

Impact: Washington State's Health Equity Framework

Our commitment statement

Washington state is working to make sure everyone has a fair chance to be healthy. To support this goal, the Health Care Authority (HCA) is using a new framework¹ called Impact. Impact builds on earlier work — called Pro-Equity Anti-Racism (PEAR) — and evolves the intent of that work. Through Impact, we are strengthening how we share our goals, responsibilities, and progress, with a focus on results, accountability, and clear communication with communities.

Impact means making a positive difference that people can feel.

At HCA, Impact also means using data, feedback, and community expertise to understand whether our actions are truly improving how people access, experience, and navigate health care and government services. We look at whether:

- Decisions are fair
- Systems are working as intended
- People experience meaningful change in their daily lives

What Impact means

Impact is about:

- Helping state agencies work toward shared equity goals while recognizing that each agency has different responsibilities.
- Transparency and plain talk communication with communities.
- Tracking progress to understand what is working and where improvements are needed, and share results with communities, leadership, and partners.
- Holding agencies accountable for improving equity outcomes over time.

Why it matters

Equity work already happens across HCA in many ways. Impact helps connect that work to real, meaningful improvements in health outcomes and people's experiences. It shifts the focus from activity to whether people see the difference in how systems work for them. Impact helps HCA include equity in everyday decisions related to programs, partnerships, data, accessibility, communication, and workplace culture.

Four main areas of work

Impact focuses on four "workstreams" or service lines:

- **Leadership Operations & Services:** advancing Impact-aligned practices and systems at all levels of state government through transparent, accountable organizational development, adaptive leadership, and change agents.

¹ In this document, "framework" is a core concept that supports and guides HCA's health equity and Impact efforts.

- **Data Strategy & Reporting:** developing a data strategy and reporting process that supports Washington's Impact goals and statewide equity expectations. This will help ensure we're focusing on the areas where the needs are greatest.
- **Engagement & Community Partnerships:** working to ensure our communities, employees, and partners collaborate to develop and inform Washington's Impact efforts. We are building HCA's partnerships and resources and increased capacity to amplify community voices.
- **Workforce Equity:** investing and building diverse and culturally responsive communication channels so employees can access information, share feedback, and participate equitably in workplace decisions.

We are creating opportunities for each person to bring their full self to work and feel welcomed, supported, and valued.

What employees can do

HCA staff are "health equity changemakers" and are encouraged to:

- Learn about Impact and how it connects to their work and be involved in equity activities.
- Take trainings and learning opportunities related to equity and inclusion.
- Share tools and resources with colleagues.
- Talk about equity and Impact within their teams.
- Continue learning and reflecting about equity and inclusion over time.

Impact Community Advisory Team (CAT)

Impact also includes a CAT made up of community members and subject matter experts with knowledge of the cultures, languages, and needs of communities across Washington. Impact CAT perspectives help inform our efforts and ensure HCA's strategies and decisions reflect the experiences of people most affected by health programs.

Contact information

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[HCA website](#) and our [health equity page](#)