

# Organizations Assisting Rural Hospitals in Washington State:

## A Resource Guide



Washington State Hospital Association  
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*The purpose of this guide is to provide an easy and efficient way for rural hospitals, health clinics and health care practitioners to understand and navigate the many services and programs made available to them by organizations working to improve rural health in Washington. The guide includes programs of state based organizations, omitting services or resources provided by organizations working at the national level.*

*The Washington State Hospital Association (WSHA) has made every effort to compile the latest, most up-to-date information as of March 2005. Invariably, however, program scope, funding and operational details will change over time. Currently, WSHA does not plan to reprint this resource guide. However, if you find invalid information, please notify Melissa Waddell ([melissaw@wsha.org](mailto:melissaw@wsha.org)), as the online edition of this guide will be updated regularly.*

*Inclusion of specific services and programs in this publication does not imply endorsement by the Washington State Hospital Association.*

*Questions about the purpose and background of this guide should be directed to Brenda Suiter ([brendas@wsha.org](mailto:brendas@wsha.org)), Director of Rural and Public Health Policy, WSHA.*

*This resource guide was compiled by Matt Rivara, WSHA, December 2004 – March 2005.*



# TABLE OF CONTENTS

## **Association of Washington Public Hospital Districts**

Public Hospital District Educational Services .....	3
Public Hospital District State and Federal Advocacy .....	4

## **CAH Network**

CAH Computer Based Training Courses .....	5
CAH Technical Assistance, Strategic Planning, and Process Improvement .....	6

## **CHOICE Regional Health Network**

Collaborative Administration and Planning .....	7
Community Health Improvement Initiatives .....	8
Patient Care Management Initiatives .....	9
Regional Access Program .....	10

## **Community Choice Healthcare Network**

Community Choice Health Card .....	11
Community Choice Vendor Partnerships and IT Member Services .....	12
Community Provider Groups .....	13
Provider and Management Support .....	14
Regional Access Program .....	15

## **Eastern Washington Area Health Education Center**

Clinical Placement Clearinghouse .....	16
Continuing Education and Professional Development Programs .....	17
Health Career Ambassadors Program .....	18
Project HOPE .....	19
Rural/Underserved Observation Experience .....	20
Rural/Underserved Opportunities Experience.....	21
Technical Assistance to Communities .....	22
Washington Recruitment Group .....	23
Washington State Rural Locum Tenens Program .....	24

## **Health Work Force Institute**

Health Work Force Research, Leadership, and Capacity Building .....	25
---	----

## **Inland Northwest Health Services**

Community Health Education and Resources .....	26
Information Resource Management .....	27
Northwest MedStar .....	28
Northwest TeleHealth .....	29
Regional Outreach and Management .....	30
Spokane MedDirect .....	31
St. Luke’s Rehabilitation Institute .....	32

**Rural Healthcare Quality Network**

CAH Centralized Credentialing Services ..... 33  
CAH Peer Review, Performance Improvement, Quality Assurance, and Medical  
Staff Support Services ..... 34

**Washington Health Foundation**

Healthiest State in the Nation Campaign ..... 35  
Rural Health Grants ..... 36  
WHF Innovative Programs ..... 37  
WHF Policy Leadership ..... 38  
WHF Symposiums, Conferences, and Continuing Education for Health Care  
Practitioners ..... 39

**Washington Hospital Services**

Product and Service Vendor Negotiation ..... 40

**Washington Rural Health Association**

WRHA Discussion Forum and Annual Conference ..... 41

**Washington State Department of Health - Office of Community and Rural Health**

Critical Access Hospital Program ..... 42  
Health Professional Loan Repayment and Scholarship Program ..... 43  
Health Systems Resources Grant Program ..... 44  
J-1 Visa Program ..... 45  
Recruitment and Retention Program ..... 46  
Rural Health Clinics Program ..... 47  
Small Hospital Improvement Program Grant Program ..... 48

**Washington State Hospital Association**

Advocacy for Improvements in the Health Care Regulatory Environment ..... 49  
Health Information Program ..... 50  
State Legislative Advocacy ..... 51  
WSHA Critical Access Hospital Program ..... 52

**Western Washington Area Health Education Center**

Community Health Assessment, Planning and Development ..... 53  
Health Career Ambassadors Program ..... 54  
Project HOPE ..... 55  
Rural/Underserved Observation Experience ..... 56  
Rural/Underserved Opportunities Experience ..... 57  
Rural/Urban Nursing Outreach Program ..... 58  
Volunteer/Retired Providers Malpractice Insurance Program ..... 59  
Washington Recruitment Group ..... 60

**Western Washington Rural Health Care Collaborative**

Western Washington CAH Technical Assistance .....61

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**Indexes**

Program Matrix .....65  
Index by Type of Support .....68  
Index by Service Area and CAH Focus .....72





# Program Profiles



<b>Type of Support/Service</b> Education Technical Assistance	<b>Statewide</b>
	<b>CAH Only? NO</b>

## **Association of Washington Public Hospital Districts**

### **Public Hospital District Educational Services**

**Brief Description:**

The Association provides educational services and opportunities to its members through publications and newsletters, webcasts, handbooks, training programs and a comprehensive legal manual identifying and explaining the legal powers and duties of public hospital districts. Other AWPHD resources include: a Public Hospital District Commissioner Guide; reports on access to capital, hospital/physician compensation, and physician malpractice premiums; and resources for end of life care decisions. The Association provides members with updates of changes in state and federal law likely to impact public hospital districts. The Association also provides an opportunity for members to expand their capabilities as hospital district administrators and board members by providing a forum for networking with peers.

**Contact:**

Jeff Mero, Executive Director  
 Association of Washington Public Hospital Districts  
 300 Elliott Avenue West, Suite 300  
 Seattle, WA 98119  
 (206) 216-2519  
 Email: jeffm@awphd.org  
 Website: www.awphd.org

**Source of funds:**

Member dues; total AWPHD annual budget is approximately \$1.0 million

**Cost:**

Member dues

**Who's the customer?**

Public hospital districts

**Notes:**

<b>Type of Support/Service</b> Advocacy	<b>Statewide</b>
	<b>CAH Only? NO</b>

## **Association of Washington Public Hospital Districts**

### **Public Hospital District State and Federal Advocacy**

**Brief Description:**

The Association engages in advocacy in order to promote: (1) increased accessibility to and affordability of health care services; and (2) improved health status of communities throughout Washington State. The Association works to create policy and engages in advocacy on vision-driven issues and topics of special interest to public hospital districts. The Association works to increase the visibility of public hospital districts as health providers and counteract a negative perception of "government."

**Contact:**

Jeff Mero, Executive Director  
 Association of Washington Public Hospital Districts  
 300 Elliott Avenue West, Suite 300  
 Seattle, WA 98119  
 (206) 216-2519  
 Email: jeffm@awphd.org  
 Website: www.awphd.org

**Source of funds:**

Member dues; total AWPHD annual budget is approximately \$1.0 million

**Cost:**

Member dues

**Who's the customer?**

Public hospital districts

**Notes:**

<b>Type of Support/Service</b> Education	<b>Regional</b>
	<b>CAH Only? YES</b>

## CAH Network

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### CAH Computer Based Training Courses

**Brief Description:**

CAH network offers development and implementation of Computer Based Training courses for health care facilities to meet specific needs. If stored on a network drive, the CBT courses can be accessed using any computer. In addition to written education tools and verbal hands-on training sessions the CBT course can be used to summarize the training material distributed.

**Contact:**

Ron Gleason, Executive Director  
 CAH Network  
 10 Nicholls Street  
 Davenport, WA 99122  
 (509) 725-7101  
 Email: rmgleason831@msn.com  
 Website: None at this time

**Source of funds:**

CAH network is funded by a Federal 3-year  
 HRSA grant: \$600,000 Network Development  
 Grant

**Cost:**

Outside-of-network services offered at \$150 per  
 hour

**Who's the customer?**

Eastern Washington critical access hospitals

**Notes:**

<b>Type of Support/Service</b> Technical Assistance	<b>Regional</b>
	<b>CAH Only? YES</b>

## CAH Network

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### CAH Technical Assistance, Strategic Planning, and Process Improvement Services

**Brief Description:**

CAH Network is owned by six members: Lincoln Hospital, Odessa Memorial Healthcare Center, Garfield County Public Hospital District, Newport Community Hospital, Columbia Basin Hospital, and Coulee Community Hospital. Services offered include compliance risk assessment, chargemaster evaluation (review of current revenue codes and pricing structure), evaluation of revenue cycle strategies, patient financial services analysis, inventory analysis, payor contract management analysis, budget preparation and capital expenditure planning, financial statement analysis, productivity standard analysis, and strategic planning services.

**Contact:**

Ron Gleason, Executive Director  
CAH Network  
10 Nicholls Street  
Davenport, WA 99122  
(509) 725-7101  
Email: [rmgleason831@msn.com](mailto:rmgleason831@msn.com)  
Website: None at the time

**Source of funds:**

CAH network is funded by a Federal 3-year HRSA grant: \$600,000 Network Development Grant

**Cost:**

Outside-of-network services offered at \$150 per hour

**Who's the customer?**

Eastern Washington critical access hospitals

<b>Type of Support/Service</b> Technical Assistance Grant Assistance	<b>Regional</b>
	<b>CAH Only? NO</b>

## **CHOICE Regional Health Network**

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### **Collaborative Administration and Planning**

**Brief Description:**

CHOICE is a neutral convener to develop collaborative action to improve the health care system. CHOICE members work on joint activities to improve access to and coordination of high quality services, reduce costs and develop successful strategies to improve the health of the region.

**Contact:**

Kristen West, Executive Director  
 CHOICE Regional Health Network  
 2409 Pacific Ave SE  
 Olympia, WA 98501  
 (360) 493-5714  
 Email: westk@crhn.org  
 Website: <http://www.crhn.org/>

**Source of funds:**

Varies, dependent on project

**Cost:**

Varies, dependent on project

**Who's the customer?**

Regional hospitals; private practitioners; low income consumers; public health jurisdictions

**Notes:**

<b>Type of Support/Service</b> Technical Assistance	<b>Regional</b>
	<b>CAH Only? NO</b>

## **CHOICE Regional Health Network**

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### **Community Health Improvement Initiatives**

**Brief Description:**

Community health improvement initiatives facilitate collaboration and understanding among hospitals, private practitioners, public health and other providers to address local and regional health issues. This regional leadership group defines pilot projects and takes joint action on health problems common to the region.

**Contact:**

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 CHOICE Regional Health Network  
 2409 Pacific Ave SE  
 Olympia, WA 98501  
 (360) 493-5714  
 Email: westk@crhn.org  
 Website: <http://www.crhn.org/>

**Source of funds:**

Hospital fees, membership dues

**Cost:**

Dependent on member needs

**Who's the customer?**

Regional hospitals, private practitioners, providers, community organizations

**Notes:**



<b>Type of Support/Service</b> Technical Assistance	<b>Regional</b>
	<b>CAH Only? NO</b>

## **CHOICE Regional Health Network**

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### **Patient Care Management Initiatives**

**Brief Description:**

Patient care management initiatives will link central western Washington health care services to create a coordinated regional system that is easy to access and navigate as a patient transitions from one level of care to another or among facilities. The focus of activities is on projects, such as standardizing the patient transfer process and electronic transfer of patient records.

**Contact:**

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 2409 Pacific Ave SE  
 Olympia, WA 98501  
 (360) 493-5714  
 Email: westk@crhn.org  
 Website: <http://www.crhn.org/>

**Source of funds:**

Member dues

**Cost:**

Dependent on project

**Who's the customer?**

Regional hospitals and providers

**Notes:**

<b>Type of Support/Service</b> Increase Access to Care and Insurance	<b>Regional</b>
	<b>CAH Only? NO</b>

## **CHOICE Regional Health Network**

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### **Regional Access Program**

**Brief Description:**

The Regional Access Program coordinates with community-based organizations within Grays Harbor, Mason, Lewis, Thurston and Pacific counties to increase the number of people with health insurance and reduce non-financial barriers to primary care services. Regional hospitals sponsor the program.

**Contact:**

Annette Brown, Supervisor, Regional Access Program  
 CHOICE Regional Health Network  
 2409 Pacific Ave SE  
 Olympia, WA 98501  
 (360) 493-5761  
 Email: brownna@crhn.org  
 Website: <http://www.crhn.org/>

**Source of funds:**

Member hospital fees; Medicaid match; grants

**Cost:**

Program dues (\$24,000 per year); Membership dues (variable based on hospital size)

**Who's the customer?**

Regional community based organizations

**Notes:**

<b>Type of Support/Service</b> Increase Access to Care and Insurance Technical Assistance	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Community Choice Healthcare Network**

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### **Community Choice Health Card**

**Brief Description:**

The Community Choice Health Card is a new approach to health care benefits that makes use of Health Savings Accounts and decision support tools for health care consumer.

**Contact:**

Tom Jones, Executive Director  
 Community Choice PHCO  
 620 North Emerson, Suite 303  
 Wenatchee, WA 98801  
 (509) 665-8478  
 Email: tomj@mycc.org  
 Website: <http://mycc.org/>

**Source of funds:**

Private and public grants

**Cost:**

No cost; available with grant funding

**Who's the customer?**

Individuals, family members, and regional providers

**Notes:**

<b>Type of Support/Service</b> Technical Assistance	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Community Choice Healthcare Network**

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### **Community Choice Vendor Partnerships and IT Member Services**

**Brief Description:**

Community Choice vendor partnerships bring EMR systems, practice management systems and wide area communication systems to support regional health providers. Other member services include a web-based patient satisfaction survey and secure document repository database, group contracted ISP services, and a network supported secured WAN operating on a fiber optic infrastructure expanding north-central Washington.

**Contact:**

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 620 North Emerson, Suite 303  
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 (509) 665-8478  
 Email: tomj@mycc.org  
 Website: <http://mycc.org/>

**Source of funds:**

Member dues and fees

**Cost:**

Dependent on member needs

**Who's the customer?**

Regional hospitals and health clinics

**Notes:**

<b>Type of Support/Service</b> Increase Access to Care and Insurance Technical Assistance	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Community Choice Healthcare Network**

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### **Community Provider Groups**

**Brief Description:**

In Community Provider Groups, local multidisciplinary health care teams partner with primary care physicians to provide biopsychosocial care management services for patients with complex health problems. A nurse care manager works directly with the primary care physician and the patient to implement the individualized care management plan. Referrals to the program can be made by a provider, by the patient, or by a family member or friend concerned about the patient’s welfare.

**Contact:**

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 (509) 665-8478  
 Email: tomj@mycc.org  
 Website: <http://mycc.org/>

**Source of funds:**

Grants

**Cost:**

No cost; available with grant funding

**Who’s the customer?**

Individuals, family members, and regional providers

**Notes:**

<b>Type of Support/Service</b> Technical Assistance Health Professions Recruitment and Retention	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Community Choice Healthcare Network**

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### **Provider and Management Support**

**Brief Description:**

Community Choice provides assistance in information technology, contracting, recruitment of health care disciplines, HIPAA compliance training, cultural competency in health care, and overall leadership. Community Choice also supports providers through collective, and individual, risk, and non-risk-bearing agreements with numerous insurers.

**Contact:**

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 Wenatchee, WA 98801  
 (509) 665-8478  
 Email: tomj@mycc.org  
 Website: <http://mycc.org/>

**Source of funds:**

Grants; member dues and fees

**Cost:**

Variable, dependent on needs

**Who's the customer?**

Regional hospitals, medical clinics, and other health care organizations

**Notes:**

<b>Type of Support/Service</b> Increase Access to Care and Insurance	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Community Choice Healthcare Network**

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### **Regional Access Program**

**Brief Description:**

Regional Access Program (RAP) involves a comprehensive, culturally and linguistically appropriate, outreach program in five major communities and surrounding areas in Chelan, Douglas, Okanogan and Grant counties. Outreach is complemented with personal assistance in screening, application assistance and case management of the enrollment process in state, federal and private health insurance programs.

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 (509) 665-8478  
 Email: tomj@mycc.org  
 Website: <http://mycc.org/>

**Source of funds:**

Grants; member dues

**Cost:**

Membership cost is based on member class.

**Who's the customer?**

Regional community based healthcare organizations; healthcare consumers.

**Notes:**

<b>Type of Support/Service</b> Health Professions Education and Training	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Eastern Washington Area Health Education Center**

### **Clinical Placement Clearinghouse**

**Brief Description:**

The EWAHEC works collaboratively with local health care facilities and several health profession schools to coordinate student clinical placements in rural and urban underserved sites. The EWAHEC also coordinates with professional schools outside of Washington State for rotations within Washington. The Clearinghouse assists in placing and supporting 40-50 students from various professions every year.

**Contact:**

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 Bettie Rundlett, Program Coordinator  
 Eastern Washington Area Health Education Center  
 PO Box 1495  
 Spokane, WA 99210  
 (509) 358-7640  
 Email: [bonniew@wsu.edu](mailto:bonniew@wsu.edu) or [rundlett@wsu.edu](mailto:rundlett@wsu.edu)  
 Website: <http://www.ahec.spokane.wsu.edu/>

**Source of funds:**

Federal funds support student rotations.  
 Overall budget ranges annually from \$1,500 to \$3,000 per student.

**Cost:**

Hospitals have contributed in-kind support by providing free housing for students, limited meals in hospital, staff support as students precept with local physicians and other providers.

**Who's the customer?**

Professional schools and urban/rural underserved area hospitals and clinics

**Notes:**



<b>Type of Support/Service</b> Education	<b>Statewide</b>
	<b>CAH Only? NO</b>

## **Eastern Washington Area Health Education Center**

### **Continuing Education and Professional Development Programs**

**Brief Description:**

The EWAHEC implements or supports more than 40 health profession educational activities throughout the year. Conferences, seminars and workshops are designed to support health professional educational needs in rural areas and programs can be developed for statewide, regional or local audiences. Specialty training through the UWSOM or regional residency programs may also be available.

**Contact:**

Cathi Lamoreux, Manager, Professional Development & Continuing Education  
 Eastern Washington Area Health Education Center  
 PO Box 1495  
 Spokane, WA 99210  
 (509) 358-7640  
 Email: lamoreux@wsu.edu  
 Website: <http://www.ahec.spokane.wsu.edu/>

**Source of funds:**

State, federal and EWAHEC funds; registration fees

**Cost:**

Based on event

**Who's the customer?**

Rural health care organizations and professionals

**Notes:**

<b>Type of Support/Service</b> Health Professions Education and Training	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Eastern Washington Area Health Education Center**

### **Health Career Ambassadors Program**

**Brief Description:**

The program's intent is to encourage health care careers in rural areas by providing information, experiences, and opportunities for students in their local communities and by linking health care professionals with students who have expressed an interest in medicine, nursing and allied health professions. AHEC provides Ambassador Program leadership and coordination, assists institutions and community in identifying, training, and supporting local ambassadors, and provides initial introduction, training, and periodic updates.

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 Eastern Washington Area Health Education Center  
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 Spokane, WA 99210  
 (509) 358-7640  
 Email: [bonniew@wsu.edu](mailto:bonniew@wsu.edu)  
 Website: <http://www.ahec.spokane.wsu.edu/>

**Source of funds:**

EWAHEC funding from state and federal sources, in-kind sponsorship from rural organizations and providers

**Cost:**

Support for local health professional, teacher, school counselor (usually in-kind time from employer)

**Who's the customer?**

Rural K-12 schools, students, teachers, health care providers and institutions

**Notes:**

<b>Type of Support/Service</b> Health Professions Education and Training	<b>Regional</b>
	<b>CAH Only? NO</b>

## Eastern Washington Area Health Education Center

### Project HOPE

**Brief Description:**

In 2001, the Washington State Department of Health established Project HOPE (Health Occupations Preparatory Experience) to provide under-represented students the opportunity to be exposed to careers in the health professions. Students participate in six-week paid internships at health facilities across the state, under the supervision of staff from hospitals, long-term care facilities, and medical and dental clinics. Project HOPE is administered regionally by the state’s two Area Health Education Centers.

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 (509) 358-7640  
 Email: [bonniew@wsu.edu](mailto:bonniew@wsu.edu)  
 Website: <http://www.ahec.spokane.wsu.edu/>

**Source of funds:**

Washington State Department of Health; funds for 50 students per year

**Cost:**

In-kind staff support during student rotations

**Who’s the customer?**

High school students, hospitals, medical clinics, dental clinics, and long-term care facilities

**Notes:**

<b>Type of Support/Service</b> Health Professions Education and Training	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Eastern Washington Area Health Education Center**

### **Rural/Underserved Observation Experience**

**Brief Description:**

The Rural/Underserved Observation Experience provides Washington medical students who have been accepted to the UWSOM an opportunity to experience rural medicine before they begin attending classes. The AHECs collaborate with the UWSOM to coordinate student placements in rural sites by identifying exemplary preceptors, arranging for housing and assisting in the educational process. This program hopes to encourage primary care careers in rural medicine by providing students with a very early experience in rural practices with exemplary physician preceptors.

**Contact:**

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 Eastern Washington Area Health Education Center  
 PO Box 1495  
 Spokane, WA 99210  
 (509) 358-7640  
 Email: rundlett@wsu.edu  
 Website: <http://www.ahec.spokane.wsu.edu/>

**Source of funds:**

In-kind sponsorship from hospitals, AHEC, UWSOM

**Cost:**

Facilities involved in providing some meals, arranging some housing

**Who's the customer?**

Students accepted to UWSOM; rural hospitals, medical clinics, long-term care facilities

**Notes:**

<b>Type of Support/Service</b> Health Professions Education and Training	<b>Regional</b>
	<b>CAH Only? NO</b>

## Eastern Washington Area Health Education Center

### Rural/Underserved Opportunities Program (R/UOP)

**Brief Description:**

This program provides an opportunity for students between their first and second years of medical school to be placed with a preceptor in a rural or urban underserved clinical site for four weeks. The program hopes to encourage primary care careers in rural and underserved communities by providing students with hands-on experience in clinical practices with exemplary physician preceptors. The AHECs identify appropriate sites, arrange for housing and pay travel expenses for the students. The AHECs also assist preceptors as needed.

**Contact:**

Bettie Rundlett, Program Coordinator  
 Eastern Washington Area Health Education Center  
 PO Box 1495  
 Spokane, WA 99210  
 (509) 358-7640  
 Email: rundlett@wsu.edu  
 Website: <http://www.ahec.spokane.wsu.edu/>

**Source of funds:**

In-kind sponsorship from hospitals, AHEC, UWSOM, Washington Academy of Family Physicians

**Cost:**

Facilities involved in providing some meals, arranging some housing

**Who's the customer?**

UW medical students between first and second years; rural hospitals, medical clinics, and long-term care facilities

**Notes:**

<b>Type of Support/Service</b> Technical Assistance	<b>Statewide</b>
	<b>CAH Only? NO</b>

## **Eastern Washington Area Health Education Center**

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### **Technical Assistance to Communities**

**Brief Description:**

EWAHEC facilitators provide strategic planning in the form of environmental scans, evaluating opportunities and threats, asset mapping, visioning, developing mission statements and goals, and brain-storming. EWAHEC also provides meeting facilitation services, conflict resolution services, health status assessments, and designs staff training programs around community mobilization and assessment. Training in grant writing and grant partnerships are also provided.

**Contact:**

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Charlotte Hardt, Assistant Director  
Eastern Washington Area Health Education Center  
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Spokane, WA 99210  
(509) 358-7640  
Email: [hardt@wsu.edu](mailto:hardt@wsu.edu) or [meltzer@wsu.edu](mailto:meltzer@wsu.edu)  
Website: <http://www.ahec.spokane.wsu.edu/>

**Source of funds:**

State and federal funding; community assistance

**Cost:**

Based on services

**Who's the customer?**

Rural communities and health care systems/facilities

**Notes:**

<b>Type of Support/Service</b> Health Professions Recruitment and Retention	<b>Statewide</b>
	<b>CAH Only? NO</b>

## **Eastern Washington Area Health Education Center**

### **Washington Recruitment Group**

**Brief Description:**

This Washington Recruitment Group program is a collaborative effort of five non-profit agencies working to improve recruitment and retention efforts in Washington's rural and urban underserved communities. The five agencies are: the Eastern Washington Area Health Education Center, the Washington State Department of Health/Office of Community and Rural Health, University of Washington Department of Family Medicine, Washington State Scholarship and Loan Repayment Program, Western Washington Area Health Education Center. The Washington Recruitment Group provides direct recruitment assistance for primary care physicians. It also acts as an informal clearinghouse for recruitment and retention efforts within Washington.

**Contact:**

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 Eastern Washington Area Health Education Center  
 PO Box 1495  
 Spokane, WA 99210  
 (509) 358-7640  
 Email: rundlett@wsu.edu  
 Website: <http://www.ahec.spokane.wsu.edu/>

**Source of funds:**

Washington State Department of Health

**Cost:**

None

**Who's the customer?**

Rural and urban underserved clinics and hospitals, primary care physicians

**Notes:**

<b>Type of Support/Service</b> Health Professions Recruitment and Retention	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Eastern Washington Area Health Education Center**

### **Washington State Rural Locum Tenens Program**

**Brief Description:**

This program, managed by the EWAHEC on behalf of the Department of Health, matches qualified physicians, physician assistants, nurse practitioners, nurse mid-wives and pharmacists with rural clinics, hospitals and health care professionals in need of temporary assistance. The EWAHEC serves as a clearinghouse and referral system that screens applicants, verifies licensure, and refers locum tenens to communities in need. One hundred fifty or more providers placed per year providing 700-1,000 days of service in local facilities.

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 Eastern Washington Area Health Education Center  
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 Spokane, WA 99210  
 (509) 358-7640  
 Email: rundlett@wsu.edu  
 Website: <http://www.ahec.spokane.wsu.edu/>

**Source of funds:**

Washington State Department of Health \$40,000 reimbursement available to support program per year

**Cost:**

There is no charge for sites to use the program.

**Who's the customer?**

Rural clinics, hospitals and health care professionals in need of temporary assistance

**Notes:**



<b>Type of Support/Service</b> Advocacy Health Professions Recruitment and Retention Health Professions Education and Training	<b>Statewide</b>
	<b>CAH Only? NO</b>

## **Health Work Force Institute**

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### **Health Work Force Research, Leadership, and Capacity Building**

**Brief Description:**

The goal of the Institute is to bring together industry, community based organizations, education and work force development organizations to leverage available resources and provide accountability while developing a sustainable health work force. Specific activities include: research to identify labor market needs for the state health industry; developing capacity in health education programs; increasing diversity and youth participation in the health work force; developing programs to improve retention of health workers and students; and providing leadership to effect strategic change.

**Contact:**

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Health Work Force Institute  
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Seattle, WA 98119  
(206) 281-7211  
Email: troyh@wsha.org  
Website: <http://www.healthcarepersonnel.org/hwfi/>

**Source of funds:**

Public contracts for services, private industry contributions, grants

**Cost:**

Variable, dependent on services provided

**Who's the customer?**

Health industry employers, including hospitals; state work force agencies; incumbent health care workers; job-seekers and students interested in health careers; public at-large as consumers of health care services

**Notes:**

<b>Type of Support/Service</b> Education	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Inland Northwest Health Services**

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### **Community Health Education and Resources**

**Brief Description:**

Sponsored by Deaconess Medical Center, Holy Family Hospital, Sacred Heart Medical Center, and Valley Hospital and Medical Center, Community Health Education and Resources (CHER) provides the Inland Northwest with a variety of public and professional health education opportunities. A variety of classes taught by certified health educators are available, and education programs on current health and wellness topics are offered at various locations. CHER partners with Northwest TeleHealth to provide many of its classes through video conferencing, giving rural communities greater access to health information.

**Contact:**

Diane Lenier, Interim Director  
 Inland Northwest Health Services  
 157 S. Howard, Suite 500  
 Spokane, WA 99201  
 (509) 232-8138  
 Email: lenierd@inhs.org  
 Website: <http://www.cherspokane.org>

**Source of funds:**

Support from Spokane hospitals; reimbursement when care is delivered

**Cost:**

Variable

**Who's the customer?**

Health care providers, health care organizations, and community members

**Notes:**

<b>Type of Support/Service</b> Technical Assistance	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Inland Northwest Health Services**

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### **Information Resource Management**

**Brief Description:**

Information Resource Management (IRM) is the information technology division of INHS that provides integrated information systems to Spokane hospitals, physician offices, and the regional health care community. Through IRM, regional hospitals are able to share patient information between hospitals and physicians while maintaining secure access to individual patient information. IRM clients are implementing the latest technology, such as electronic clinical documentation at the bedside and radiology image distribution. Services include: hospital information systems implementation and management; network and desktop management; web development; IT strategic planning; and IT consulting.

**Contact:**

Michael Smyly, Director  
 Inland Northwest Health Services  
 157 S. Howard, Suite 500  
 Spokane, WA 99201  
 (509) 232-8323  
 Email: [smylym@inhs.org](mailto:smylym@inhs.org)  
 Website: [http://www.inhs.org/newsite/new\\_irm/](http://www.inhs.org/newsite/new_irm/)

**Source of funds:**

Hospital and clinic fees

**Cost:**

Variable, dependent on contracts and licensing fees

**Who's the customer?**

Spokane metropolitan hospitals, regional hospitals and physicians' offices

**Notes:**

<b>Type of Support/Service</b> Technical Assistance	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Inland Northwest Health Services**

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### **Northwest MedStar**

**Brief Description:**

Northwest MedStar is the region's premier air ambulance transport service with a full range of transport and medical services. Northwest MedStar also offers educational opportunities for medical and non-medical personnel. With the ability to respond quickly using helicopters, or for longer-range flights, airplanes, Northwest MedStar can bring a patient to or from almost any facility. Northwest MedStar averages 3,000 flights per year.

**Contact:**

Pam Sheldon, Director of Operations  
 Northwest Medstar  
 6315 E. Rutter Ave.  
 Spokane, WA 99212  
 (509) 532-7960  
 Email: sheldop@nwmedstar.org  
 Website: <http://www.nwmedstar.org>

**Source of funds:**

Patient billing

**Cost:**

None to hospital; cost to patient variable

**Who's the customer?**

Regional health care facilities

**Notes:**

<b>Type of Support/Service</b> Technical Support Education	<b>Statewide</b>
	<b>CAH Only? NO</b>

## **Inland Northwest Health Services**

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### **Northwest TeleHealth**

**Brief Description:**

Northwest TeleHealth allows a patient in need of a specialist's treatment to access this care from a distant location. Telehealth sites use video monitors, specialized cameras, microphones, and diagnostic equipment that permit live interaction between patients and their specialists who are miles apart. Videoconferencing capabilities can also be used to allow participation in regional educational opportunities, as well as to provide alternatives to traditional means of handling administrative responsibilities.

**Contact:**

Denny Lordan, Senior TeleHealth Consultant  
Northwest TeleHealth  
157 S. Howard, Suite 500  
Spokane, WA 99201  
(509) 232-8121  
Email: lordan@inhs.org  
Website: <http://www.nwtelehealth.org>

**Source of funds:**

Hospital and clinic fees

**Cost:**

Variable

**Who's the customer?**

Regional hospitals and physicians' offices

**Notes:**

<b>Type of Support/Service</b> Technical Assistance	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Inland Northwest Health Services**

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### **Regional Outreach and Management**

**Brief Description:**

Regional Outreach provides regional hospital management, education, and coordination. Services include full or partial management services, preparation for site surveys, facility assessments, code interpretation, construction project review, interface with regulatory agencies, and assistance with MEDITECH services. Access to professional services through Inland Northwest Health Services include accounting and legal, as well as consulting services in the areas of strategic planning, marketing, and human resources.

**Contact:**

Diane Lenier, Interim Director  
 Inland Northwest Health Services  
 157 S. Howard, Suite 500  
 Spokane, WA 99201  
 (509) 232-8138  
 Email: lenierd@inhs.org  
 Website: <http://www.inhs.org>

**Source of funds:**

Hospital fees

**Cost:**

Dependent on services provided

**Who's the customer?**

Regional hospitals and physicians' offices

**Notes:**

<b>Type of Support/Service</b> Technical Assistance	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Inland Northwest Health Services**

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### **Spokane MedDirect**

**Brief Description:**

Spokane MedDirect is the source for 4,600 regional physicians and mid-level practitioners for patient referral, consultation, information, and research. Spokane MedDirect is the communication hub that connects regional physicians and hospitals to Spokane physicians, hospitals, and health care services. If one of the nearly 4,600 physicians in the region has a patient who requires a service or specialist not available in their community, Spokane MedDirect will connect them to the specialty or service in 3-5 minutes.

**Contact:**

Diane Lenier, Interim Director  
 Inland Northwest Health Services  
 157 S. Howard, Suite 500  
 Spokane, WA 99201  
 (509) 232-8138  
 Email: lenierd@inhs.org  
 Website: <http://www.inhs.org>

**Source of funds:**

Information not available

**Cost:**

Free for providers

**Who's the customer?**

Regional providers

**Notes:**

<b>Type of Support/Service</b> Technical Assistance	<b>Statewide</b>
	<b>CAH Only? NO</b>

## Inland Northwest Health Services

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### St. Luke's Rehabilitation Institute

**Brief Description:**

St. Luke's Rehabilitation Institute is a 102-bed physical rehabilitation center located in Spokane, Washington and the only freestanding hospital in the state dedicated solely to medical rehabilitation. St. Luke's services include inpatient and outpatient rehabilitation programs. In addition, St. Luke's provides local, regional, and national leadership in rehabilitation care through education and research.

**Contact:**

Gary J. Smith, Chief Operating Officer  
 St. Luke's Rehabilitation Institute  
 711 South Cowley Street  
 Spokane, WA 99202  
 (509) 473-6049  
 Email: [SmithGJ@ST-Lukes.org](mailto:SmithGJ@ST-Lukes.org)  
 Website: <http://www.stlukesrehab.org/>

**Source of funds:**

Patient billing; third-party reimbursement; grants

**Cost:**

Variable

**Who's the customer?**

Individuals with diagnoses of disease or injury in need of physical medicine and rehabilitation; family, community associated with individual; regional providers

**Notes:**



<b>Type of Support/Service</b> Technical Assistance	<b>Statewide</b>
	<b>CAH Only? YES</b>

## **Rural Healthcare Quality Network**

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### **CAH Centralized Credentialing Services**

**Brief Description:**

RHQN has negotiated a contract between Samaritan Healthcare in Moses Lake and its members to establish a centralized provider credentialing service. The contract saves time and resources of CAH hospitals, and provides a standard level of performance. The credentialing service satisfies Medicare conditions of participation. RHQN is a membership driven quality network formed in 2002 for the purposes of supporting the efforts of Washington State critical access hospitals to improve quality of care.

**Contact:**

Jackie Huck, Director  
Rural Healthcare Quality Network  
300 Elliott Avenue West, Suite 300  
Seattle, WA 98119  
(206) 577-1821  
Email: jackieh@awphd.org  
Website: None at this time

**Source of funds:**

Member dues; service revenues; grant funding; federal flex funding; annual budget of \$582,000

**Cost:**

Initial membership dues: \$7,500; other annual membership dues; fees for medical director services beyond basic level

**Who's the customer?**

Critical access hospitals

**Notes:**

<b>Type of Support/Service</b> Technical Assistance	<b>Statewide</b>
	<b>CAH Only? YES</b>

## Rural Healthcare Quality Network

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### CAH Peer Review, Performance Improvement, Quality Assurance, and Medical Staff Support Services

**Brief Description:**

The RHQN medical director provides case review, medical staff consultations, and support for performance improvement initiatives. RHQN provides unique and vital support to its members so they will meet Medicare and Medicaid Conditions of Participation. RHQN is a membership driven quality network formed in 2002 for the purposes of supporting the efforts of Washington State critical access hospitals to improve quality of care.

**Contact:**

Jackie Huck, Director  
 Rural Healthcare Quality Network  
 300 Elliott Avenue West, Suite 300  
 Seattle, WA 98119  
 (206) 577-1821  
 Email: jackieh@awphd.org  
 Website: None at this time

**Source of funds:**

Member dues; service revenues; grant funding; federal flex funding; annual budget of \$582,000

**Cost:**

Initial membership dues: \$7,500; other annual membership dues; fees for medical director services beyond basic level

**Who's the customer?**

Critical access hospitals

**Notes:**

<b>Type of Support/Service</b> Education Advocacy	<b>Statewide</b>
	<b>CAH Only? NO</b>

## **Washington Health Foundation**

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### **Healthiest State in the Nation Campaign**

**Brief Description:**

The Campaign aims to engage participating organizations and individual Washingtonians to take practical steps towards health improvement, and to raise awareness of specific focus areas including: socio-economic environment, public health, nutrition, physical activity, injury/disease prevention, access to services, and quality of care. Campaign activities include: TV, radio, print and outdoor messages; a resource exchange website; and specific Campaign events.

**Contact:**

Heather Pitre, Special Assistant to the CEO  
 Washington Health Foundation  
 300 Elliott Avenue West, Suite 300  
 Seattle, WA 98119  
 (206) 577-1848  
 Email: [heatherp@whf.org](mailto:heatherp@whf.org)  
 Website: <http://www.whf.org>

**Source of funds:**

Participating organization donations;  
 sponsorships

**Cost:**

None

**Who's the customer?**

Public and private leaders; individuals; health care organizations; other organizations

**Notes:**

<b>Type of Support/Service</b> Grant Assistance	<b>Statewide</b>
	<b>CAH Only? NO</b>

## **Washington Health Foundation**

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### **Rural Health Grants**

**Brief Description:**

The Washington Health Foundation believes that change must be locally driven and inclusive of all sectors in the community. In 2005, WHF’s grant programs are directed to support community-based initiatives that contribute towards making Washington communities the healthiest in the nation. Rural Health Leadership Grants are awarded to projects requiring collaboration throughout the community, addressing both individual and systems change. Focus areas include Health Disparities and Organizational Change, and Community Partnerships for Health Promotion. The Rural Health Improvement Grant Program is designed to meet urgent needs for flexible, smaller grants, and supports projects that improve health and promote local leadership and collaboration on access to quality care.

**Contact:**

Lorna Stone, Senior Officer  
Washington Health Foundation  
300 Elliott Avenue West, Suite 300  
Seattle, WA 98119  
(206) 216-2893  
Email: lornas@whf.org  
Website: <http://www.whf.org>

**Source of funds:**

Rural Hospital Assistance Program and PROSHARE. The Washington Health Foundation has committed resources to rural health since 1992. They have provided technical assistance and awarded grants of over \$8.5 million supporting over 200 projects in communities across the state.

**Cost:**

None

**Who’s the customer?**

Not-for-profit or publicly-owned rural health care providers

**Notes:**

<b>Type of Support/Service</b> Increase Access to Care and Insurance Education	<b>Statewide</b>
	<b>CAH Only? NO</b>

## **Washington Health Foundation**

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### **WHF Innovative Programs**

**Brief Description:**

WHF Innovative Programs include a variety of primary care access programs providing information and referral, some focused on King County and some with a broader regional or statewide focus. Access programs include: Community Health Access Program, Washington Breast and Cervical Health Program, Oral Health Access Program, a developmental disabilities access program targeting individuals from birth to three-years-old and providing case management services. Programs currently in development include: the Specialty Physician Referral Support Network, Health Care Access for Active Military and Dependents, and the Drug Safety Net Program, which works with community clinics to identify eligible low-income individuals. Educational programs include annual conferences on health care quality and community access, and a variety of ad hoc conferences on emerging issues such as chronic care and children’s mental health.

**Contact:**

Lynn Zimmerman, Senior Officer  
 Washington Health Foundation  
 300 Elliott Avenue West, Suite 300  
 Seattle, WA 98119  
 (206) 216-2861  
 Email: [lynnz@whf.org](mailto:lynnz@whf.org)  
 Website: <http://www.whf.org>

**Source of funds:**

King County; public and private grants

**Cost:**

No cost for access programs; conferences and educational events may have registration fees

**Who’s the customer?**

Individuals challenged by low access to care (access programs); public and private leaders, and health care organizations (education programs)

**Notes:**

<b>Type of Support/Service</b> Advocacy Education	<b>Statewide</b>
	<b>CAH Only? NO</b>

## **Washington Health Foundation**

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### **WHF Policy Leadership**

**Brief Description:**

WHF encourages constructive discussion and debate about health policy through conferences, opinion research, policy oriented publications such as WHF's health policy newsletter *Health Explorer*, and interaction with interested individuals and organization.

**Contact:**

Don Sloma, Policy Coordinator  
 Washington Health Foundation  
 300 Elliott Avenue West, Suite 300  
 Seattle, WA 98119  
 (206) 216-2521  
 Email: dons@whf.org  
 Website: <http://www.whf.org>

**Source of funds:**

WHF reserves

**Cost:**

None

**Who's the customer?**

Public and private leaders; individuals; health care organizations

**Notes:**

Type of Support/Service Education	Statewide
	CAH Only? NO

## Washington Health Foundation

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### WHF Symposiums, Conferences, and Continuing Education for Health Care Practitioners

**Brief Description:**

WHF education programs are designed to stimulate critical thinking while offering essential knowledge and skills. Offerings include conferences, workshops, distance learning and education products.

**Contact:**

Cynthia Hay, Director, Education and Events  
 Washington Health Foundation  
 300 Elliott Avenue West, Suite 300  
 Seattle, WA 98119  
 (206) 216-2862  
 Email: [cynthiah@whf.org](mailto:cynthiah@whf.org)  
 Website: <http://www.whf.org>

**Source of funds:**

Registration fees; sponsorships

**Cost:**

Registration fees vary; some rural scholarships available

**Who's the customer?**

Public and private leaders; health care providers

**Notes:**

<b>Type of Support/Service</b> Technical Assistance	<b>Statewide</b>
	<b>CAH Only? NO</b>

## **Washington Hospital Services**

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### **Product and Service Vendor Negotiation**

**Brief Description:**

Washington Hospital Services (WHS) is the for-profit subsidiary of the Washington State Hospital Association. The aim of WHS is to introduce new vendors, at the best prices, for hospitals and other health care providers in the Northwest. For a full list of products and services, see <http://www.whs-seattle.com/>.

**Contact:**

Robb Menaul, President  
 Washington Hospital Services  
 300 Elliott Avenue West, Suite 300  
 Seattle, WA 98119  
 (206) 216-2514  
 Email: [robbm@wsha.org](mailto:robbm@wsha.org)  
 Website: <http://www.whs-seattle.com/>

**Source of funds:**

Marketing, endorsement, and service fees

**Cost:**

Variable, dependent on services purchased

**Who's the customer?**

Washington state hospitals, public hospital districts, and other providers

**Notes:**



<b>Type of Support/Service</b> Advocacy Education	<b>Statewide</b>
	<b>CAH Only? NO</b>

## **Washington Rural Health Association**

### **WRHA Discussion Forum and Annual Conference**

**Brief Description:**

The Washington Rural Health Association (WRHA) is a non-profit membership organization whose primary focus is to advocate for the preservation and improvement of rural health in Washington State. WRHA provides a neutral forum for exchanging information, developing common strategies for problem solving – particularly regarding legislative action – and representing rural health care needs in a coherent fashion. WRHA’s diverse constituency is composed of members interested in providing leadership on rural health issues. The organization’s annual membership meeting is in March during the Northwest Regional Rural Health Conference in Spokane. Rural Health Policy Day in Olympia, sponsored annually by WRHA, provides an opportunity for members to meet legislators.

**Contact Information:**

Marlene Odea, Support staff  
 Washington Rural Health Association  
 PO Box 1495  
 Spokane, WA 99210  
 (800) 369-0975  
 Email: odeam@wsu.edu  
 Website: <http://www.wrha.com/>

**Source of funds:**

Membership dues; grants; sponsor contributions

**Cost:**

Annual membership is \$60 for individuals; \$200 for organizations; \$750 or more for sponsorship level

**Who’s the customer?**

Health care providers of all types, hospitals, community centers, consumer groups, elder service programs, insurance, legal and financing organizations, policy makers, educators, rural business leaders, health consultants and others.

**Notes:**

<b>Type of Support/Service</b> Technical Assistance Grant Assistance	<b>Statewide</b>
	<b>CAH Only? YES</b>

## Washington State Department of Health – Office of Community and Rural Health

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### Critical Access Hospital Program

**Brief Description:**

The Critical Access Hospital Program was created by the 1997 federal Balanced Budget Act as a safety net device, to assure Medicare beneficiaries access to health care services in rural areas. It was designed to allow more flexible staffing options relative to community need, simplify billing methods and create incentives to develop local integrated health delivery systems, including acute, primary, emergency and long-term care. In Washington State, the Critical Access Hospital Program is administered by the Department of Health through the Office of Community and Rural Health (OCRH) and Facilities and Services Licensing (FSL) - Office of Health Care Survey, in close collaboration with the Washington State Hospital Association.

**Contact:**

Beverly Court, Manager, Health Systems Development  
 DOH - OCRH  
 310 Israel Road SE  
 MS 47834  
 Tumwater, WA 98501  
 (360) 236-2800  
 Email: Beverly.Court@doh.wa.gov  
 Website: <http://www.doh.wa.gov/hsqa/ocrh/default.htm>

**Source of funds:**

Federal Office of Rural Health Policy; roughly \$500,000 in grants and technical assistance annually

**Cost:**

No cost to the customer

**Who's the customer?**

Critical access hospitals and their partners

**Notes:**

<b>Type of Support/Service</b> Health Professions Education and Training Health Professions Recruitment and Retention	<b>Statewide</b>
	<b>CAH Only? NO</b>

## Washington State Department of Health – Office of Community and Rural Health

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### Health Professional Loan Repayment and Scholarship Program

**Brief Description:**

The Health Professional Loan Repayment and Scholarship programs were created to address the critical shortage of health care professionals in Washington State. The Loan Repayment program provides loan repayment assistance to licensed primary care health professionals. The scholarship program provides scholarships to students training to become primary care health professionals. In return, participants in both programs agree to provide primary care services in rural or urban underserved areas with designated shortages.

**Contact:**

Kathy McVay, Higher Education Coordinating Board  
 310 Israel Road SE  
 MS 7834  
 Tumwater, WA 98501  
 (360) 236-2816  
 Email: [kathy.mcvay@doh.wa.gov](mailto:kathy.mcvay@doh.wa.gov)  
 Website: <http://www.doh.wa.gov/hsqa/ocrh/default.htm>

**Source of funds:**

State funds support the loans paid to practitioners and to scholarship recipients. Approximately \$6 million a biennium. Financial support for loan recipients not to exceed a maximum of \$75,000.

**Cost:**

No cost to applicants or facilities other than submission of an application.

**Who’s the customer?**

Facilities and practices providing primary care services. Specifically those: serving significant numbers of Medicaid or Sliding-Fee Discount Schedule patients or are 30 minutes or more from the next nearest source of primary care; experiencing severe recruitment difficulties (as measured by high vacancy rates or longstanding vacancies); requiring specific non-medical qualifications to address access barriers such as language skills that may make recruiting difficult.

**Notes:**

<b>Type of Support/Service</b> Technical Assistance Grant Assistance Health Professions Recruitment and Retention Increase Access to Care and Insurance	<b>Statewide</b>
	<b>CAH Only? NO</b>

## Washington State Department of Health – Office of Community and Rural Health

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### Health Systems Resources Grant Program

**Brief Description:**

The Health Systems Resources Grant Program was established to provide financial and technical assistance to promote affordable access to health care services in rural parts of the state and to assure the availability of health care providers to residents of rural areas and urban underserved populations. Each biennium, interested entities are invited to submit a letter of interest that is typically due late in the year preceding the new biennium. A committee reviews the letters of interest and invites chosen projects to submit an application. The application review committee then reviews the application and grants are awarded.

**Contact:**

Robin Walker  
 DOH - OCRH  
 310 Israel Road SE  
 MS 7834  
 Tumwater, WA 98501  
 (360) 236-2810  
 Email: robin.walker@doh.wa.gov  
 Website: <http://www.doh.wa.gov/hsqa/ocrh/default.htm>

**Source of funds:**

State general funds, contingent upon Legislative appropriation each biennium; average two year award is \$60,000

**Cost:**

An application is required.

**Who's the customer?**

For-profit, not-for-profit, and Governmental entities which are: a) acting on behalf of the population in a rural catchment area; and/or, b) acting on behalf of an urban underserved area (for recruitment and retention activities only).

**Notes:**

<b>Type of Support/Service</b> Health Professions Recruitment and Retention	<b>Statewide</b>
	<b>CAH Only? NO</b>

## Washington State Department of Health – Office of Community and Rural Health

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### J-1 Visa Program

**Brief Description:**

This program is open to practices in federally designated underserved areas that want to hire a foreign physician who is in the United States on a J-1 Visa. Washington State sponsors up to 30 visa waivers per year. Seventy-five percent (22) of total waivers are available to primary care physicians and 25 percent (8) of total waivers are available to specialists.

**Contact:**

Jennell Prentice, J-1 Visa Waiver Program Manager  
 DOH - OCRH  
 310 Israel Road SE  
 MS 7834  
 Tumwater, WA 98501  
 (360) 236-2800  
 Email: [Jennell.Prentice@doh.wa.gov](mailto:Jennell.Prentice@doh.wa.gov)  
 Website: <http://www.doh.wa.gov/hsqa/ocrh/default.htm>

**Source of funds & budget:**

Staff salaries are covered through state dollars and Medicaid match.

**Cost:**

The facility must offer the physician at least three years of employment in a job consistent with the Department of Health’s mission.

**Who’s the customer?**

Health care facilities in shortage areas.

**Notes:**

<b>Type of Support/Service</b> Health Professions Recruitment and Retention Technical Assistance Grant Assistance	<b>Statewide</b>
	<b>CAH Only? NO</b>

## Washington State Department of Health – Office of Community and Rural Health

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### Recruitment and Retention Program

**Brief Description:**

The goal of the Recruitment and Retention program is to assist Washington’s rural and underserved urban communities and health care systems to recruit and retain health care providers and increase local access to quality health care services. The Office of Community and Rural Health (OCRH) provides information and technical assistance concerning federal grants, loans, and subsidies. OCRH staff monitor federal, regional, and state programs to identify new resources and opportunities.

**Contact:**

Natalie González, Recruitment Specialist, Recruitment and Retention Program  
DOH - OCRH  
310 Israel Road SE  
MS 7834  
Tumwater, WA 98501  
(360) 236-2800  
Email: [Natalie.Gonzalez@doh.wa.gov](mailto:Natalie.Gonzalez@doh.wa.gov)  
Website: <http://www.doh.wa.gov/hsqa/ocrh/default.htm>

**Source of funds:**

Staff salaries are covered through state dollars and Medicaid match.

**Cost:**

There is no cost to providers or facilities utilizing this service.

**Who’s the customer?**

Rural and underserved urban communities and health care systems

**Notes:**

<b>Type of Support/Service</b> Technical Assistance	<b>Statewide</b>
	<b>CAH Only? NO</b>

## Washington State Department of Health – Office of Community and Rural Health

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### Rural Health Clinics Program

**Brief Description:**

The Rural Health Clinics program was established to stabilize access to outpatient primary care in underserved rural areas and encourage the use of physicians, physician assistants, nurse practitioners, and certified nurse midwives. Under the program the U.S. Centers for Medicare and Medicaid Services (CMS) designates private and non-profit clinics meeting certain conditions of participation as Rural Health Clinics (RHCs). RHCs are eligible for enhanced Medicare and Medicaid reimbursement. In Washington State; the Office of Community and Rural Health provides technical assistance and assesses initial eligibility. CMS contracts with Washington Department of Health’s Facility and Services Division to survey clinics to determine whether they meet federal requirements. The Medical Assistance Administration, Washington State Department of Social and Health Services administer enhanced Medicaid reimbursements.

**Contact:**

Laura Olexa, Health Care Access Analyst, Community and Provider Resources  
Office of Community and Rural Health  
310 Israel Road SE  
MS 7834  
Tumwater, WA 98501  
(360) 236-2811  
Email: Laura.Olexa@doh.wa.gov  
Website: <http://www.doh.wa.gov/hsqa/ocrh/default.htm>

**Source of funds:**

State general funds, no specific budget allotment

**Cost:**

No cost for the assistance provided

**Who’s the customer?**

Both freestanding clinics and hospital or provider based clinics. These clinics must be located in a current Health Professional Shortage Area or Medically Underserved Area and be in a rural or non-urbanized census tract.

**Notes:**

<b>Type of Support/Service</b> Grant Assistance	<b>Statewide</b>
	<b>CAH Only? NO</b>

## Washington State Department of Health – Office of Community and Rural Health

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### Small Hospital Improvement Program Grant Program

**Brief Description:**

The Small Hospital Improvement Program (SHIP) Grant Program was first authorized by the Balanced Budget Refinement Act of 1999 to help small rural hospitals meet the costs of implementing data systems required to meet requirements of the Medicare Prospective Payment System (PPS). Rural hospitals which report fewer than 50 beds on their Medicare Cost Report are eligible for this grant program to support PPS implementation, compliance with HIPAA, or quality improvement projects.

**Contact:**

Beverly Court, Section Manager  
DOH - OCRH  
310 Israel Road SE  
MS 7834  
Tumwater, WA 98501  
(360) 236-2809  
Email: [beverly.court@doh.wa.gov](mailto:beverly.court@doh.wa.gov)  
Website: <http://www.doh.wa.gov/hsqa/ocrh/ship.htm>

**Source of funds:**

Federal Office of Rural Health Policy; annual grants of under \$10,000 per rural hospital are available

**Cost:**

A very brief application to the Department of Health, Office of Community and Rural Health is required.

**Who's the customer?**

Rural hospitals which report fewer than 50 beds on the Medicare cost report

**Notes:**



<b>Type of Support/Service</b> Advocacy	<b>Statewide</b>
	<b>CAH Only? NO</b>

## Washington State Hospital Association

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### Advocacy for Improvements in the Health Care Regulatory Environment

**Brief Description:**

WSHA works to strengthen relationships with urban systems, public and private payers, health plans, government agencies, physicians and others to maintain viable rural health care systems and improve the regulatory environment. Specific work includes: working with health plans and providers around billing simplification; advocating for flexibility and reasonableness in HIPAA compliance requirements for rural facilities; monitoring Department of Health activities and advocating for a regulatory culture that leads to improved quality of care; working to reform the liability insurance system and decrease hospital premiums; and identifying and eliminating regulations that do not add value to rural health systems.

**Contact:**

Brenda Suiter, Director, Rural and Public Health Policy  
 Washington State Hospital Association  
 300 Elliott Avenue West, Suite 300  
 Seattle, WA 98119  
 (206) 216-2531  
 Email: [brendas@wsha.org](mailto:brendas@wsha.org)  
 Website: <http://www.wsha.org>

**Source of funds:**

Member dues

**Cost:**

Member dues

**Who's the customer?**

Washington hospitals

**Notes:**

<b>Type of Support/Service</b> Education Technical Assistance	<b>Statewide</b>
	<b>CAH Only? NO</b>

## **Washington State Hospital Association**

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### **Health Information Program**

**Brief Description:**

The Health Information Program (HIP) was developed by the Washington State Hospital Association (WSHA) to provide first-class analytical capabilities to association staff, members, and the greater health care community. WSHA member services include: HIP inpatient data system; databank system including all publicly reported hospital financial and utilization information as well as hospital council reports and other peer group reports; hospital council meeting presentation assistance; and downloadable PowerPoint presentations.

**Contact:**

Tom Byron, Chief Information Officer  
 Washington State Hospital Association  
 300 Elliott Avenue West, Suite 300  
 Seattle, WA 98119  
 (206) 216-2546  
 Email: tomb@wsha.org  
 Website: <http://www.healthinfoprogram.com/>

**Source of funds:**

WSHA member dues

**Cost:**

Member dues

**Who's the customer?**

Washington hospitals

**Notes:**

<b>Type of Support/Service</b> Advocacy	<b>Statewide</b>
	<b>CAH Only? NO</b>

## **Washington State Hospital Association**

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### **State Legislative Advocacy**

**Brief Description:**

At the state level, WSHA advocates for: fair and equitable compensation of rural hospitals and health systems; for a system which promotes adequate hospital and health system staffing; for a system which promotes health care quality and patient safety; and for other issues affecting rural hospitals and health systems. For a full listing of policy/advocacy issues and staff assignments, visit <http://www.wsha.org/policy.htm>. WSHA also produces for the weekly e-mail publication entitled *Inside Olympia*, to update members on the most recent information coming from the Washington State Capitol.

**Contact:**

Brenda Suiter, Director, Rural and Public Health Policy  
 Washington State Hospital Association  
 300 Elliott Avenue West, Suite 300  
 Seattle, WA 98119  
 (206) 216-2531  
 Email: [brendas@wsa.org](mailto:brendas@wsa.org)  
 Website: <http://www.wsha.org>

**Source of funds:**

Member dues

**Cost:**

Member dues dependent on hospital size

**Who's the customer?**

Washington hospitals

**Notes:**

<b>Type of Support/Service</b> Advocacy Education	<b>Statewide</b>
	<b>CAH Only? YES</b>

## **Washington State Hospital Association**

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### **WSHA Critical Access Hospital Program**

**Brief Description:**

The Washington State Hospital Association supports the continued development and enhancement of the Critical Access Hospital (CAH) Program. In working toward this goal, WSHA provides communication and education opportunities for CAHs through the list serve, conferences and roundtables; provides federal advocacy for improvements in the CAH program; assures cost-based reimbursement from Medicare, Medicaid, and Healthy Options; works with hospitals and partners to identify ways to increase the benefits of CAH certification; supports development of the “rural designation model”; assures the Rural Hospital Flexibility Grant budget meets the needs of CAHs; and monitors the implementation of swing bed legislation passed in 2003.

**Contact:**

Brenda Suiter, Director, Rural and Public Health Policy  
 Washington State Hospital Association  
 300 Elliott Avenue West, Suite 300  
 Seattle, WA 98119  
 (206) 216-2531  
 Email: [brendas@wsha.org](mailto:brendas@wsha.org)  
 Website: <http://www.wsha.org>

**Source of funds:**

Member dues

**Cost:**

Member dues

**Who’s the customer?**

Washington critical access hospitals

**Notes:**

<b>Type of Support/Service</b> Technical Assistance	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Western Washington Area Health Education Center**

### **Community Health Assessment, Planning and Development**

**Brief Description:**

WWAHEC works with regional health jurisdictions, communities, and various coalitions to build internal capacity and provide technical assistance to a variety of health care organizations. Areas in which WWAHEC can provide technical assistance include: community health assessment, strategic planning, facilitation, medication, community mobilization and development, and board development.

**Contact:**

Terry Tatko, Program Coordinator  
 Western Washington Area Health Education Center  
 2033 Sixth Avenue, Suite 310  
 Seattle, WA 98121  
 (206) 441-7137  
 Email: [terry@wwahec.org](mailto:terry@wwahec.org)  
 Website: <http://www.users.qwest.net/~wwahec/>

**Source of funds:**

Client fees

**Cost:**

Dependent on client needs

**Who's the customer?**

Regional hospitals, clinics, and other health care organizations

**Notes:**

<b>Type of Support/Service</b> Health Professions Education and Training	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Western Washington Area Health Education Center**

### **Health Career Ambassadors Program**

**Brief Description:**

The Program's intent is to encourage health care careers in rural areas by providing information, experiences, and opportunities for students in their local communities and by linking health care professionals with students who have expressed an interest in medicine, nursing and allied health professions. The AHEC provides Ambassador Program leadership and coordination, assists institutions and community in identifying, training, and supporting local ambassadors, and provides initial introduction, training, classroom resources, talking points, and periodic updates.

**Contact:**

Terry Tatko, Program Coordinator  
 Western Washington Area Health Education Center  
 2033 Sixth Avenue, Suite 310  
 Seattle, WA 98121  
 (206) 441-7137  
 Email: [terry@wwahec.org](mailto:terry@wwahec.org)  
 Website: [www.wwahec.org](http://www.wwahec.org)

**Source of funds:**

AHEC funding; in-kind sponsorship from rural organizations and providers

**Cost:**

No cost to hospital

**Who's the customer?**

K-12 students; schools; rural health care providers and institutions

**Notes:**

<b>Type of Support/Service</b> Health Professions Education and Training	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Western Washington Area Health Education Center**

### **Project HOPE**

**Brief Description:**

In 2001, the Washington State Department of Health established Project HOPE (Health Occupations Preparatory Experience) to provide students of racial and ethnic minorities the opportunity to be exposed to careers in the health professions. Students participate in six-week paid internships at health facilities across the state, under the supervision of staff from hospitals, long-term care facilities, and medical and dental clinics. Project HOPE is administered regionally by the state’s two Area Health Education Centers.

**Contact:**

Terry Tatko, Program Manager  
 Western Washington Area Health Education Center  
 2033 Sixth Avenue, Suite 310  
 Seattle, WA 98121  
 (206) 441-7137  
 Email: [terry@wwahec.org](mailto:terry@wwahec.org)  
 Website: [www.wwahec.org](http://www.wwahec.org)

**Source of funds:**

Washington State Department of Health; the AHECs

**Cost:**

Student orientation; preceptor time

**Who’s the customer?**

High school students; hospitals, medical clinics, dental clinics, and long-term care facilities

**Notes:**

<b>Type of Support/Service</b> Health Professions Education and Training	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Western Washington Area Health Education Center**

### **Rural/Underserved Observation Experience**

**Brief Description:**

The Rural/Underserved Observation Experience provides Washington medical students who have been accepted to the UWSOM an opportunity to experience rural medicine before they begin attending classes. The AHECs collaborate with the UWSOM to coordinate student placements in rural sites by identifying exemplary preceptors, arranging for housing and assisting in the educational process. This program hopes to encourage primary care careers in rural medicine by providing students with a very early experience in rural practices with exemplary physician preceptors.

**Contact:**

Jodi Palmer, Assistant Director  
 Western Washington Area Health Education Center  
 2033 Sixth Avenue, Suite 310  
 Seattle, WA 98121  
 (206) 441-7137  
 Email: [jodi@wwahec.org](mailto:jodi@wwahec.org)  
 Website: [www.wwahec.org](http://www.wwahec.org)

**Source of funds:**

In-kind and sponsorship from hospitals, clinics, the AHECs, Washington Academy of Family Physicians, University of Washington School of Medicine

**Cost:**

Facilities involved in providing some meals and arranging some housing

**Who's the customer?**

Students accepted to UWSOM; rural hospitals, medical clinics, and long-term care facilities

**Notes:**



<b>Type of Support/Service</b> Health Professions Education and Training	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Western Washington Area Health Education Center**

### **Rural/Underserved Opportunities Experience**

**Brief Description:**

This program provides an opportunity for pre-matriculated medical students to be placed with a preceptor in a rural or urban underserved clinical site. The program hopes to encourage primary care careers in rural and underserved communities by providing students with observatory experiences in clinical practices with exemplary physician preceptors. The AHECs identify appropriate sites.

**Contact:**

Jodi Palmer, Assistant Director  
 Western Washington Area Health Education Center  
 2033 Sixth Avenue, Suite 310  
 Seattle, WA 98121  
 (206) 441-7137  
 Email: [jodi@wwahec.org](mailto:jodi@wwahec.org)  
 Website: [www.wwahec.org](http://www.wwahec.org)

**Source of funds:**

In-kind and sponsorship from hospitals, clinics, professional associations, the AHECs, University of Washington School of Medicine

**Cost:**

None

**Who's the customer?**

Pre-matriculated UW medical students prior to starting fall classes; rural hospitals, medical clinics, and long-term care facilities

**Notes:**

<b>Type of Support/Service</b> Health Professions Education and Training	<b>Regional</b>
	<b>CAH Only? NO</b>

## **Western Washington Area Health Education Center**

### **Rural/Urban Nursing Outreach Program**

**Brief Description:**

This program coordinates clinical nursing rotations for an urban-based community college. The rotations are for inpatient OB experiences and also allow students their only opportunity to experience public health, through well baby visits with a public health nurse.

**Contact:**

Jodi Palmer, Assistant Director  
 Western Washington Area Health Education Center  
 2033 Sixth Avenue, Suite 310  
 Seattle, WA 98121  
 (206) 441-7137  
 Email: [jodi@wwahec.org](mailto:jodi@wwahec.org)  
 Website: [www.wwahec.org](http://www.wwahec.org)

**Source of funds:**

Seattle Central Community College;  
 sponsorship from WWAHEC; in-kind  
 sponsorship from rural hospitals and local  
 health jurisdictions

**Cost:**

Preceptor time

**Who's the customer?**

Seattle Central Community College nursing students; rural hospitals; local health jurisdictions

**Notes:**

<b>Type of Support/Service</b> Health Professions Recruitment and Retention Increase Access to Care and Insurance	<b>Statewide</b>
	<b>CAH Only? NO</b>

## **Western Washington Area Health Education Center**

### **Volunteer/Retired Providers Malpractice Insurance Program**

**Brief Description:**

The Washington State Volunteer/Retired Providers Malpractice Insurance Program seeks licensed and/or retired providers who want to volunteer their services at clinics or other sites throughout the state. The program goal is to improve access to primary care health services for people with low incomes. The program provides malpractice insurance coverage within the budget capacity of the program to licensed health care professionals. The Volunteer/Retired Provider Program will also pay for the professional license renewal for retired health care professionals.

**Contact:**

Christine Lindquist, Program Coordinator  
 Western Washington Area Health Education Center  
 2033 Sixth Avenue, Suite 310  
 Seattle, WA 98121  
 (206) 441-7137  
 Email: christine@wwahec.org  
 Website: www.wwahec.org

**Source of funds:**

Washington State Department of Health

**Cost:**

None

**Who's the customer?**

Retired primary care providers and health care professionals; clinics and sites providing services to low-income patients on the basis of ability to pay

**Notes:**

<b>Type of Support/Service</b> Health Professions Recruitment and Retention	<b>Statewide</b>
	<b>CAH Only? NO</b>

## **Western Washington Area Health Education Center**

### **Washington Recruitment Group**

**Brief Description:**

This Washington Recruitment Group program is a collaborative effort of seven non-profit agencies working to improve recruitment and retention efforts in Washington's rural and urban underserved communities. The seven agencies are: the Eastern Washington Area Health Education Center, the Washington State Department of Health/Office of Community and Rural Health, University of Washington Department of Family Medicine, Washington State Scholarship and Loan Repayment Program, Western Washington Area Health Education Center. The Washington Recruitment Group provides direct recruitment assistance for primary care physicians. It also acts as an informal clearinghouse for recruitment and retention efforts within Washington.

**Contact:**

The Washington Recruitment Group  
 2725 Harrison Avenue, Suite 500  
 P.O. Box 47834  
 Olympia, WA 98504-7834  
 Phone: (360) 705.6770  
 Website: <http://www.doh.wa.gov/hsqa/ocrh/R&R/hcjobswa.htm>

**Source of funds:**

Agency funding

**Cost:**

None

**Who's the customer?**

Health professionals; hospitals and clinics

**Notes:**

<b>Type of Support/Service</b> Technical Assistance	<b>Regional</b>
	<b>CAH Only? YES</b>

## **Western Washington Rural Health Care Collaborative**

### **Western Washington CAH Technical Assistance**

**Brief Description:**

The Western Washington Rural Health Care Collaborative (WWRHCC) is a not-for-profit organization formed in February 2004 by six critical access hospitals in Western Washington as a complement to the Eastern Washington Critical Access Hospital Network. The eight current member hospitals include: Mason General Hospital, Enumclaw Community Hospital, Forks Community Hospital, Jefferson Healthcare, Mark Reed Hospital, Morton General Hospital, Willapa Harbor Hospital, and Ocean Beach Hospital. Collaborative services include: peer review program, standardized telehealth technical assistance, and information technology assistance. Future projects include: bilingual chronic disease education, risk management assistance, and DOH survey assistance.

**Contact:**

Elizabeth Floersheim, Executive Director  
 Western Washington Rural Health Care Collaborative  
 300 Elliott Avenue West, Suite 300  
 Seattle, WA 98119  
 (206) 577-1851  
 Email: efloersheim@awphd.com  
 Website: None at this time

**Source of funds:**

Original Flex Funds from DOH/OCRH for 2004 went to individual hospitals; WHF grant in spring of 2003; HRSA Network Planning Grant - \$100,000 for 2004

**Cost:**

Initial capital contribution \$10,000

**Who's the customer?**

Critical access hospitals in western Washington

**Notes:**



# Indexes





<b>Program</b>	<b>Statewide</b>	<b>Regional</b>	<b>CAH Only</b>	<b>Page</b>
<b>Association of Washington Public Hospital Districts</b>				
Public Hospital District Educational Services	X			3
Public Hospital District State and Federal Advocacy	X			4
<b>CAH Network</b>				
CAH Computer Based Training Courses		X	X	5
CAH Technical Assistance, Strategic Planning, and Process Improvement		X	X	6
<b>CHOICE Regional Health Network</b>				
Collaborative Administration and Planning		X		7
Community Health Improvement Initiatives		X		8
Patient Care Management Initiatives		X		9
Regional Access Program		X		10
<b>Community Choice Healthcare Network</b>				
Community Choice Health Card		X		11
Community Choice Vendor Partnerships and IT Member Services		X		12
Community Provider Groups		X		13
Provider and Management Support		X		14
Regional Access Program		X		15
<b>Eastern Washington Area Health Education Center</b>				
Clinical Placement Clearinghouse		X		16
Continuing Education and Professional Development Programs	X			17
Health Career Ambassadors Program		X		18
Project HOPE		X		19
Rural/Underserved Observation Experience		X		20
Rural/Underserved Opportunities Experience		X		21
Technical Assistance to Communities	X			22
Washington Recruitment Group	X			23
Washington State Rural Locum Tenens Program		X		24
<b>Health Work Force Institute</b>				
Health Work Force Research, Leadership, and Capacity Building	X			25

<b>Program</b>	<b>Statewide</b>	<b>Regional</b>	<b>CAH Only</b>	<b>Page</b>
<b>Inland Northwest Health Services</b>				
Community Health Education and Resources		X		26
Information Resource Management		X		27
Northwest Medstar		X		28
Northwest TeleHealth		X		29
Regional Outreach and Management		X		30
Spokane MedDirect		X		31
St. Luke's Rehabilitation Institute	X			32
<b>Rural Healthcare Quality Network</b>				
CAH Centralized Credentialing Services	X		X	33
CAH Peer Review, Performance Improvement, Quality Assurance, and Medical Staff Support Services	X		X	34
<b>Washington Health Foundation</b>				
Healthiest State in the Nation Campaign	X			35
Rural Health Grants	X			36
WHF Innovative Programs	X			37
WHF Policy Leadership	X			38
WHF Symposiums, Conferences, and Continuing Education for Health Care Practitioners	X			39
<b>Washington Hospital Services</b>				
Product and Service Vendor Negotiation	X			40
<b>Washington Rural Health Association</b>				
WRHA Discussion Forum and Annual Conference	X			41
<b>Washington State Department of Health - Office of Community and Rural Health</b>				
Critical Access Hospital Program	X		X	42
Health Professional Loan Repayment and Scholarship program	X			43
Health Systems Resources Grant Program	X			44
J-1 Visa Program	X			45
Recruitment and Retention Program	X			46
Rural Health Clinics Program	X			47
Small Hospital Improvement Program Grant Program	X			48

<b>Program</b>	<b>Statewide</b>	<b>Regional</b>	<b>CAH Only</b>	<b>Page</b>
<b>Washington State Hospital Association</b>				
Advocacy for Improvements in the Health Care Regulatory Environment	X			49
Health Information Program	X			50
State Legislative Advocacy	X			51
WSHA Critical Access Hospital Program	X		X	52
<b>Western Washington Area Health Education Center</b>				
Community Health Assessment, Planning and Development		X		53
Health Career Ambassadors Program		X		54
Project HOPE		X		55
Rural/Underserved Observation Experience		X		56
Rural/Underserved Opportunities Experience		X		57
Rural/Urban Nursing Outreach Program		X		58
Volunteer/Retired Providers Malpractice Insurance Program	X			59
Washington Recruitment Group	X			60
<b>Western Washington Rural Health Care Collaborative</b>				
Western Washington CAH Technical Assistance		X	X	61

# INDEX BY TYPE OF SUPPORT

## Advocacy

<b>Association of Washington Public Hospital Districts</b>	
Public Hospital District State and Federal Advocacy .....	4
<b>Health Work Force Institute</b>	
Health Work Force Research, Leadership, and Capacity Building .....	25
<b>Washington Health Foundation</b>	
Healthiest State in the Nation Campaign.....	35
WHF Policy Leadership .....	38
<b>Washington Rural Health Association</b>	
WRHA Discussion Forum and Annual Conference.....	41
<b>Washington State Hospital Association</b>	
Advocacy for Improvements in the Health Care Regulatory Environment.....	49
State Legislative Advocacy.....	51
WSHA Critical Access Hospital Program.....	52

## Education

<b>Association of Washington Public Hospital Districts</b>	
Public Hospital District Educational Services .....	3
<b>CAH Network</b>	
CAH Computer Based Training Courses.....	5
<b>Eastern Washington Area Health Education Center</b>	
Continuing Education and Professional Development Programs .....	17
<b>Inland Northwest Health Services</b>	
Community Health Education and Resources .....	26
Northwest TeleHealth.....	29
<b>Washington Health Foundation</b>	
Healthiest State in the Nation Campaign.....	35
WHF Innovative Programs .....	37
WHF Policy Leadership .....	38
WHF Symposiums, Conferences, and Continuing Education for Health Care Practitioners .....	39
<b>Washington Rural Health Association</b>	
WRHA Discussion Forum and Annual Conference.....	41

<b>Washington State Hospital Association</b>	
Health Information Program .....	50
WSHA Critical Access Hospital Program .....	52

## **Grant Assistance**

<b>CHOICE Regional Health Network</b>	
Collaborative Administration and Planning .....	7

<b>Washington Health Foundation</b>	
Rural Health Grants .....	36

<b>Washington State Department of Health - Office of Community and Rural Health</b>	
Health Systems Resources Grant Program .....	44
Recruitment and Retention Program .....	46

## **Health Professions Education and Training**

<b>Eastern Washington Area Health Education Center</b>	
Clinical Placement Clearinghouse.....	16
Health Career Ambassadors Program.....	18
Project HOPE.....	19
Rural/Underserved Observation Experience.....	20
Rural/Underserved Opportunities Experience .....	21

<b>Health Work Force Institute</b>	
Health Work Force Research, Leadership, and Capacity Building .....	25

<b>Western Washington Area Health Education Center</b>	
Health Career Ambassadors Program.....	54
Project HOPE.....	55
Rural/Underserved Observation Experience.....	56
Rural/Underserved Opportunities Experience .....	57
Rural/Urban Nursing Outreach Program .....	58

## **Health Professions Recruitment and Retention**

<b>Community Choice Healthcare Network</b>	
Provider and Management Support .....	14

<b>Eastern Washington Area Health Education Center</b>	
Washington Recruitment Group .....	23
Washington State Rural Locum Tenens Program.....	24

<b>Health Work Force Institute</b>	
Health Work Force Research, Leadership, and Capacity Building .....	25

<b>Washington State Department of Health - Office of Community and Rural Health</b>	
Health Professional Loan Repayment and Scholarship program .....	43
J-1 Visa Program .....	45
Recruitment and Retention Program .....	46
<b>Western Washington Area Health Education Center</b>	
Volunteer/Retired Providers Malpractice Insurance Program .....	59
Washington Recruitment Group .....	60

## **Increase Access to Care and Insurance**

<b>CHOICE Regional Health Network</b>	
Regional Access Program .....	10
<b>Community Choice Healthcare Network</b>	
Community Choice Health Card.....	11
Community Provider Groups .....	13
Regional Access Program .....	15
<b>Washington Health Foundation</b>	
WHF Innovative Programs .....	37
<b>Western Washington Area Health Education Center</b>	
Volunteer/Retired Providers Malpractice Insurance Program .....	59

## **Technical Assistance**

<b>CAH Network</b>	
CAH Technical Assistance, Strategic Planning, and Process Improvement.....	6
<b>CHOICE Regional Health Network</b>	
Collaborative Administration and Planning .....	7
Community Health Improvement Initiatives.....	8
Patient Care Management Initiatives.....	9
<b>Community Choice Healthcare Network</b>	
Community Choice Health Card.....	11
Community Choice Vendor Partnerships and IT Member Services.....	12
Community Provider Groups.....	13
Provider and Management Support .....	14
<b>Eastern Washington Area Health Education Center</b>	
Technical Assistance to Communities.....	22
<b>Inland Northwest Health Services</b>	
Information Resource Management.....	27
Northwest Medstar.....	28

Northwest TeleHealth.....	29
Regional Outreach and Management.....	30
Spokane MedDirect.....	31
St. Luke’s Rehabilitation Institute.....	32
<b>Rural Healthcare Quality Network</b>	
CAH Centralized Credentialing Services.....	33
CAH Peer Review, Performance Improvement, Quality Assurance, and Medical Staff Support Services.....	34
<b>Washington Hospital Services</b>	
Product and Service Vendor Negotiation.....	40
<b>Washington State Department of Health - Office of Community and Rural Health</b>	
Critical Access Hospital Program.....	42
Health Systems Resources Grant Program.....	44
Recruitment and Retention Program.....	46
Rural Health Clinics Program.....	47
Small Hospital Improvement Program Grant Program.....	48
<b>Washington State Hospital Association</b>	
Health Information Program.....	50
<b>Western Washington Area Health Education Center</b>	
Community Health Assessment, Planning and Development.....	53
<b>Western Washington Rural Health Care Collaborative</b>	
Western Washington CAH Technical Assistance.....	61

# INDEX BY SUPPORT AREA AND CAH FOCUS

## Statewide Programs

<b>Association of Washington Public Hospital Districts</b>	
Public Hospital District Educational Services .....	3
Public Hospital District State and Federal Advocacy .....	4
<b>Eastern Washington Area Health Education Center</b>	
Continuing Education and Professional Development Programs .....	17
Technical Assistance to Communities.....	22
Washington Recruitment Group .....	23
<b>Health Work Force Institute</b>	
Health Work Force Research, Leadership, and Capacity Building .....	25
<b>Inland Northwest Health Services</b>	
St. Luke’s Rehabilitation Institute .....	32
<b>Rural Healthcare Quality Network</b>	
CAH Centralized Credentialing Services.....	33
CAH Peer Review, Performance Improvement, Quality Assurance, and Medical Staff Support Services .....	34
<b>Washington Health Foundation</b>	
Healthiest State in the Nation Campaign.....	35
Rural Health Grants .....	36
WHF Innovative Programs .....	37
WHF Policy Leadership .....	38
WHF Symposiums, Conferences, and Continuing Education for Health Care Practitioners .....	39
<b>Washington Hospital Services</b>	
Product and Service Vendor Negotiation .....	40
<b>Washington Rural Health Association</b>	
WRHA Discussion Forum and Annual Conference.....	41
<b>Washington State Department of Health - Office of Community and Rural Health</b>	
Critical Access Hospital Program.....	42
Health Professional Loan Repayment and Scholarship program .....	43
Health Systems Resources Grant Program .....	44
J-1 Visa Program .....	45
Recruitment and Retention Program .....	46
Rural Health Clinics Program.....	47
Small Hospital Improvement Program Grant Program .....	48



**Washington State Hospital Association**

Advocacy for Improvements in the Health Care Regulatory Environment..... 49  
Health Information Program ..... 50  
State Legislative Advocacy..... 51  
WSHA Critical Access Hospital Program..... 52

**Western Washington Area Health Education Center**

Volunteer/Retired Providers Malpractice Insurance Program ..... 59  
Washington Recruitment Group ..... 60

**Regional Programs**

**CAH Network**

CAH Computer Based Training Courses..... 5  
CAH Technical Assistance, Strategic Planning, and Process Improvement..... 6

**CHOICE Regional Health Network**

Collaborative Administration and Planning ..... 7  
Community Health Improvement Initiatives..... 8  
Patient Care Management Initiatives..... 9  
Regional Access Program ..... 10

**Community Choice Healthcare Network**

Community Choice Health Card..... 11  
Community Choice Vendor Partnerships and IT Member Services..... 12  
Community Provider Groups..... 13  
Provider and Management Support ..... 14  
Regional Access Program ..... 15

**Eastern Washington Area Health Education Center**

Clinical Placement Clearinghouse..... 16  
Health Career Ambassadors Program..... 18  
Project HOPE..... 19  
Rural/Underserved Observation Experience..... 20  
Rural/Underserved Opportunities Experience ..... 21  
Washington State Rural Locum Tenens Program..... 24

**Inland Northwest Health Services**

Community Health Education and Resources ..... 26  
Information Resource Management..... 27  
Northwest Medstar..... 28  
Northwest TeleHealth..... 29  
Regional Outreach and Management ..... 30  
Spokane MedDirect ..... 31

<b>Western Washington Area Health Education Center</b>	
Community Health Assessment, Planning and Development .....	53
Health Career Ambassadors Program.....	54
Project HOPE.....	55
Rural/Underserved Observation Experience.....	56
Rural/Underserved Opportunities Experience .....	57
Rural/Urban Nursing Outreach Program .....	58
<b>Western Washington Rural Health Care Collaborative</b>	
Western Washington CAH Technical Assistance .....	61

## **CAH Only Programs**

<b>CAH Network</b>	
CAH Computer Based Training Courses.....	5
CAH Technical Assistance, Strategic Planning, and Process Improvement.....	6
<b>Rural Healthcare Quality Network</b>	
CAH Centralized Credentialing Services.....	33
CAH Peer Review, Performance Improvement, Quality Assurance, and Medical Staff Support Services.....	34
<b>Washington State Department of Health - Office of Community and Rural Health</b>	
Critical Access Hospital Program.....	42
<b>Washington State Hospital Association</b>	
WSHA Critical Access Hospital Program .....	52
<b>Western Washington Rural Health Care Collaborative</b>	
Western Washington CAH Technical Assistance .....	61