Link to Care WA Program Executive Brief

Grant Project Time Frame: September 2023 – June 2025

Link to Care WA (LTCW) Program

Link to Care WA improves health care access by making Digital Navigation (DN) resources available for Washington residents.

We grow sustainable programs at community health centers (CHCs) and provide opportunities for people to gain digital skills.

Link to care WA

Get Connected, Stay Healthy

Digital Navigation in Health Centers:

Building Digital Navigation **tools and capacity** for community-based clinics and their patients.

Statewide Resources:

Providing Digital Navigation support for patients via **hotline** and **website**, for all Washington residents.

Community Partnerships:

Facilitating Digital Navigation **training** for community and building **WiFi access** points.

Project Participants

CHNW: Program/Project leadership of team to ensure project management, including collaboration with Subcontractors, CHCs, and NCW Tech Alliance.

- Engaged CHPW to support infrastructure of LTCW Program and grant project

Behavioral Health Institute: BHI offers more than three decades of combined experience across Telehealth, digital health, implementation science, community-based research, and evaluation. Key areas of work included:

- Implementation
- Toolkit Development
- Assessment & Evaluation

Team Soapbox: Strategic communication organization with deep experience working with CHCs in Washington State. Key areas of work included:

- Strategic Communication
- Resource Development

**7 Community Health Centers participating in Digital Inclusion Initiative** *– see next slide*

NCW Tech Alliance: NCW Tech Alliance brings people and technology resources together to support entrepreneurs, STEM education, and technology adoption in North Central Washington. Key areas of work included:

- Subcontractor for training, WiFi access point, and Regional Community Connections

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CHC Digital Navigation Project Participants

7 Community Health Centers across 12 Clinic Locations
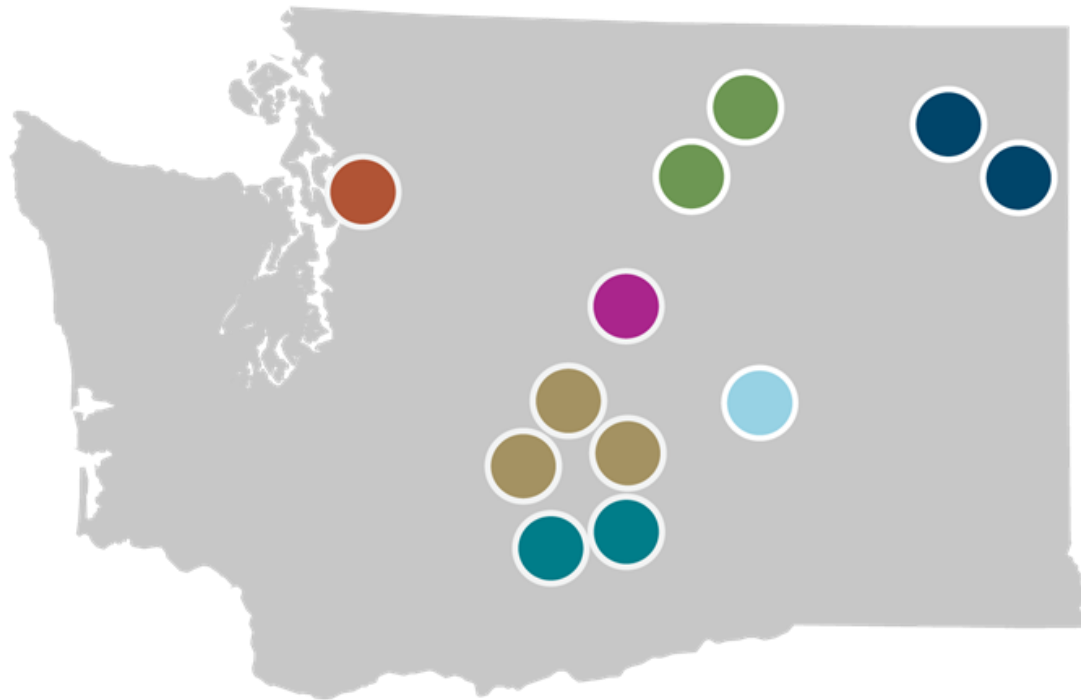
FAMILY HEALTH CENTERS

NEW Health

YAKIMA Neighborhood Health

MOSES LAKE COMMUNITY HEALTH CENTER

CVCH Columbia Valley Community Health

CHC Community Health Center OF SNOHOMISH COUNTY

Community Health of Central Washington

Digital access

is important for participation in all areas of life – including health care.

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Digital Navigation and Health Access

Digital Navigation supports people through:

- ✓ **Device Access**
- ✓ **Internet Access**
- ✓ **Digital Literacy Skills**

Digital Navigation Helps:

Patients

Allows patients to access care using tools like patient portals and telehealth.

Providers

Allows providers to focus on patient care instead of tech support.

Clinic Operations

Allows clinics to serve more patients.

Program Funding History

Grants from the WA state Department of Commerce funding CHNW's Digital Navigation initiatives through the Link to Care WA program

- **Digital Navigator Grant (January 2022-June 2023)**
  - $3,623,125.29
  Activities:
  - Establish Link to Care WA Hotline
  - Digital Navigation in Health Centers, including Device Distribution
- **Regional Digital Navigation Grant (October 2022-June 2023)**
  - $686,015.38
  Activities:
  - North Central regional coalition partnerships and trainings
- **Digital Navigation Grant**

CHNW Project: Advancing Health Access through Digital Inclusion (September 2023-June 2025) Current Grant
  - Up to $8,000,000
  Activities:
  - Expansion of Link to Care WA through further hotline operations, partnerships
  - Expansion of Health Center Digital Navigation, including assessment and toolkit development

What did we achieve with Community Health Centers?

Program Implementation

- Digital Navigation **Workflows** & **Data Collection**
- Provided **Digital Literacy Support** for Patients
- Distributed **Digital Devices** to Patients
- Delivered **Staff Trainings** to Support Digital Access
- Created & Distributed **Promotional** & **Educational Resources**

Identify and Expand Best Practices

- Built **Peer Learning Network**
- Developed **Digital Navigation Toolkit**
- Evaluated **Impact** & **Results**

Program Highlight: Digital Navigation Toolkit

Based on the experience of Washington CHCs, the Toolkit helps health centers accelerate health access with:

• Tested strategies

• Practical tools

• Real-world examples

• Example workflows

• Job/role descriptions

Available at:

https://chc.linktocarewa.org/

CHC Results - by the Numbers

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7,300+
Patient Interactions

Over 7,300 patient interactions providing technology education. *(September 2023 – March 2025)*

2,100+
Devices

More than 2,100 devices distributed to patients in need. *(July 2024 – May 2025)*

5,500+
Portal Registrations

More than 5,500 patient portal registrations over three months. *(January 2025 – March 2025)*

76.5%
Increase in telehealth appointments

A 76.5% increase in telehealth appointments over three months. *(January 2025 – March 2025)*

What did we achieve statewide?

Expansion of Partner Engagement
- Strengthened Community & CHC **Partnerships**
- Promoted Digital Navigation at **Conference** & **Community Events**

Expansion of Reach for Statewide Resources
- Expanded Reach of Digital Navigation **Hotline**
- Further Developed Both a CHC & a Patient-Facing Digital Navigation **Website**
- Developed then Distributed **Promotional** & **Educational Resources**

Program Highlight:
Link to Care WA Website

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LinktoCareWA.org

- ✓ Offers online resources to support digital health access.

- ✓ Includes articles and videos in multiple languages.

- ✓ Website is translatable for non-English speakers, with language support currently available in 26 languages.

Digital Help Library Articles

Digital Literacy Skills
- *How To Create An E-mail*
- *How To Recover Your Password*
- *How To Protect Yourself From Scams and Stay Safe Online*
- *Stay Safe Online: Tips for Protecting Your Device and Accounts*
- *More Resources for Staying Safe Online*
- *Employment and Digital Skills Resources to Help You Find New Job*

Device Access
- *Is My Phone Smart?*
- *Need a Smartphone?*
- *Lifeline Can Help!*
- *What is the Difference Between a Smartphone and a Tablet?*
- *Tablets Can Help with Telehealth*
- *What are the Differences Between a Laptop and a Desktop Computer?*

Internet Access
- *What is Telehealth and Digital Health?*
- *10 Ways Telehealth & Digital Health Can Help*

Program Highlight: Link to Care WA Hotline

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Link to Care WA Hotline

Our **Digital Navigators** provide one-on-one coaching to support individuals in navigating digital tools related to their health care.

This **free service** is available to anyone in Washington—regardless of their insurance plan or health facility affiliation.

866-757-1832
Monday-Friday 8AM-5PM

Spanish-speaking support and multilingual assistance to over 100+ languages

Amharic	Punjabi
Arabic	Romanian
Chinese	Russian
Cantonese	Samoan
Farsi	Somali
French	Spanish
Hindi	Tagalog
Japanese	Tamil
Korean	Telugu
Lao	Tigrinya
Marshallese	Ukrainian
Mon-Khmer	Urdu
Nepali	Vietnamese
Oromo	

Hotline Results- by the Numbers

984

Hotline Calls

⟫ 984 calls were made to the LTCW Hotline. *(September 2023 – May 2025)*

27

Counties Reached

⟫ The LTCW Hotline provided assistance for calls from 27 counties. *(September 2023 – May 2025)*

20%

Calls in Language other than English

⟫ 20% of LTCW calls were in languages other than English. *(September 2023 – May 2025)*

What did we achieve with NCW Tech Alliance?

- Partnered to Enhance **3 Community WiFi Sites in North Central Washington**

- Partnered to Support Virtual and In-Person Community **Trainings**
  - 355 community members attended NCW Tech Alliance Digital Literacy Trainings. *(January 2024 – June 2025)*

- Developed **Community Partnerships to strengthen engagement in North Central Washington**

CHC Takeaways for Sustaining Digital Navigation

1. **Embed Digital Navigation into existing roles**, rather than utilize stand-alone positions.

2. **Communication and cross-training** of Digital Navigation to help distribute responsibility, awareness, and cost across teams.

3. **Align Digital Navigation with organizational goals** as strategic priority.

4. **Align Digital Navigation with ongoing initiatives** and pre-existing infrastructure.

5. **Integrate** Digital Navigation with care delivery connecting Digital Navigation to virtual visit workflows.

6. **Capacity has been built** for Digital Navigation, more support is needed to continue integration of digital access.