

# Building Washington's Healthcare Workforce

A trusted managed care partner focused on strengthening the safety net, Coordinated Care understands that improved health outcomes begin with access to quality care. That's why we're taking an innovative, upstream approach to build up Washington's healthcare workforce and meet the needs of all patients.



## A Multi-Faceted, National Challenge

The demand for healthcare professionals is outpacing supply – having major impacts in Washington and nationwide:

- The U.S. could see a **shortage of up to 124,000 physicians** by 2034.<sup>1</sup>
- Workforce challenges are exacerbated in Medicaid populations – care is highly concentrated, with just **25% of primary care physicians providing 86% of the care.**<sup>2</sup>
- Shortages are projected to worsen in Washington – **49% of the state's healthcare workers** said they are **likely to leave the profession** in the next few years.<sup>3</sup>
- Washington has **just 81 primary care physicians per 100,000 people** – compared to an average of 94 physicians per 100,000 people nationwide.<sup>4</sup>
- Washington's behavioral health workforce faces significant challenges – **only 16.9% of behavioral health needs are being met in Washington due to shortages.**<sup>5</sup>

## Our Uniquely Local Approach




Coordinated Care has launched upstream programs and partnerships to build the pipeline of healthcare professionals, expand capacity and drive better health outcomes.

### Cultivating a Diverse Pipeline

We started the Coordinated Care Community Scholarship program to support first-generation, underrepresented and BIPOC students entering the healthcare field – expanding on investments from the State to make it easier for individuals of all backgrounds to pursue in-demand careers.

- 2021** Successfully **launched pilot program** in collaboration with two local community colleges.
- 2022** Expanded program by **400%** to ten partners across the state.
- 2023** Partnered with **23 organizations** to assist nearly **700 students** statewide to date.
- 2024** Invested **\$1.3 million** through the Washington State Opportunity Scholars program to support students pursuing healthcare degrees. Matched by the State, **this is a \$2.6 million statewide investment** to address workforce shortages.

### Investing to Increase Capacity

-  **Behavioral Health**  
Invested in growing Compass Health's behavioral health campus in Everett – **allowing them to serve an additional 1,500 adults each year.**
-  **Recovery Nursery**  
Funded a critical expansion at Maddie's Place in Spokane to **serve 2x the number of babies and moms** experiencing withdrawal from prenatal substance exposure.
-  **Children's Health**  
Provided **over a dozen capacity-building grants** to children's mental health providers across the state to increase trauma-focused treatment, diversity of providers and access to telehealth in schools.



# Supporting Our Providers to Increase Access to Care

## Free Education to Deepen Expertise & Offerings

Coordinated Care is proud to offer free trainings to providers, community-based organizations, family caregivers and external partners both in-person and online – increasing access to quality care for our members. Our clinical trainings offer evidence-based approaches to help broaden expertise on a range of topics:

» In 2023, Coordinated Care conducted 200+ trainings for the community and providers.



## Reducing Administrative Burdens

Providers need the time to do what they do best – care for our members. We regularly collaborate with providers to simplify and reduce their administrative burden, identify areas of improvement and streamline processes through routine operational and utilization management meetings.

» In 2023, Coordinated Care facilitated over 100 sessions with providers to resolve operational concerns, reducing the time required to navigate systems and address care gaps.

## Addressing Unique Challenges for Rural Providers

Serving every county in Washington, we know the needs of rural providers are distinct. Our staff delivers individualized, provider-centric support — with the goal of mitigating challenges before they arise. In addition, our Critical Access Hospital quality incentive payments build capacity and provide additional services for members.

» Distributed \$1.4+ million in funding to help build capacity and provide healthcare services in rural regions across Washington.



## What's Ahead

Creating a resilient healthcare workforce is necessary to meet the needs of our members and create a healthier Washington. That's why Coordinated Care is committed to continuing to address workforce shortages across the state by building the future provider pipeline and supporting current healthcare workers – ultimately helping us transform the health of the community, one person at a time.

<sup>1</sup> <https://www.aamc.org/media/54681/download>

<sup>2</sup> <https://www.healthaffairs.org/doi/10.1377/hlthaff.2021.01747>

<sup>3</sup> <https://www.wasafeandhealthy.com/news/poll-half-of-wa-healthcare-workers-likely-to-quit>

<sup>4</sup> [https://familymedicine.uw.edu/chws/wp-content/uploads/sites/5/2022/08/Washington\\_Physicians\\_FR\\_2022-JULY.pdf](https://familymedicine.uw.edu/chws/wp-content/uploads/sites/5/2022/08/Washington_Physicians_FR_2022-JULY.pdf)

<sup>5</sup> <https://www.kff.org/mental-health/issue-brief/a-look-at-strategies-to-address-behavioral-health-workforce-shortages-findings-from-a-survey-of-state-medicaid-programs/>