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## WA HEALTH FAQs

To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email [doh.information@doh.wa.gov](mailto:doh.information@doh.wa.gov).

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### **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.

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## 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. All Washington State acute care hospitals are required to report data to WA HEALTH in accordance with the [Emergency Rule](#).

### **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](mailto: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>.

An issue that we see often is that accounts may automatically login to the incorrect SAW account. You'll need to make sure you are using the correct SAW account that corresponds with your email in WA HEALTH and no other SAW account.

### **Q: How do I log into the WA HEALTH portal for 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](mailto: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.

**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 and cookies from your browser.
4. Close your browser window(s) and try logging in again.
5. If the above steps do not work, please try clearing your cache and 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](mailto: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.

**Q: What is the preferred log in browser for WA HEALTH?**

**A:** Microsoft Edge is the preferred browser to access the WA HEALTH web portal.

## 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 Monday through Friday with weekend relief using WA HEALTH 3-day backdating feature.

### **Q: How many days do I have to report data within WA HEALTH?**

**A:** You can enter data entries up to 3-days prior to the current date.

### **Q: What if I'm outside of the 3-day reporting window with WA HEALTH?**

**A:** If you need help editing any data that is outside of the 3-day reporting window, please contact us at [wahealth@doh.wa.gov](mailto:wahealth@doh.wa.gov). The WA HEALTH Support Team is available during regular office hours to open the backdating window. We are also closed for State and Federal holidays.

### **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 best practice that is recommended is to add the users that know the subject and are closest to the accurate data.

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

**A:** No, WA HEALTH will report to NHSN on your behalf. Starting June 1, 2023, WA HEALTH began daily reporting to National Healthcare Safety Network (NHSN) for all Washington state acute care hospitals. This alleviates 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 record.

There will be no impact on individual facilities. Facilities are still able to report directly to NHSN if necessary for their hospital organization.

**Please keep in mind, reporting to WA HEALTH daily is required for acute care hospitals.**

### **Q: How does my WA HEALTH reporting fulfill the NHSN reporting definitions?**

**A:** WA HEALTH breaks down certain data categories further than NHSN (such as bed occupancy data). When WA HEALTH reports your data to NHSN, we sum up certain fields to ensure that the data adheres to the NHSN 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](mailto:NHSN@cdc.gov).

**Q: What do I do if I enter the wrong data?**

**A:** If incorrect data is submitted in WA HEALTH, simply reenter the correct data. You can enter data within the 3-day window reporting window. 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](mailto:wahealth@doh.wa.gov) for assistance.

**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](mailto: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](mailto:wahealth@doh.wa.gov).

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

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

**Q: For stats reporting, what is the difference between new admissions and hospitalizations?**

**A:** When entering data for WA HEALTH, there is a distinction between the total hospitalizations (Inpatient Beds) reporting and previous day 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.

**Q: How do I report newborn babies who are in-room with their mother?**

**A:** WA HEALTH counts all beds. A bassinet is considered a bed. If a mother and baby are in the same room, you would count 1 bed for the mother (Other adult bed) and 1 bed for the baby (nursery bed). This nursery is also called a newborn or a well-baby nursery and is for healthy babies who don't need any special monitoring, oxygen or an intravenous tube.

**Q: Where would I report mothers recovering from childbirth?**

**A:** WA HEALTH allows facilities to decide where to capture adult beds. These beds can be reported in the "Adult beds in other inpatient areas" category.

**Q: How do I update my facility ICU bed types?**

**A:** Detailed instructions for changing ICU bed types can be found in the WA HEALTH Admin User Guide on page 8 under the Facilities Set Up Page section.

## C. Additional Information

**Q: How do I receive updates about the WA HEALTH program?**

A: Please make sure you are signed up for the monthly WA HEALTH newsletters. You can reach out to the [WA HEALTH team](#) for more information.

**Q: What if I have general questions about the WA HEALTH program or interface?**

A: We currently hold user support meetings every two months. Meeting details can be found in our monthly newsletter or by reaching out to the [WA HEALTH support team](#).

**Q: How do I get additional information about WA HEALTH?**

A: 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](mailto:wahealth@doh.wa.gov).

## D. Resources and Frequently Used Links

The newest version of the [Emergency Rule](#).

WA HEALTH home page [WA HEALTH Home](#).

Secure Access Washington (SAW) [Secure Access Washington \(SAW\)](#).

Department of Health's dedicated [WA HEALTH webpage](#).

WA HEALTH Support Team Email Address [wahealth@doh.wa.gov](mailto:wahealth@doh.wa.gov)

To get started with NHSN [NHSN Registration Information](#).

NHSN contact information [NHSN@cdc.gov](mailto:NHSN@cdc.gov)

NHSN sign in portal [Secure Access Management Service \(cdc.gov\)](#) (SAMS)