



Support
clinical practice
transformation

Practice Transformation Support Hub

Meeting practices where they are in the transformation process and helping them move ahead

The **Practice Transformation Support Hub** (Hub) is an investment area of Healthier Washington and managed by the Washington State Department of Health.

The Hub delivers tools, technical assistance, training and on-site coaching and support to providers in small to medium practices, including physical and behavioral health. The Hub includes practice coaching and network of regional health connectors, and a website of health system transformation resources.

The **Hub's goals** are to help physical and behavioral health practices:

- Focus on whole-person care by achieving bi-directional physical and behavioral health integration.
- Move from volume-based payments to value-based care.
- Improve population health by building connections to community resources.

Coaching and Connector Services

Hub Coaching and Connector services are provided through Qualis Health. Hub Coaches will provide individualized assistance to practices, with priority given to small-to-medium practices and those piloting a Healthier Washington payment model. They will also help any practice link up with the services or tools they need to successfully navigate practice transformation issues.

Hub Connectors will help providers find the right practice transformation support, even if it's not through the Hub. The Hub can help develop an action plan with the best set of resources across initiatives, at no risk to providers. Hub staff will make sure services aren't duplicated.

- **Hub Help Desk:** 206-288-2540 / 800-949-7536 ext. 2540;
HubHelpDesk@qualishealth.org

Resource Portal

The Hub's Resource Portal is a website developed in partnership with the University of Washington's Department of Family Medicine Primary Care Innovation Lab. Designed by its users for its users, the Portal houses carefully curated tools, resources and trainings to help Washington physical and behavioral health practices achieve their transformation goals.

- **Visit the Portal:** www.waportal.org | **Contact us:** hsti@doh.wa.gov