

Healthier Washington Practice Transformation Support Hub Resource Portal ("The Portal") **WAportal.org**







The Goal

To build the go-to website for Washington State behavioral and primary health care practices looking to stay informed and engaged in:

- Practice Transformation
- Bi-directional physical and behavioral health integration
- New payment models







We are designing and building a website that...

- Is easy to navigate
- Has an interactive and visually appealing design
- Includes useful and up-to-date peer curated resources
- Allows practices to meaningfully interact with each other
- Promotes self-sustaining curation of information
- Creates feedback mechanisms on utility of resources







Portal Organizational structure

IT Contractor Fuse IQ

Principal Investigators:
Ian Bennett, MD, PhD
Matthew Thompson, M.B.Ch.B., MPH,
D.Phil., M.R.C.G.P.

Full Time Project Staff:
Project Manager Stacey Morrison, MLIS
Project Coordinator Jordan LeGros

Part-time Project Staff:
Research Scientist: Andrea Corage Baden
Communications Director:
Michele Patience Staal

Advisory Group (start 2/1/17):

Clinical: Primary Care, Substance Abuse, Behavioral Health

Health Care Management: QI, quality

improvement **Patients**

Practice Transformation Experts
IT Design

Other: WA HCA, WA DOH, Qualis Health as Regional Health Connectors & Practice Coaches

Working Groups:

Stakeholder Design Group

Role: Test prototypes, feedback on design

Members: Clinical, Management, Community Agencies, Patients, Practice Transformation, other Meetings: Monthly x 2 hours (2 hrs reviewing material + 1 hour virtual

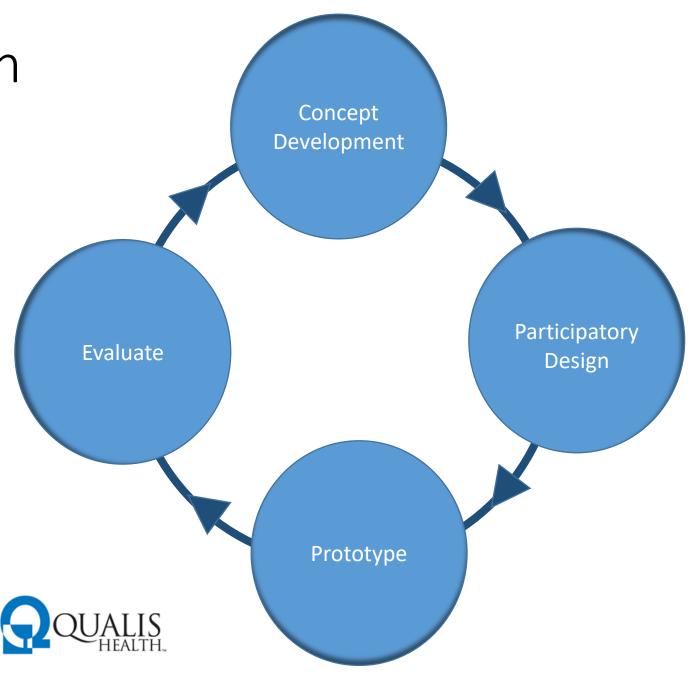
meeting)

Curator Group

Role: Identify material for Portal, review and appraise material Members: Clinical, Management, Community Agencies, Patients, Practice Transformation, other Meetings: Ongoing weekly input

Participatory Design

- Involvement of the Portal users in the design and content development process
- Variety of members of our Working Group
 - Rural providers
 - Practice Managers
 - CIOs, CEOs
 - UW Faculty
 - Health coaches
 - Among others







2 ½ YEAR PROJECT

3 Major Iteration launches

- Version 1 January 2017
- Version 2 October 2017
- Version 3 June 2018

Iterative design steps within a version

- As new features are rolled out
- When substantial changes are made







Version 1

- Development of a marketing site to sell the concept, project and core values of the Portal
- Inclusion of a Qualis Health recruitment page and initial Qualis Health selected resources
- 30-60 resources independently reviewed by our Working Group
- Interactive Map of resources and key contacts in each ACH



Version 2

- Development of "My Portal" functionality
 - Ability to set up custom practice page dashboards Practice Coaches
 - User defined interests used to push new content to users
 - Increased interactivity and search features
 - Ability to bookmark favorite material
 - Mechanisms for messaging with Practice Coaches
- Enhanced Interactive Map with community resources
- Calendar of events for each regional area
- Community Forum
- Blog
- Washington State Suicide prevention training content on the Portal







Version 3

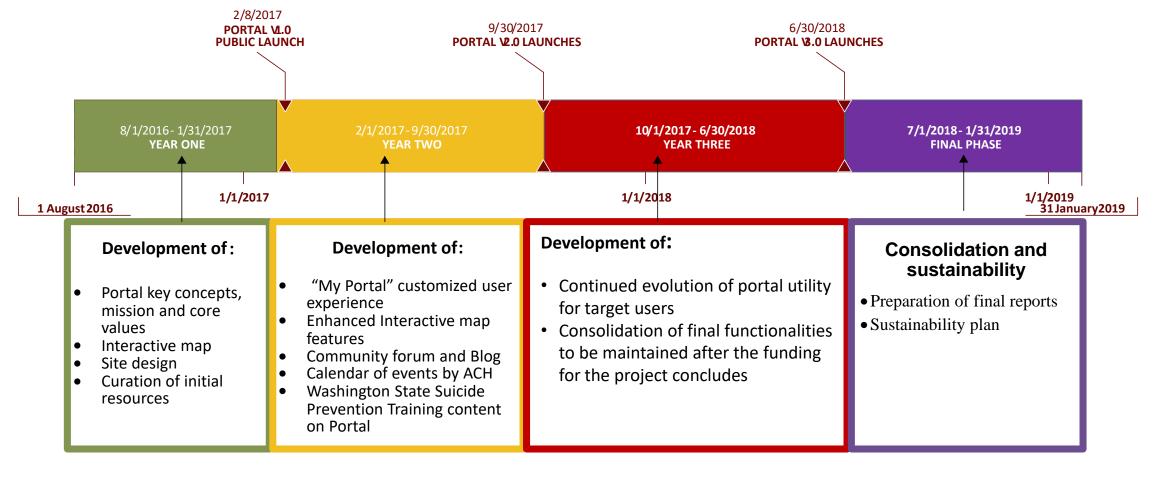
- Continued evolution of portal utility for target users
- Consolidation of final functionalities to be maintained after the funding for the project concludes







Portal Project Time Line 2016-2019









Questions?

Email us at portal@uw.edu

The project described was supported by Funding Opportunity Number CMS-1G1-14-001 from the U.S. Department of Health and Human Services, Centers for Medicare & Medicaid Services. The contents provided are solely the responsibility of the authors and do not necessarily represent the official views of HHS or any of its agencies.





