

State: Washington State

**What is your team's biggest strength around telehealth programs?**

One of our biggest strengths around TH is the collaboration between organizations and sharing of information. The Department of Health, Healthcare Authority, University of Washington, Seattle Children's Hospital and family led organizations (NAC, ODMF, WAAA) have worked closely to ensure that TH across our state is comprehensive, inclusive and based on based practices.

**Describe your team's biggest challenge around telehealth programs.**

Telehealth training is more general and doesn't apply to ABA related treatment and providers. There are no standards of care for ABA services that are delivered via TH. Our biggest challenge has been to get ABA specific TH services implemented due to the challenge of creating documents, protocols etc...then the next challenge will be disseminating information and getting providers to deliver the services.

**Describe ONE current strategy that your state is using around telehealth.**

Our state convened a TH Ad Hoc Committee and was very successful in completing a capacity assessment that gained a great deal of data from surveys and informant interviews. A strategic plan is being developed that will help guide and provide information to families and providers.

Partners are developing fact sheets, guides and 'how to' documents so that insights and information can be disseminated across the state. One particular area is the work that the Medicaid Interpreter Services and NAC is conducting to brainstorm, problem solve and develop protocols and materials so that the TH services will be effective for non-English speakers particularly in our rural communities.

**What's one interesting thing about your state?**

WA has some of the most diverse geographic and climate features in the USA. From east-to-west and north-to-south, WA has a wide variety of terrain, geology, temperatures, and populations. With this geographic and population diversity, it is critical that TH is delivered so everyone can have access to treatment, education and care.

**What does your team hope to gain from this meeting?**

We hope to gain a better understanding of language access (interpreters), cultural considerations, cross-cultural communication and cultural brokering when delivering TH.