

# HEALTHIER WASHINGTON COLLABORATION PORTAL

Resources for Washington State's health and  
wellness community | [www.waportal.org](http://www.waportal.org) v3.0

## SWACH Learning Community @ WA Portal

The **SWACH Learning Community** on the [Healthier Washington Collaboration Portal | WA Portal](#) provides a virtual space to support SWACH partners in the implementation of transformation activities. The Learning Community serves as THE place for partners to collaborate and find resources to accelerate health system transformation.

### Quick Start Guide

1. Create your account on the Healthier Washington Collaboration Portal | WA Portal
  - a. Visit <https://waportal.org/adminaccess/register>
  - b. Register with your email address, complete the form and click “create new account”
  - c. Make note of your username (e-mail address) and password
  - d. You’ll receive email confirmation of your registration
2. Request to join a team
  - a. **Your SWACH team lead will let you know** which team(s) to join
  - b. Go to <https://waportal.org>, log in, click [my portal](#) at the top of the page, and click [Create or Join a Team](#) under “quick links”
  - c. Use the “search filters” to find the appropriate team
  - d. Click “request to join.” You do not need to include a message to the team lead
  - e. You’ll receive a notification once your SWACH team lead approves your request
3. Next steps
  - a. Access your teams through <https://waportal.org/my-portal>
  - b. Get familiar with WA Portal features and roles (see below)
  - c. Review existing document folders, exchanges, calendars on your teams
  - d. Keep an eye out for email notifications about new activities in your teams
  - e. Participate in “exchanges” by leaving comments, questions, etc.
  - f. Consider joining the [New to WA Portal](#) team for resources and information.
  - g. As needed, contact [learningcommunity@southwestach.org](mailto:learningcommunity@southwestach.org) for technical support

### Best Practices

**Collaborate!** Use the *Exchange* feature on your *Team Pages* to collaborate, ask questions and share information that’s timely and useful for other team members.

**Avoid group emails.** Use the *Exchange* feature instead of group emails to your teams. This ensures that discussions and information are accessible to current and future team members. However, communication with a limited audience (e.g. between you and another group member) should not be conducted through the team.

**When posting an exchange, use descriptive titles.** For example, use “Provide Input on MAT Guidelines by 4/1/2019” rather than “New Guidelines.” This ensures that e-mail notifications generated by the system provide a clear description of the content.

**Do Not Share Protected Health Information (PHI) in the WA Portal:** The WA Portal is not HIPPA compliant.

**Before posting a new exchange, search the team to see if the topic already exists.** The search bar is located at the top of each team page. This helps avoid duplication of information and reduces unnecessary email notifications.

**Avoid simple acknowledgements (e.g. “thank you”) in exchanges.** This minimizes the number of unnecessary email notifications generated by the system.

**When in doubt, email your team manager.** Not sure if a topic or document is relevant? Just ask. A link to the team manager’s email is located near the bottom of each team page.

## Features & Roles

Features	Description	Functionality
Landing Page	A dedicated landing page, which in SWACH’s case is the SWACH Learning Community home page.	SWACH’s landing page includes access to SWACH teams, external links, and links to other tools and resources within the portal.
Team Pages	Team pages are the WA Portal’s mechanism for collaboration.	Team pages allow <i>team members</i> and <i>team managers</i> to share, discuss and access information in a contained, password-protected environment.
Team Links	Dedicated links found at the top of any <i>team page</i> .	Team links go to a web link, such as an external website or a specific location within the portal.
Exchanges	Conversations that occur within <i>team pages</i> .	Team members or managers begin the conversation by creating a new exchange (an option within the team page).
Resources	The WA Portal has a dedicated resource library with a variety of healthcare transformation resources vetted by Healthier Washington	Users can click a button to add resources to create their own curated collection of resources within the portal.
Document Folders	Folders containing documents (e.g. Word, PPT, PDF, etc.) stored within the portal.	Documents are accessed through dedicated links on team pages.

Roles	Description	Functionality
WA Portal Members	To participate in the portal, individuals must create an account with their email and password and use that account to log in to the WA Portal.	Members can: <ul style="list-style-type: none"> <li>- Join teams</li> <li>- Create teams</li> <li>- Interact with teams</li> <li>- Access resources</li> </ul>

Team Managers	Day-to-day managers of individual <i>team pages</i> within the WA Portal.	<ul style="list-style-type: none"> <li>- Can add <i>team links</i>, add/remove <i>team members</i>, edit team name, and other global information.</li> <li>- Can post <i>team documents</i> and <i>exchanges</i></li> <li>- Will receive email notifications of requests to join the team. Must approve/deny requests.</li> </ul>
Team Members	Individual participants in a <i>team page</i> .	<ul style="list-style-type: none"> <li>- Must request to join a team or be added to a team by the <i>team manager</i>.</li> <li>- May include SWACH staff or external partners.</li> <li>- Can post <i>team documents</i> and <i>exchanges</i>, as well as participate in exchanges.</li> <li>- Receives notifications when other team members and managers add a new exchange, add a document, or comment on an exchange</li> </ul>
Teams Coordinator	Similar to <i>team manager</i> but with oversight over all of an ACH's (or other WA Portal partner's) <i>team pages</i> .	<ul style="list-style-type: none"> <li>- Has access to all of the ACH's team pages.</li> <li>- Additional privileges include ability to e-mail all team participants through the portal and the ability to add documents to all of the ACH's teams in one action.</li> </ul>