

## **E-mail Distribution Lists for Local Health Jurisdiction & Tribal Public Health Leaders**

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One primary communication method that the Washington State Department of Health (DOH) uses to get information to the leaders of local health jurisdictions (LHJs) and tribal public health in a timely manner is e-mail distribution lists. We maintain the following distribution lists for LHJ and tribal health leaders:

- LHJ Directors\*
- LHJ Leadership\*
- Tribal Health Directors\*
- Tribal Clinic Directors
- Tribal Emergency Preparedness Contacts

We rely on LHJ directors to indicate who from their agency should be on the LHJ Leadership distribution list. We work with the American Indian Health Commission (AIHC) and tribal health directors to identify who from each tribe should be on the tribal distribution lists. The documents described below indicate who is on each of these distribution lists.

\* DOH leaders are also included on these distribution lists so they can maintain awareness of the information being sent to LHJ and tribal public health leaders. This includes: the DOH Executive Team, Public Health Operations Team, Special Assistant for Health Reform & Innovation, Chief Financial Officer, Tribal Liaison and Local Health Liaison.

Of course these are not the only e-mail distribution lists that exist between DOH, LHJs and tribal public health. DOH divisions, programs, projects and staff communicate directly to LHJ and tribal program staff via snail-mail, e-mail, phone, and conference calls. Usually for specific programs, projects, or topics DOH program staff maintain their own lists of LHJ and tribal program contacts. They may use Microsoft Outlook e-mail groups, e-mail distribution on the state e-mail system or listservs. Some examples include: WIC Coordinators, Immunization Coordinators, LHJ Communicable Disease Investigators, LHJ Assessment Contacts, etc.

All organizations are challenged to keep information flowing vertically – up and down the hierarchy in a timely manner. Our practice is for DOH, LHJ and tribal program staff to communicate directly with each other for day-to-day business. DOH, LHJ and tribal program staff are expected to pass information up their management chain per their agency expectations.

DOH program staff are expected to also alert their managers and LHJ and tribal public health leaders if the information they are communicating to program staff has significant policy, fiscal or other resource implications.

### **Contact Information for Local Health Jurisdiction & Tribal Public Health Leaders**

To aid communication among state, local, and tribal public health leaders, DOH collects, maintains and publishes contact information for local and tribal public health agencies and leaders. The information is published in various formats. Public information is available in the follow formats on the internet at: [Contacts & Communication Resources](#).

#### LHJs

- Main & After Hours Phone Numbers (for the agency)
- Agency & Leader Info
- Agency Info
- Leader Info\*\*

#### Tribal Public Health

- Main & After Hours Phone Numbers (for the tribe)
- Agency & Leadership Info
- Leader Info\*\*

\*\* The *Leader Info* lists are the source documents for populating the e-mail distribution lists described above.

### **Some Other Communication Channels for LHJ & Tribal Public Health Leaders**

[WA SECURES](#) – Washington Secure Electronic Communications, Urgent Response and Exchange System (WA SECURES) is a secure messaging and alerting system. It is supported by the Washington State Department of Health

and used by public health organizations and their partners. For more information see:  
<http://www.doh.wa.gov/ForPublicHealthandHealthcareProviders/EmergencyPreparedness/WAresponds/WASECURES/WASECURESFAQ>

Associations – the associations that serve LHJs and tribal public health also maintain a variety of distribution list and list serves. For more information see:  
<http://www.doh.wa.gov/ForPublicHealthandHealthcareProviders/PublicHealthSystemResourcesandServices/PublicHealthinWashington/LocalPublicHealth/Associations>

### **Additional Notes on the Email Distribution Lists for DOH Staff**

Purpose of the DLs: For DOH to swiftly and efficiently disseminate information to local and tribal public health leaders. Primarily for “one-way” information DOH needs to “push out.”

The DLs are part of the State / DOH e-mail system. The full name of each DL is:

- DOH DL OS **LHJ Directors**
- DOH DL OS **LHJ Leadership**
- DOH DL OS **Tribal Health Directors**
- DOH DL OS **Tribal Clinic Directors**
- DOH DL OS **Tribal Emergency Preparedness Contacts**

Who can send: Technologically, any DOH staff person can send to these DLs – this way, when urgent information needs to go out the appropriate messenger can simply send it without having to find a person who has special clearance or technical capabilities.

Who should send: An “appropriate messenger” – someone who is known to the target audience and credible. DOH Assistant Secretaries are responsible for assuring that the DLs are used appropriately.

Tips: Remember to think about your audience when crafting a message. While you know who you are sending it to and why, they don’t. Your message will probably be one among hundreds they receive that day that are all vying for their attention. So that they can quickly triage, sort, and prioritize, help them quickly understand:

- The topic
- Whether action is needed or not and timeframe (when is the action needed by)
- Who it is from (including the agency and program) – include a signature block or contact information in case they have questions.

In the body of the message, at the top, indicate which groups / roles you are sending to (i.e. Sending to LHJ Leaders and Tribal Health Directors). This helps them understand a bit about the context and why they are receiving the message and who else did or didn’t receive it.

CC’s: Remember that DOH leadership (see above) is on these DLs. If other people at DOH or elsewhere need to receive the information or be aware that the information was sent out, don’t forget to CC them.