Organizations Assisting Rural Hospitals in Washington State:

A Resource Guide
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), 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), Director of Rural and Public Health Policy, WSHA.

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

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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:
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."

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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:
CAH Network

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:
**CAH Network**

**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.

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Davenport, WA  99122  
(509) 725-7101  
Email: 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
### CHOICE Regional Health Network

#### 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.

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Olympia, WA 98501  
(360) 493-5714  
Email: westk@crhn.org  
Website: http://www.crhn.org/

<table>
<thead>
<tr>
<th>Source of funds:</th>
<th>Cost:</th>
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<tr>
<td>Varies, dependent on project</td>
<td>Varies, dependent on project</td>
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**Who’s the customer?**
Regional hospitals; private practitioners; low income consumers; public health jurisdictions

**Notes:**
CHOICE Regional Health Network

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.

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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:
**CHOICE Regional Health Network**

**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.

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**Source of funds:**  
Member dues

**Cost:**  
Dependent on project

**Who’s the customer?**  
Regional hospitals and providers

**Notes:**
**CHOICE Regional Health Network**

**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.

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**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:**
Community Choice Healthcare Network

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.

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**Source of funds:**  Cost:
Private and public grants  No cost; available with grant funding

**Who’s the customer?**
Individuals, family members, and regional providers

**Notes:**
Community Choice Healthcare Network

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.

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Source of funds: Member dues and fees
Cost: Dependent on member needs

Who’s the customer?
Regional hospitals and health clinics

Notes:
Community Choice Healthcare Network

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.

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Source of funds: Grants
Cost: No cost; available with grant funding

Who’s the customer?
Individuals, family members, and regional providers

Notes:
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<th>Type of Support/Service</th>
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<td>Health Professions Recruitment and Retention</td>
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**Community Choice Healthcare Network**

**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.

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**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:**
Community Choice Healthcare Network

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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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:
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.

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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:
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.

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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:
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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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:
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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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:
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.

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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:
Eastern Washington Area Health Education Center

Rural/Underserved Opportunities Program (R/UOP)

Brief Description:
The 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.

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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:
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<th>Type of Support/Service</th>
<th>Statewide</th>
<th>CAH Only?</th>
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<tr>
<td>Technical Assistance</td>
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<td>NO</td>
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**Eastern Washington Area Health Education Center**

**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.

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Charlotte Hardt, Assistant Director
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(509) 358-7640
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**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:**
**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.

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**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:**
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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Source of funds: Washington State Department of Health $40,000
Cost: There is no charge for sites to use the program.
reimbursement available to support program
per year

Who’s the customer?
Rural clinics, hospitals and health care professionals in need of temporary assistance

Notes:
### Health Work Force Institute

#### 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:**
Troy Hutson, Executive Director  
Health Work Force Institute  
300 Elliott Avenue West, Suite 300  
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:**
Inland Northwest Health Services

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.

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Spokane, WA 99201
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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:
Inland Northwest Health Services

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.

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(509) 232-8323
Email: smylym@inhs.org
Website: 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:**
Inland Northwest Health Services

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:
### Inland Northwest Health Services

#### 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.

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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:**
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:
Inland Northwest Health Services

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:
Inland Northwest Health Services

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
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:
Rural Healthcare Quality Network

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:
Rural Healthcare Quality Network

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:
**Washington Health Foundation**

**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
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:**
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<tr>
<th><strong>Type of Support/Service</strong></th>
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<tbody>
<tr>
<td>Grant Assistance</td>
<td>CAH Only? NO</td>
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</table>

**Washington Health Foundation**

**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.

**Who’s the customer?**  
Not-for-profit or publicly-owned rural health care providers

**Notes:**
**Type of Support/Service**  
Increase Access to Care and Insurance  
Education  

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<tr>
<th><strong>Statewide</strong></th>
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<th>NO</th>
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**Washington Health Foundation**

**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  
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:**
Washington Health Foundation

**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:**
Washington Health Foundation

**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
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:**
Washington Hospital Services

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

**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
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:**
Washington State Department of Health – Office of Community and Rural Health

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/hsha/ocrh/default.htm

Source of funds: Cost:
State general funds, contingent upon Legislative An application is required.
appropriation each biennium; average two year
award is $60,000

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:
**Washington State Department of Health – Office of Community and Rural Health**

### 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
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:**

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<tr>
<th>Type of Support/Service</th>
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<th>CAH Only?</th>
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<td>Health Professions Recruitment and Retention</td>
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</table>
### Washington State Department of Health – Office of Community and Rural Health

#### 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
Website: [http://www.doh.wa.gov/hsqa/ocrh/default.htm](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:**
**Washington State Department of Health – Office of Community and Rural Health**

**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:**
Washington State Department of Health – Office of Community and Rural Health

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
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:
Washington State Hospital Association

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
Website: http://www.wsha.org

Source of funds: Cost:
Member dues Member dues

Who’s the customer?
Washington hospitals

Notes:
Washington State Hospital Association

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:
Washington State Hospital Association

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@wsha.org
Website: http://www.wsha.org

Source of funds:  Cost:
Member dues  Member dues dependent on hospital size

Who’s the customer?
Washington hospitals

Notes:
**Washington State Hospital Association**

**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
Website: http://www.wsha.org

**Source of funds:**
Member dues

**Cost:**
Member dues

**Who’s the customer?**
Washington critical access hospitals

**Notes:**
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
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:
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
Website: 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:
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
Website: 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:
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
Website: 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:
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
Website: 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:
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
Website: 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:
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:
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:
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

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