


**DEPARTMENT OF HEALTH
NURSING CARE QUALITY ASSURANCE COMMISSION
PROCEDURE**

Title:	Outreach and Education	Number:	W47.01
Reference:	RCW 18.130.160 RCW 18.130.175 WAC 246-840-750 through 246-840-780		
Contact:	Paula R. Meyer, MSN, RN, FRE Executive Director Nursing Care Quality Assurance Commission		
Effective Date:	March 8, 2019	Date Reviewed:	March 2019
Supersedes:	W25.01		
Approved:	 Tracy Rude, LPN Chair Washington State Nursing Care Quality Assurance Commission		

PURPOSE:

Washington Health Professional Services (WHPS) provides education and outreach to entities such as healthcare and professional organizations, drug courts, educational and academic programs, and government agencies. The desired outcome of these efforts is to protect the public by facilitating awareness and understanding of substance use disorder, encouraging organizations and individuals to recognize WHPS as a resource, and increase program participation.

PROCEDURE:

Nursing Care Quality Assurance Commission (NCQAC) and the WHPS Director will:

- A. Conduct an annual review of outreach and education performance trends, partner organizations, and entities served by the WHPS program. WHPS will identify target audiences that would benefit from WHPS education and consultation services.
- B. Strategize and develop education and outreach plans with the goal of building and maintaining collaborative relationships with monitoring programs in Washington and other states.
- C. Develop and facilitate educational resources, learning activities, and events through:
 1. Determining type and length of educational activity or event.
 2. Conducting focused literature review to provide most up-to-date and evidence-based content.

3. Identifying most appropriate delivery of educational content (e.g., synchronous, asynchronous, electronic, or printed materials and evaluation methods).
 4. Applying for accredited educational credits when appropriate or necessary.
- D. Develop and maintain a user-friendly WHPS website.
 - E. Function as a resource information hub.
 - F. Provide NCQAC annually with WHPS education goals, proposed and scheduled education activities to include dates, location, and target audience.
 - G. Conduct annual review of education and outreach activities and report subsequent outcomes metrics.