



RESOURCE AND PATIENT MANAGEMENT SYSTEM

EHR CAC Informatics – Advanced CAC eLearning/Hands-on

July 18-22, 2016

IHS Office of Information Technology (OIT)
Rockville, Maryland

Phoenix Area Office
Phoenix, Arizona

Course Information

Description

Let's get "Back-to-Basics"! It's been over 10 years since RPMS EHR was first introduced and many Clinical Application Coordinators (CAC), Pharmacy Informaticists, Lab & Radiology Informaticists, Information Technology (IT) Professionals, and Health Information Management (HIM) Professionals who were originally instrumental in setting up the RPMS applications and parameters are long gone...and so is their expertise!!! The "EHR CAC Informatics" series is offering a succession of Back-to-Basics trainings to compare and contrast RPMS configuration and realign for optimal performance and workflow. The course will be offered on Monday through Friday from 10:00 AM – 3:00 PM Mountain Time. Space is limited to 200 attendees. It is expected that participants will provide 100 percent of their attention and attend the entire five days. Office hours will be scheduled as needed for those who seek individualized assistance for problem solving and trouble shooting.

Prerequisites

Clinical Application Coordinators [CAC], Pharmacy Informaticists, Clinical Informaticists, Health Information Management [HIM] Professionals, and Information Technology [IT] Specialists with a background in the Resource Patient Management System Electronic Health Record [RPMS-EHR]. Each participant must have access to a computer with internet connection and a separate telephone line to dial into the web conferencing number. Participants must have access to their facility's RPMS EHR system or a training RPMS EHR system [roll and scroll, EHR GUI] as the Clinical Applications Coordinator [CAC] and/or Chief, MIS User Class. Participants are strongly encouraged to connect using a computer that has two monitors attached

Continuing Education Information

No Continuing Education Credit is Available.

Guidelines for Receiving Certificates of Attendance.

Certificates of attendance will be awarded upon completion to those who have both registered for this activity AND "signed-in" to the Adobe Connect Session Attendance Pod with **Last Name, First Name, Credentials, and Location.**

Course Learning Objectives

At the end of the course participants should be able to....

- Examine the RPMS and VeuCentric® Framework.
- Apply information found in the RPMS Technical Manuals.
- Maintain Taxonomies.
- Utilize Best Practice Prompts.
- Set up and deactivate a User.
- Compare and contrast GUI applications and their listeners.
- Employ Notifications and Order Checks.
- Edit Local Terms.
- Create a Generic Order.
- Utilize advanced a VueCentric® Template Design Tools.
- Insert a patient photo into Vista Imaging.
- Create ICD-10 Picklists and CPT Superbills.
- Resolve EHR errors.

Instructors and Facilitators

Disclosure Statement: As a provider accredited by ACCME, ANCC, and ACPE, the IHS Clinical Support Center must ensure balance, independence, objectivity, and scientific rigor in its educational activities. Course directors/coordinators, planning committee members, faculty, and all others who are in a position to control the content of this educational activity are required to disclose all relevant financial relationships with any commercial interest related to the subject matter of the educational activity. Safeguards against commercial bias have been put in place. Faculty will also disclose any off-label and/or investigational use of pharmaceuticals or instruments discussed in their presentation. The course directors/coordinators, planning committee members, and faculty for this activity have completed the disclosure process and have indicated that they do not have any significant financial relationships or affiliations with any manufacturers or commercial products to disclose.

Phoenix Area Office

- Elvira Mosely MSHS, RN, CAPT USPHS; Phoenix Area Office Clinical Applications Coordinator
- Tammy Brewer, CPC; Phoenix Area Office Clinical Applications Coordinator
- Ryan Lewis, Phoenix Area Office VistA Imaging Specialist, Phoenix

Indian Health Service Office of Information Technology

- Chris Saddler, RN, Information Technology Specialist

Phoenix Indian Medical Center (PIMC)

- Anthony Millkamp, RN; EHR Clinical Application Coordinator; Clinical Informatics Department

Detailed Course Agenda

All times are Mountain Time!

| Monday | | |
|----------|---|------|
| Start | Topic | TAB# |
| 10:30 AM | Adobe Connect Sign-In & Assistance Announcements & Instructions Questions & Answers | |
| 11:00 AM | RPMS/VueCentric® Framework At the end of this session participants should be able to: <ul style="list-style-type: none"> • Review Information found in Technical Manuals to include: • PCC Package Links • EHR Behavioral Health • EHR Taskman • EHR slowness • Community Health Representative (CHR) | |
| | Hands-on Activity At the end of this session participants should be able to: <ul style="list-style-type: none"> • Examine the Scheduled Tasks • Determine Patch Level • Conduct a Fileman Inquiry for PCC Master Control File and Package Links • Review EHR GUI Configuration | |
| 3:00 PM | End | |

| Tuesday | | |
|----------|--|------|
| Start | Topic | TAB# |
| 10:30 AM | Adobe Connect Sign-In & Assistance Announcements & Instructions Questions & Answers | |
| 11:00 AM | Taxonomy Maintenance At the end of this session participants should be able to: <ul style="list-style-type: none"> • Compare and contrast the convention for creating a Demo,Patient to exclude from PCC and GPRA as well as utilize “Demo,Patient Only” mode in EHR • Examine HMR and Best Practice Prompts logic | |
| | Lab Links and Interface Issues At the end of this session participants should be able to: <ul style="list-style-type: none"> • Process Laboratory, Medication, and Radiology orders for use in testing data objects | |
| | User Setup At the end of this session participants should be able to: <ul style="list-style-type: none"> • Compare and contrast Keys, Menus, User Class, Provider Class, etc. • Utilize the proper sequence to deactivate a User | |
| 3:00 PM | End | |

| Wednesday | | |
|-----------|--|------|
| Start | Topic | TAB# |
| 10:30 AM | Adobe Connect Sign-In & Assistance Announcements & Instructions Questions & Answers | |
| 11:00 AM | ED Dashboard At the end of this session participants should be able to: <ul style="list-style-type: none"> Analyze the ED Dashboard for functionality Compare and contrast patient workflow and provider workflow Examine AMER and ED Dashboard Configuration Generate Reports | |
| | RPMS GUIs and Listeners At the end of this session participants should be able to compare and contrast: <ul style="list-style-type: none"> iCare Behavioral Health Diabetes Management System Practice Management GPRA | |
| | Hands-on Activity At the end of this session participants should be able to: <ul style="list-style-type: none"> View BMX Listeners using the Menu Option Utilize System Check to view Listeners currently running | |
| | Notifications & Order Checks At the end of this session participants should be able to: <ul style="list-style-type: none"> Troubleshoot Utilize the SURO menu Configure "Forwarding" of Notifications Configure "Flag" Notifications | |
| | Hands-on Activity At the end of this sessions participants should be able to: <ul style="list-style-type: none"> Flag Orders Flag Orders to a Device Flag Orders to a User regardless of Patient or Status of Notification (Enabled or Disabled) | |
| | Parameters, BSTS Settings, and UIFS Menu At the end of this sessions participants should be able to: <ul style="list-style-type: none"> Troubleshoot Parameters Explain the "danger" of running the "Refresh" option | |
| 3:00 PM | End | |

| Thursday | | |
|-----------------|---|-------------|
| Start | Topic | TAB# |
| 10:30 AM | Adobe Connect Sign-In & Assistance Announcements & Instructions Questions & Answers | |
| 11:00 AM | Quick Orders At the end of this session participants should be able to: <ul style="list-style-type: none"> • Create a Generic Order for supplement • Search Quick Orders for an Orderable and Order Option • Add Templates and TIU Objects to a Medication Quick Order | |
| | Advanced VueCentric® Template Design At the end of this session participants should be able to: <ul style="list-style-type: none"> • Add Buttons to Components • Utilize Program Launchers • Examine the Copy & Paste function • Add the “Trace-Log” to the EHR GUI • Analyze issues with Program Launchers and repeat Components • Evaluate steps for optimizing EHR performance • Export Templates | |
| | VistA Imaging® Patient Photo At the end of this session participants should be able to: <ul style="list-style-type: none"> • Insert a patient photo using VistA Imaging® | |
| | Picklists At the end of this sessions participants should be able to: <ul style="list-style-type: none"> • Create ICD-10, CPT, and other Picklists | |
| 3:00 PM | End | |

| Friday | | |
|----------|---|------|
| Start | Topic | TAB# |
| 10:30 AM | Adobe Connect Sign-In & Assistance Announcements & Instructions Questions & Answers | |
| 11:00 AM | Consult Reports Hands-on Activity At the end of this session participants should be able to: <ul style="list-style-type: none"> • Use Editing and Reporting of Consult Tools | |
| | EHR Error Resolutions At the end of this session participants should be able to: <ul style="list-style-type: none"> • Identify common EHR Errors to include: • CCDA • Electronic Signature • Reminders • Unable to select a User | |
| | Miscellaneous Topics At the end of this session participants should be able to: <ul style="list-style-type: none"> • Utilize the Trace-log and Error Trap • Examine EHR Components and Fileman Files | |
| 3:00 PM | End | |

Biographical Sketches

CAPT Elvira Mosely, MSHS, RN

Clinical Application Coordinator

Phoenix Area Office

Elvira Mosely, RN, is the Clinical Program Consultant for the Electronic Health Records (EHR) for the Phoenix Area Indian Health Service. She received her BSN degree in 1988 from Jacksonville University in Jacksonville Florida and received her MSHS degree in 2006 from Touro University California. Elvira worked as the Clinical Application Coordinator for the Hopi Health Care Center for one year before she applied and was accepted to be the Clinical Program Consultant for the Phoenix Area Indian Health Services in June 2006. Prior to the Indian Health Service CAPT Mosely served 11 years in the US Air Force on active duty status in a wide range of nursing positions. In 2004 Elvira transferred to the US Public Health Service and is presently on Active Duty status assigned to Phoenix Area Office. Elvira has been the lead project manager for the implementation and coordination of the RPMS EHR for all Phoenix Area Indian Health Services since June 2006.

Tammy Brewer, CPC

Clinical Application Coordinator

Phoenix Area Office

Tammy Brewer currently has served as one of the Phoenix Area Clinical Applications Coordinator (CAC) since 2014. She began her career with Indian Health Service as a Data Entry/Coder in 1991. Tammy then earned her Certified Professional Coder (CPC) through the American Academy of Professional Coders (AAPC) in 2001. In 2008, Tammy became the HIM-CAC at the Pine Ridge Hospital and was a member of the Outstanding Coding Team that received a National Directors award. In 2012, Tammy advanced her career by becoming the Clinical Applications Coordinator for the Cheyenne River Health Center in Eagle Butte, SD and to progress even further, accepted her current position as the Phoenix Area CAC in 2014. Tammy is a member of the Oglala Lakota Tribe located in Pine Ridge, South Dakota and brings 25 years of IHS experience to the table.

Chris Saddler, RN
Information Technology Specialist
IHS OIT

Chris Saddler began working for IHS in 1980 as a Nurse Epidemiologist at the Alaska Native Medical Center. In 1984, she joined the fledgling IHS RPMS Development Team. She was responsible for the initial development of the VA's Laboratory package and instrument interfaces for IHS. Transferring to OIT National Programs in 2003, her initial assignment was upgrading the Radiology package for EHR. Other projects included the upgrade to Kernel v 8 and other infrastructure packages, PCC+, Vista Imaging, Women's Health, and serving as IHS Database Administrator for two years. She provided technical support for EHR deployment in Alaska, and continues to support multi-division and urban sites.

Appendix A: Course Materials
