***ALL**: primary, behavioral, dental, chronic, rehab, specialty, etc. care

Telehealth Multi-Pronged Approach

Improving the Telehealth Capabilities of Interested Clinical Partners

Federally Qualified Health Clinics

Rural Health Clinics and Critical Access Hospitals

Behavioral Health Clinics

Addiction Treatment

Establishing Community-Focused Telehealth Service Initiatives

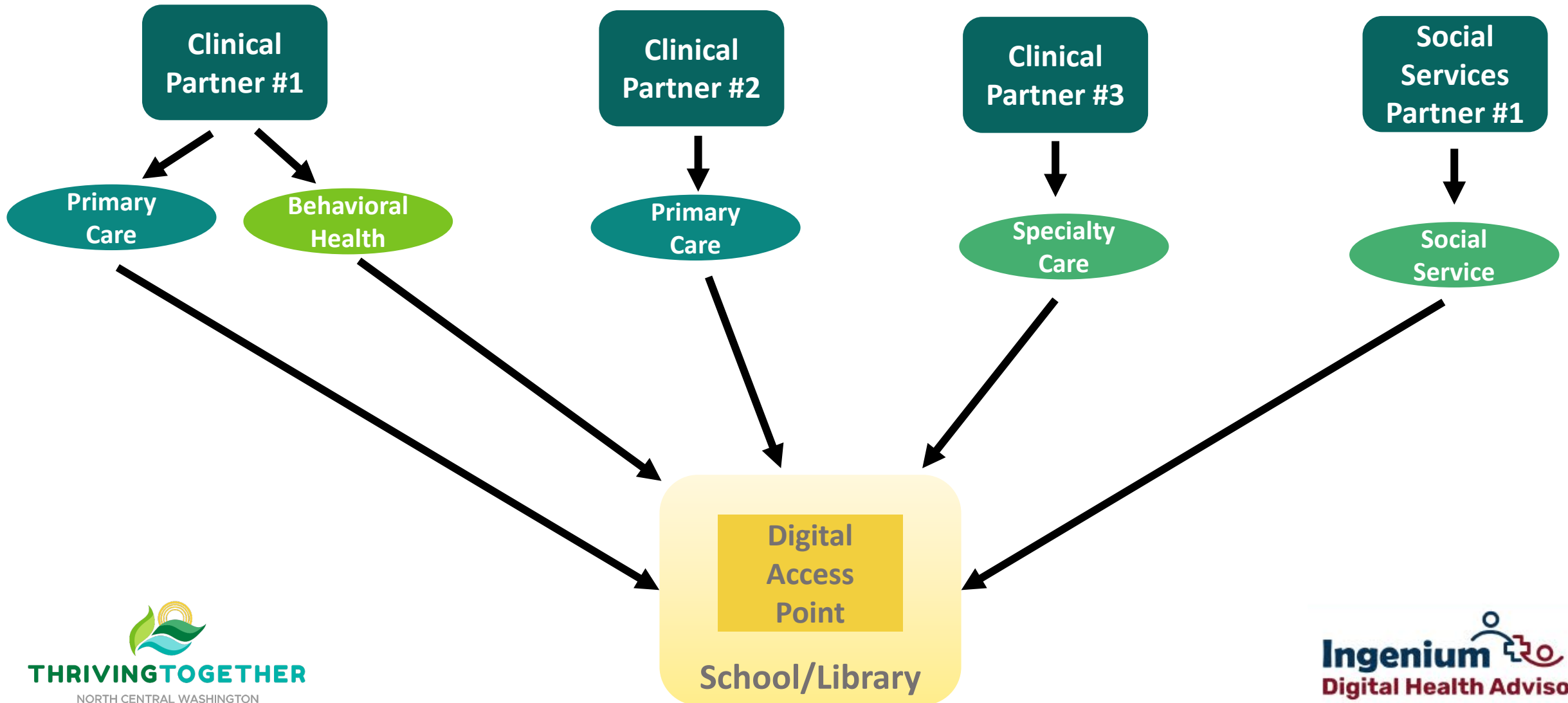
Schools

Libraries

Fire Stations

Community Centers

Provider-Agnostic Telehealth Model



Tele Social Services

Beyond Telehealth



Sample Social Services

State Benefits Enrollment

Health Insurance Enrollment

Veterans' Services

Social Security

Immigration

Tax Preparation

Job Interview Preparation

Legal / Telecourt

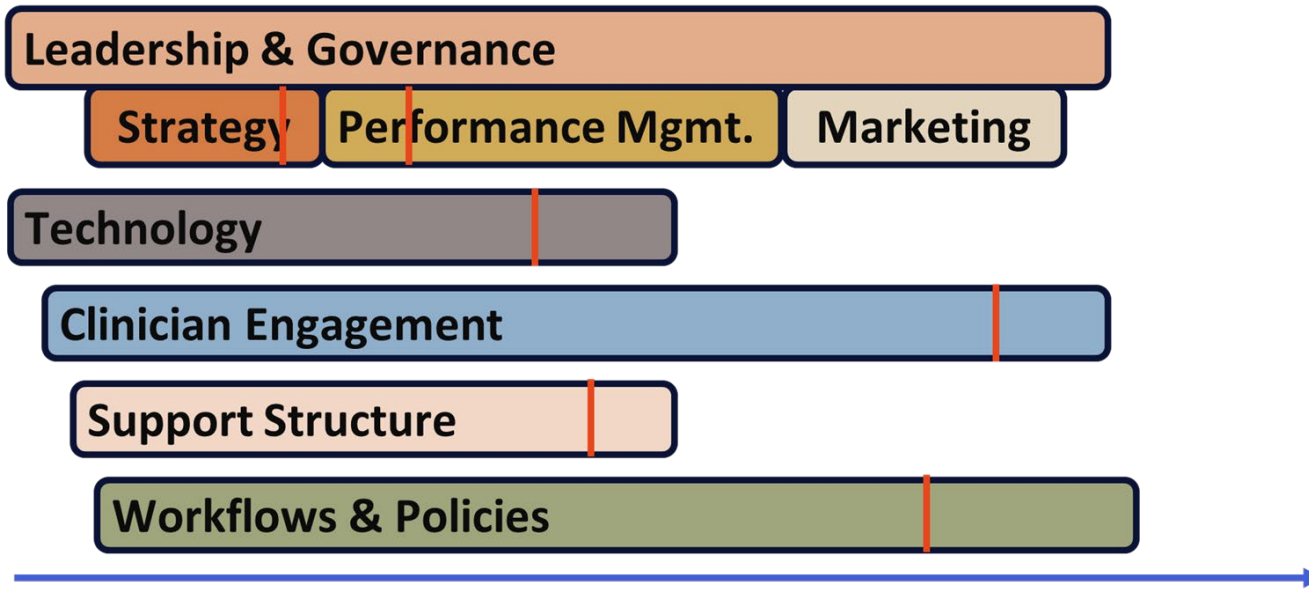
Passport/Visa Application



Overview Projects and Services

Building a Playbook: Library and Schools, developing digital access points

Organizational Telehealth Optimization



Overview Projects and Services, cont.

**Conversion of no
show and
cancellation
appointments**

**Tele-Inpatient Care
Strategies**
(TeleTherapy,
TeleSpecialty,
TeleAcute,
TeleSitter)

**Remote Patient
Intake**

**Telecrisis at 4
hospital EDs**

Telecrisis in a Jail

**TeleInterpreter
Services for
TeleCrisis**

TeleSUD services

**Telehealth service
launch in 3 schools
and 1 library**

Measuring Success

Organizational Level: Performance Management

Regional Assessment:

Baseline Assessment:

Purpose: Understand Telehealth use and potential across the region Develop a framework to inform an interim assessment

Supplemental Analysis:

Purpose: Assess telehealth utilization and services provided by telehealth. Assess if telehealth reduces disparities and increases regional access to care

Successes Experienced

- Designed, Engineered and Rolled out Proof of Concepts
 - Created telehealth access points in 5 schools
 - Successfully had a total of 6 patient visits at 4 schools
 - Created a private digital access point in a library
 - Successfully had a total of 6 patient visits at 4 schools
 - Created implementation playbooks for schools and libraries
- 3 schools who experienced the success are asking for additional clinical partners
- Clinical Partners are asking to participate
- Continue to identify additional schools, libraries and other community partners to build out digital access points
- Behavioral health Agency organizational strategy led to additional opportunities.

Bridging the Digital Divide

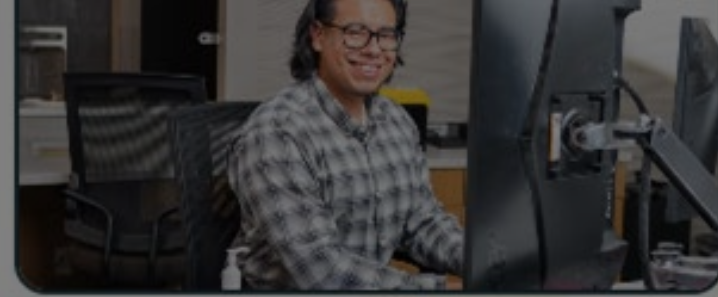
Providing resources for
the community

Developing and equipping
Digital Navigators

Launching the NCW Digital
Equity and Access
Coalition

NCW Tech Help is paving the way for a more connected tomorrow, where everyone has access to digital skills, devices, and the internet. NCW Tech Help serves residents of Chelan, Douglas, Grant, and Okanogan counties and the Confederated Tribes of the Colville Reservation.

Start here



Providing resources for the community


Get Online


Get a Device


Free Classes


Digital Support

NCW Tech Help website

Get Online

Accessing the internet can seem overwhelming. There are many internet service providers, and it can be hard to know which ones are affordable and offer the speed you need to take classes or access telehealth appointments online. We're here to help you figure out the highest speed, most affordable options. We can also direct you to free public Wi-Fi and computers around the region.

Get online



NCW Tech Help Learning Labs & Pop-Up Events

Meeting individuals where they are at to offer tech help at community events

Meet with NCW Tech Help in-person

Pateros Brewster Community Resource Center

[169 Pateros Mall, Suite A, Pateros, WA 98846](#)

- Date and time TBD

Fiesta de Salud

[Lions Park: 815 E Pine St, Othello, WA 99344](#)

- September 29: 2:00 - 6:00PM

Economic Alliance

[238 E Oak, Okanogan, WA, United States, Washington](#)

- September 20: 9:00AM - 12:00PM
[see event details>](#)

Care Fair

[106 E. 3RD Avenue, Moses Lake, WA 98837](#)

- September 15: 12:00 - 5:00PM

Chelan County Fair

[5700 Wescott Dr, Cashmere, WA 98815](#)

- September 7: 10:00AM - 6:00PM
- September 8: 10:00AM - 6:00PM
- September 9: 10:00AM - 6:00PM
- September 10: 11:00AM - 5:00PM

NCW Fair

[NCW Fair, 601 N Monroe St, Waterville, WA 98858](#)

- August 25: 9:30AM - 8:00PM
- August 26: 9:30AM - 8:00PM
- August 27: 9:00AM - 8:00PM
- August 28: 11:00AM - 5:00PM

NCW TECH HELP IS HERE!

1.  Call the Link to Care WA Hotline
866.757.1832

2.  Need a computer or digital device?
SEE NCW TECH HELP

3.  NCW Tech Help has training resources for you!

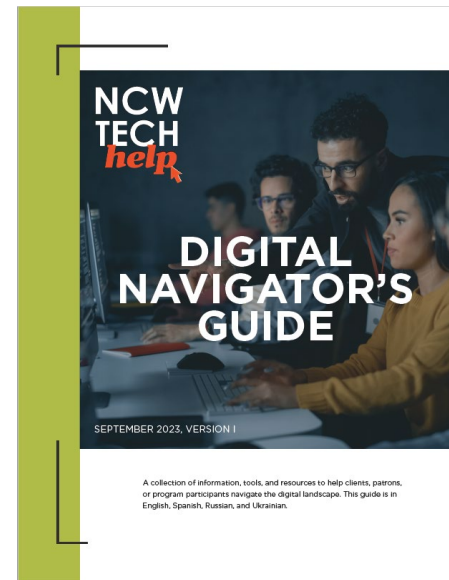
4. 

Visit  **NCW TECH help**



Digital Navigator: Technology +Telehealth Basics Training

NCW Tech Help Resource Guides



Developing and Equipping Digital Navigators



Videos for Community Health Advocates on Telehealth and Tech Help

Launching the NCW Digital Equity and Access Coalition



September 28th 3:00 – 4:00 PM

NCW
TECH
help



SEPTEMBER IS
DIGITAL EQUITY MONTH!

Next Steps

Continue:

- Clinical optimization and expanding telehealth usage
- Creating additional digital access points in more schools, libraries and community centers
- Upskilling our current workforce as digital navigators
- Offering Tech Help Pop-Up labs at community events
- Co-convening the NCW Digital Equity an Access Coalition

*Thank
you!*

Connect with Me!



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