Washington State Department of
HEALTH

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DOH 346-122

WA HEALTH FAQs

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PLEASE ACCESS WA HEALTH USING MICROSOFT EDGE, FIREFOX, OR GOOGLE CHROME

Why was WA HEALTH created?

Decision-makers across the state needed more robust and current information to understand and respond to the healthcare system impacts of COVID-19. At the same time, it was important to streamline reporting as much as possible for healthcare workers entering the data. WA HEALTH fulfills both needs.

Who sees WA HEALTH information?

State, regional, system, and hospital-level decision-makers can view the information in WA HEALTH dashboards. Vaccine appointment information is displayed in Vaccinate WA for Washingtonians to find COVID-19 vaccination sites across the state.

Contents (hyperlinked for your convenience):

A. Access

Q: **Who should enter this data?**
A: Each organization should determine who will report to ensure that the most accurate data is in the portal.

Q: How do I gain access to WA HEALTH?
A: Check with your parent organization administrator, who should be able to grant you access. If you do not know who your site administrator is or do not have a parent organization administrator, then please contact wahealth@doh.wa.gov for assistance.

Q: Do I need to have a Secure Access Washington (SAW) Account to access my WA HEALTH account?
A: Yes, you will need a Secure Access Washington (SAW) account with the same email address that is attached to your WA HEALTH account. This email must be your **primary** email in SAW. Please register for your Secure Access Washington account here: https://secureaccess.wa.gov/public/saw/pub/displayRegister.do.

Q: How do I log into the WA HEALTH system the first time?
A: After making your request, you will receive an email invitation from the system with login instructions. You will need a Secure Access Washington (SAW) account to log in with the same email address that is attached to your WA HEALTH account.

Q: I haven't received my email invitation. What do I do?
A: Check the "Junk" mail folder in your email inbox since automated emails sometimes end up there. If you have still not received it, please contact wahealth@doh.wa.gov for assistance.

Q: What are the WA HEALTH user roles and what can each role do?
A: There are five user roles:
- **Parent Organization Administrator** – can access the Administration section of the WA HEALTH portal where facility and user information are updated. Limiting the number of users with this role is recommended.
- **Organizational Healthcare Worker** – responsible for submitting and updating data on behalf of the facility.
- **Report Viewer** – can access the dashboard and export reports for various facilities. Note: Export to Excel is located under the ellipses ("…") on the top right of the report.
- **Regional Report Viewer** – can only access the dashboard and export reports for various facilities. Users with this role do not need to be associated with a specific facility or parent organization. Note: Export to Excel is located under the ellipses ("…") on the top right of the report.
- **Vaccine Locator Role –** Users with this role can only update vaccine locator settings information for a facility. If users have this role, they cannot have other user roles.

Q: **What do I do if my login doesn't work?**

1. First, check to make sure your Secure Access Washington (SAW) email address matches the email address that is attached to your WA HEALTH account. This email must be your **primary** email in SAW.
2. Log out of both WA HEALTH and SAW.
3. Clear all the cache & cookies from your browser.
4. Close down your browser window(s) and try logging in again.
5. If the above steps do not work, please try clearing your cache & cookies again, shutting down your computer and try to log in again.
6. If the above steps are still not working, please give the system some time to synchronize your account settings.
7. If you are still having difficulties logging in, email us at wahealth@doh.wa.gov.

Q: What should I do if I'm experiencing long loading times with the WA HEALTH portal?
A: The long waiting time might occur if your facility has recently gotten a patch update to their antivirus/malware software that blocks the WA HEALTH site. Please reach out to your facility's IT department for assistance. Ask your IT department to whitelist the WA HEALTH website.

B. Entering, Reviewing, and Reporting Data

Q: Are beds in WA HEALTH counted at the licensed or staffed bed levels?
A: Bed counts in WA HEALTH must reflect actively staffed beds rather than the facility's licensed beds. The definition of a staffed bed is "A bed at a facility where there is staff (i.e., nurse, MA, etc.) available at the time of data collection to take care of a patient/potential patient. The staff must be present and on-hand within the facility to care for the patient/potential patient. This includes staff that are scheduled to come in within that shift at the time of counting."

Q: How often do I need to input data?
A: Hospital data needs to be submitted daily. Vaccination site data needs to be updated when any of the information changes (e.g. current availability to the public, vaccine type, etc.) and at least once per month.

Q: How far back can I enter data in WA HEALTH?
A: You can backdate data entries up to three days back. If you need help editing any data that is outside of the 3-day backdating window, please contact us at wahealth@doh.wa.gov.

Q: What do I do if I enter the wrong data?
A: If incorrect data is submitted, simply reenter the correct data. You can backdate data for up to **three** days back. The system will overwrite and accept the latest version of the data you submit. If incorrect data was entered for a day greater than three days back, please contact wahealth@doh.wa.gov for assistance.

Q: Can I include others in the hospital that are closer to the subject data so they can enter data directly into the portal?
A: Yes, the designated administrator can add more users to enter data. The recommended best practice is to add the users that know the subject most and are closest to the accurate data.

Q: How can I use the bulk data upload feature?

A: Facilities can choose to upload data into WA HEALTH using the bulk data upload. First, you will need to contact us at wahealth@doh.wa.gov so that we can turn this feature on for your facility. Then you will need to click on the "Data Upload" button in the top right corner of your facility grid on the home page. Follow the Data upload instructions on this page. If you have further questions, please contact us at wahealth@doh.wa.gov.

Q: Do I need to report to HHS NHSN daily?

A: Starting June 1, 2023, WA HEALTH began daily reporting to U.S. Department of Health and Human Services (HHS) National Healthcare Safety Network (NHSN) for all Washington state acute care hospitals. This will alleviate the quality issues identified in how the data/metrics from various facilities are reported. You will see a username from the WA HEALTH team in the "entered by" column in NHSN. When populating the dashboard data in question, the CDC will run its de-duplication logic to prioritize the data submitted by the WA HEALTH system to eliminate the possibility of reporting duplicate records.
There will be no impact on individual facilities. You can continue conducting business as usual. If facilities do not want to rely on the WA HEALTH system to upload their data to the NHSN, they can still upload their data directly to the NHSN to ensure they comply with the HHS reporting requirements.

Q: How do I gain access to the NHSN portal?

A: If your facility has not established a point of contact from your facility with the National HealthCare Safety Network (NHSN), you will need to do that to enter any missed data into the NHSN website. The login process will take additional time as you will need to register with a Secure Access Management Service (cdc.gov) (SAMS) account and go through an identity proofing process. Find registration information here: NHSN Registration Information. Contact your facility's NHSN facility administrator for access. If you are experiencing any technical challenges in reporting in NHSN please email NHSN@cdc.gov with the subject "hospital COVID-19 compliance."

Q: How can I add a new facility in WA HEALTH?

A: Please contact us at wahealth@doh.wa.gov and we can help create a new facility in WA HEALTH for you.

Q: For COVID-19 Stats reporting, what is the difference between New COVID-19 Admissions and COVID-19 Hospitalizations?

A: Please remember that when doing the COVID-19 reporting for WA HEALTH, there is a distinction between the COVID-19 total hospitalizations (Inpatient Beds) reporting and Previous Day COVID-19 admissions (New Admissions by age) reporting. "Admissions" refers to the number of patients who are newly admitted to the hospital each day (measure of incidence), whereas "hospitalizations" refers to the number of patients in beds on a particular day (measure of prevalence). If a patient has a five-day hospital stay, she/he would be counted each day under total hospitalizations. However, she/he would only be counted one time under admissions since she/he was admitted one time.

We Are Here for You

Additional resources can be found on the Department of Health's dedicated WA HEALTH webpage. You can always reach us directly with any questions or ideas for how we can better support you at wahealth@doh.wa.gov.