

# Indian Health Service Health Information Technology Modernization Program

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TRIBAL CONSULTATION / URBAN CONFER  
THE PATH FORWARD  
NOVEMBER 8, 2023



# Technical Notes and Support

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- If you lose connectivity during the session, simply **re-click your access link** to re-join the meeting
- If you experience technical difficulties, **send a note using the chat box** on the bottom menu bar - we'll assist you from there



- Enjoy the session!





# Opening in a Good Way

Mr. Dave "Nahwahquaw"  
Grignon, Menominee Indian  
Tribe of Wisconsin



# Rules of Engagement

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- **Before commenting or asking a question**, please state your name and the Tribe or Urban Indian Organization you are representing either verbally or in the chat box
- Active participation is welcome from Tribal and Urban Indian Organization leaders (or designees) only
- Members of industry and other participants are invited to **listen only** unless directly addressed
  - Questions asked on behalf of vendors will not be answered

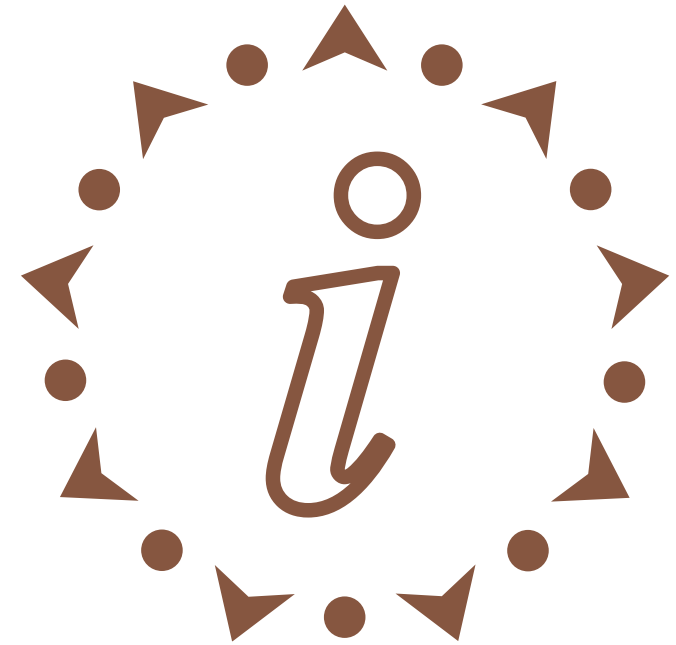




# Consultation and Confer Questions

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- 1) Regarding the scope and services, what products and services do you still have questions about?
- 2) When it comes to governance (e.g., ECG, focus groups), what opportunities, concerns, or input do you have that would improve the approach?
- 3) What are your concerns regarding the implementation?
- 4) What are key considerations to ensure the timeline to participate is inclusive for Tribal, Urban, and federal sites?



# Agenda

<b>Acquisition Update</b>	<b>Mitchell Thornbrugh</b> <i>Chief Information Officer</i>	<b>15 min</b>
<b>Brief History</b>	<b>Jeanette Kompkoff</b> <i>Director, Division of Health Information Technology Modernization and Operations</i>	<b>10 min</b>
<b>Modernization Timeline and Scope</b>	<b>Mitchell Thornbrugh</b> <i>Chief Information Officer</i>	<b>5 min</b>
<b>Modernization Partner Collaboration</b>	<b>Dr. Howard Hays</b> <i>Chief Medical Information Officer</i>	<b>5 min</b>
<b>Open Dialogue</b>	<b>Rose Bear Don't Walk</b> <i>TC/UC Facilitator</i>	<b>35 min</b>
<b>Upcoming Engagement Opportunities</b>	<b>Mitchell Thornbrugh</b> <i>Chief Information Officer</i>	<b>5 min</b>
<b>Closing</b>	<b>Mitchell Thornbrugh</b> <i>Chief Information Officer</i>	<b>5 min</b>





# Acquisition Update

Mitchell Thornbrugh – Chief Information Officer





## Brief History

Jeanette Kompkoff – Director, Division of Health Information Technology  
Modernization and Operations



# Health IT Modernization Executive Summary

To fulfill its mission to deliver comprehensive health care across Indian Country, IHS will provide an enterprise Electronic Health Record system to Tribes, Urban Indian Organizations, and IHS sites of care

*This infrastructure must be modernized - the legacy Resource and Patient Management System (RPMS) is nearly 40 years old, outdated, and unsustainable*

**Replace** RPMS with modern, industry-leading, health IT and EHR solutions deployed and managed on an enterprise level

**Stabilize** the support system through an enterprise approach that includes staff training, business processes, and technology maintenance

**Liberate data** so it is accessible across the enterprise by clinicians, patients, and partners alike to improve patient outcomes



# Need for Health IT Modernization

After system-wide analysis and Tribal Consultation / Urban Confer, the IHS determined to fully replace RPMS to fulfill its mission

The Resource and Patient Management System (RPMS) has served the I/T/U for nearly 40 years

Technology advances, the regulatory environment, and the distributed deployment model created **significant challenges** for RPMS development and operations

The U.S. Department of Veterans Affairs' **VistA system is scheduled for replacement – affecting IHS dependencies**

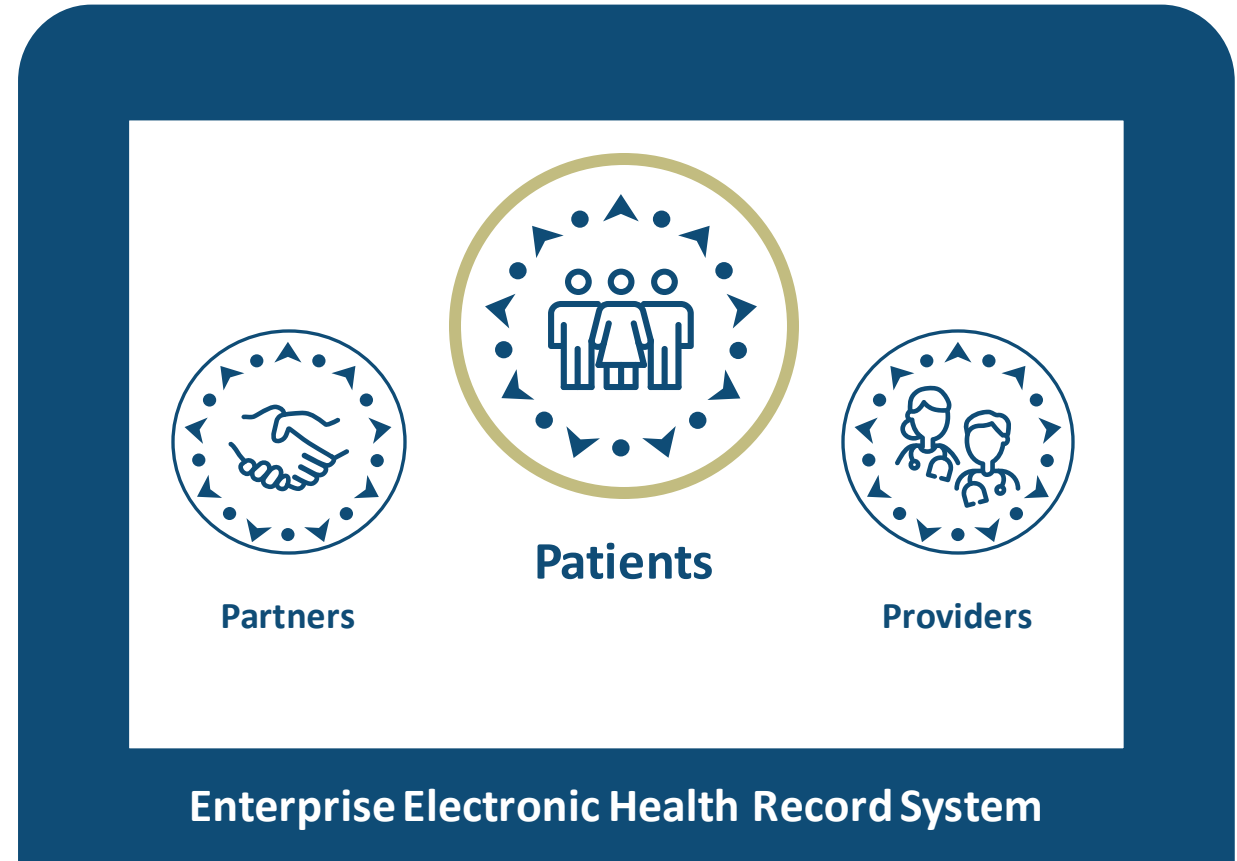
The HHS/IHS Health IT Modernization Research Project (2018-19) confirmed that **RPMS is unsustainable**

Several independent audits **identified challenges in the current health IT systems** to inform future Modernization efforts



# Improve Care and Patient Coordination

**Modernization Program Vision:**  
An enterprise health IT system built together with Tribal and Urban partners that enables clinicians to consistently and easily provide high-quality care across Indian Country with integrated data on a modern platform







# Modernization Timeline and Scope

Mitchell Thornbrugh – Chief Information Officer

# Timeline

2018 - 2019

## Research

- Health and Human Services (HHS)/IHS Modernization Research Project Report with three modernization approaches
- U.S. Government Accountability Office (GAO) Report on Critical Legacy Systems
- HHS Office of the Inspector General health IT reports released

2020 - 2021

## Plan

- Listening Sessions on modernization approaches
- [Decision memo](#) announcing plans to replace Resource and Patient Management System (RPMS)
- Establish Program Management Office (PMO)
- Virtual Industry Day and Requests for Information (RFI) from industry
- Acquisition strategy

2022 - 2024

## Buy & Build

- Office of Information Technology (OIT) Division of Health IT Modernization and Operations (DHITMO) creation
- Request for Proposals (RFP) for EHR solution vendor & integrator – award pending
- Extensive proposal evaluation and product demonstrations
- Human Capital Planning/Workforce Analysis
- Start of system build

2025 +

## Train, Deploy, Operate

- Operationalize pilot sites
- Focus on Organizational Change Management
- Local infrastructure assessment and mitigation
- User training
- Multi-year rollout in cohorts, across IHS, Tribal, and Urban Indian Organizations (I/T/U)



# Statement of Objectives

Offerors proposed services and solutions to meet IHS' modernization objectives, as stated in the IDIQ Request for Proposals (RFP)

**Usability of Solution Capabilities:** Information should be quickly and easily accessible through an integrated Electronic Health Record solution

**Planning and Implementation of Solution Capabilities:** All solutions are rigorously planned, including risk identification and mitigation planning

**Training:** Training will include system training, certifications, and end-user training

**Data Management:** All data will be available to IHS, Tribal, and Urban Partners in accessible and non-proprietary formats

**Interoperability:** IHS will maximize interoperability to ensure that patient care is enhanced with the right information at the right time to support the delivery of high-quality care





# Statement of Objectives

Offerors proposed services and solutions to meet IHS' modernization objectives, as stated in the IDIQ Request for Proposals (RFP)

**Quality Assurance and Testing Strategy:** Minimize the occurrence of significant schedule delays, adverse patient safety events, and risks due to insufficient testing

**Operations and Support:** IHS and its systems will have continuous support as business process, technologies, regulations and reporting requirements evolve

**Cybersecurity and Access:** Proposed solutions to ensure that security and privacy requirements are met and included with applicable Task Orders

**Project Management:** Develop an integration process in accordance with rigorous federal project management requirements





# Modernization Partner Collaboration

Dr. Howard Hays – Chief Medical Information Officer

# 2023 Partner Collaboration

Across the Health IT Modernization Program, the IHS seeks ways to actively share updates with, listen to, and obtain inputs from partners to build the new enterprise EHR solution

## Partner Engagement

**933**

*attendees at TC/UC events to share Modernization progress and receive input from partners*

**1,500**

*participants registered for the Partnership Conference*

**5**

*Health IT breakout sessions hosted*

**75**

*attendees at the Health IT Modernization Summit*

**28**

*I/T/U partners interviewed to establish a baseline understanding of Modernization awareness*

**5**

*Dear Tribal Leader Letters / Dear Urban Indian Organization Leader Letters published to promote engagement opportunities*

## Communications

**4,817+**

*unique visitors to IHS.gov Modernization-focused webpages*

**200**

*products created including presentations, press releases, blogs, social media posts, and newsletters*

**93**

*partner communications published*

**80+**

*listening interviews conducted to understand informational needs*





# Statement of Interest



**Opportunity** for Tribes and Urban Indian Organizations to formally express interest in participating in the IHS enterprise EHR solution

- IHS desires to learn which Tribal and Urban health care entities have an interest in becoming a tenant on the shared system
- IHS circulated a “[Statement of Interest](#)” form where Tribal and Urban health care entities can indicate their interest in partnering with IHS on the shared enterprise solution
  - **80%** of responses desire to implement “**early**” in the Modernization program
  - **50%** already use commercial health IT solutions other than or alongside RPMS
- The Statement of Interest is **NON-BINDING**, and will connect partners to support system configuration, organizational assessment, and implementation planning
- The Statement of Interest was attached to a [Dear Tribal Leader and Urban Indian Organization Leader letter](#) published on June 29, 2023
- IHS has received **60 Statement of Interest documents** to date



# Enterprise Collaboration Group (ECG)

## Purpose

A user-focused body that informs system configuration in key clinical and administrative areas.

Examples of clinical topics may include medication management and patient registration/check-in; administrative examples may include revenue cycles and billing



## Scope

Review preferred, evidence-based practices and recommendations for the following operational aspects of EHR implementation and deployment:

- Workflows
- System Configurations
- System Policy



## Outcomes

The enterprise EHR system is configured collaboratively by expert users from participating IHS federal facilities, Tribes, and Urban Indian Organizations (I/T/U)\*

- Replace local EHR committee
- Address accreditation
- Address patient safety and quality of care

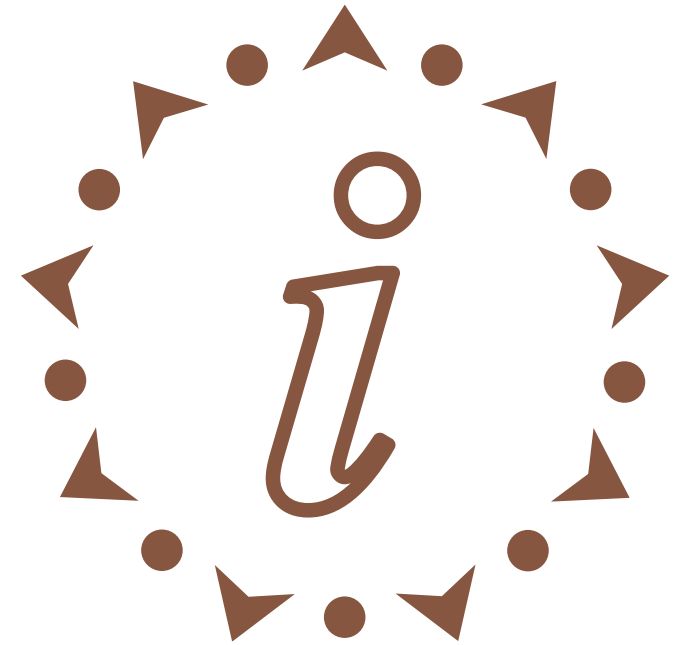
\*Statement of Interest provides IHS notice of Tribal/Urban partners who may join as tenants on the new enterprise EHR solution



# Consultation and Confer Questions

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# Upcoming Partner Engagement Opportunities

Mitchell Thornbrugh – Chief Information Officer

# Health IT Modernization Tribal/Urban Engagement

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Scan the QR code above to access additional information and past communications about IHS Health IT Modernization

- **August 2023** - [2023 IHS Partnership Conference](#) focused on unity and collaboration in health care
- **August 2023** - [Tribal Summit](#) facilitated collaboration for Tribal and Urban Indian Organization leaders and IHS leadership
- **August 2023** – [Tribal Consultation and Urban Confer](#) focused on leaders engaging in governance
- **July 2023** – Announcing the planned [Health IT Modernization Summit](#)
- **June 2023** – Announcing release of the [Statement of Interest](#) for Tribes and Urban Indian communities
- **May 2023** – [Tribal Consultation and Urban Confer](#) session on funding, technical business models, and shares
- **March 2023** – [Tribal Consultation and Urban Confer](#) session on preparing for change and program milestones
- **February 2023** – [Announcing registration for four Tribal Consultations and Urban Confers](#) in 2023
- **January – February 2023** – Product demonstrations hosted, 5 clinical scenarios each





## IHS Director's Bi-Weekly Updates for Tribal and Urban Indian Leaders

- This newsletter features content that IHS Director Roselyn Tso believes is important for Tribal and Urban Indian leaders to share with their community
- [Sign up](#) at the IHS website to receive the newsletter
- Past updates are in the IHS online [newsroom](#)





# Upcoming Events



*Save the Date*

# JOIN US FOR A **VIRTUAL SUMMIT**

with the IHS Health IT Modernization Program  
VIA ZOOM



**DECEMBER 13, 2023**

**10:30 a.m. - 5:30 p.m. EST**

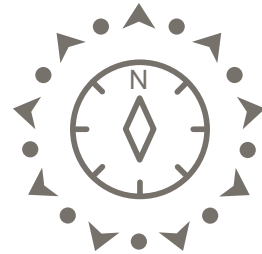
*\*Register by scanning the QR code or clicking the link provided*



# Thank you

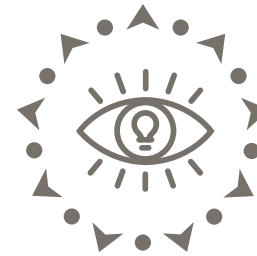
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Stay informed on the Health IT Modernization Program at [www.IHS.gov/HIT](http://www.IHS.gov/HIT)



## **IHS Mission**

To raise the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level



## **IHS Vision**

Build healthy communities and quality health care systems through strong partnerships and culturally responsive practices

Email or copy:

[consultation@ihs.gov](mailto:consultation@ihs.gov) or [urbanconfer@ihs.gov](mailto:urbanconfer@ihs.gov)

SUBJECT LINE: Health IT Modernization TC/UC



