Provider Resources WA

A Foundational Public Health Shared Services Investment

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Healthy People in Healthy Communities

Agenda

- A case for shared services.
- What is Provider Resources?
- Allocation of work.
- How do healthcare providers benefit?
- How do we fund this work.
- Questions?

A case for shared services

No matter the county, public health work with healthcare, schools, and service providers is largely the same.





What is Provider Resources?

- Resources with up-to-date guidance and information.
- Available when you need it.
- Includes:
  - Health alerts.
  - Disease info.
  - Notifiable conditions.
  - Reporting forms.
  - Immunization schedules.
  - Customizable local content.

One size does not fit all

- Different staffing at different jurisdictions.
- One person wears many hats.
- Same needs and responsibilities, but not the same people.





You asked. We listened.

- Local Health Jurisdictions (LHJs) can select best option for their needs.
- Access to:
  - PRWA Library.
  - Customized website.

How do partners benefit?

Provider Resources has been invaluable to us as a small jurisdiction. Before the rollout, I was writing out each provider alert myself. Having vetted documents drafted by subject matter experts that we can then personalize as needed and distribute has been a lifesaver. It has freed up staff time and increased our ability to communicate in a timely fashion with our provider community.

Allison Berry, MD, MPH

Health Officer, Clallam and Jefferson Counties

How do partners benefit?

The level of consistent communication, quality of information, the ability to modify to include information relevant to our local community, and to share based on the needs and interest of their community has allowed us to communicate and engage more than we had been before joining Provider Resources WA. I appreciate that this project does include check-ins and feedback loops. Creating a collaborative, responsive community of partners.

Mondana Madjdi, MPH
Epidemiologist, Clallam County Public Health

How do health jurisdictions benefit?

- Dynamic, real-time content in a single location either in the library or your customized site.
- Information is easily accessible.
- Strengthens internal and external communication and partnerships.

- ✓ **Published over 100 health advisories state-wide.**
- ✓ **Accessibility upgrades.**
- ✓ **Partners choose topics based on community's needs.**

How do healthcare providers benefit?

- Dynamic, real-time content in a single location
- Information is easily accessible
- Strengthens internal and external communication and partnerships

✓ **Collaboration:**
Best practice.

✓ **Respond to changing needs:**
Meet our partners' needs and their providers' needs.

✓ **Similar content:**
Reduced workload.

✓ **Rapid changes and updates:**
Ensure information is accurate and relevant asap.

How do we fund this work?

- Foundational Public Health Services (FPHS) recognized this as an innovative model to:
  - Promote health.
  - Ensure strategic alignment.
- Received a Shared Services grant in 2016.
- Funding increased in 2021 and has been sustained at that level.



Questions?

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