

ALASKA AREA OFFICE IT TRIBAL SHARES LISTENING SESSION

MARCH 21, 2011

Presentations from Dr. Theresa Cullen (ISAC IT Priorities & IT Tribal Shares listening session process)

Participants from the Alaska Area Office, SouthEast Alaska Regional Health Consortium, Maniilaq Association, Tanana Chiefs Conference, Alaska Native Tribal Health Consortium, Ketchikan Indian Community.

Feedback from the participants:

GENERAL COMMENTS ABOUT OIT PRODUCTS/SERVICES

- There are concerns about access to Broadband services. If there is no connectivity for some facilities, how does a Tribal organization comment on IT services? There are concerns about quality and latency issues.
- Is there IHS training for Tribal administrators and CEOs? The ability to use certain technologies “come and go” when IT employees are hired or leave a Tribal organization. It is difficult to keep good IT staff and when an IT employee leaves, their knowledge goes too. Also, there is too much time spent on computers right now by health care providers. The provider sees a patient for 15 minutes but spends four hours on the computer. Can IT be easier to use?
- If OIT services were provided “ala carte,” would there be a pricing shock for those costs?
- Alaska Tribal organizations would like to know what services they are purchasing. Could OIT provide a more defined service level agreement and list what services are provided?
- There are concerns about hardware and the need for assistance how to upgrade computer systems (similar to a strategic plan) but certain organizations and/or facilities do not have the resources (funds/staff) to improve technologies at a facility level.

COMMUNICATION/INFORMATION ON SERVICES/PRICES

- Could IHS provide an orientation about OIT offerings so Tribal organizations could understand what is available under the Tribal shares.
- What could a Tribal organization do if there are IT services it wants to provide but no funds to provide them?
- Alaska is unique because the Alaska Native Tribal Health Consortium (ANTHC) took all the Area Office IT Tribal shares. Individual Tribal organizations would like to know what services/products provided by ANTHC and also by IHS. It would be helpful to provide a presentation on this three-way relationship for IT services in Alaska.