



RESOURCE AND PATIENT MANAGEMENT SYSTEM

# **EHR CAC Informatics EHR for the Emergency Department “Toolkit”**

## **eLearning/Hands-on**

September 26-30, 2016

IHS Office of Information Technology (OIT)  
Rockville, Maryland

## 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 CMS CoP Findings and Recommendations surrounding the RPMS EHR and Health Information for the Great Plains Area (GPA) Hospitals.
- Summarize the GPA and IHS Office of Information Technology (OIT) EHR Findings and Recommendations.
- Review the United South and Eastern Tribes (USET) Regional Extension Center (REC) and DIVIRGENT® Consulting “ED Toolkit” Project.
- Compare and Contrast the Phoenix Indian Medical Center (PIMC), Oklahoma City Area (OKC) and GPA Hospitals EHR for the ED Deployment and Standardization Approach.
- Adapt optimal use of the Emergency Department Dashboard (BEDD)
- Analyze utilization of OIT, GPA, and PIMC standardized Note Titles and TIU Templates.
- Build ED Note Titles
- Import TIU Note Templates.
- Build a Medication Administration Record (MAR) using TIU Note Title, TIU Template, and VA Health Summary Components.
- Build a Discharge Order using TIU Templates, Generic Orders, Order Sets, and Order Menu Components.
- Compare and Contrast “Inpatient Medications for Outpatient (IMO)” and “Medications Given in Clinic” options for managing medications administered within the Emergency Department.
- Apprise the Effectiveness and Efficiency of using Chief Complaint, Disease Specific, Evidence-Based Practice Ordering Menus for Medications, Laboratory Tests, Radiology Tests, and Nursing Orders.
- Build ED Menus, Orders, and Order-Sets according to recommended principles, practices, and techniques.
- Construct ICD-10 Pick Lists for use within the ED
- Document an entire ED Encounter from Admission through Discharge using RPMS EHR.
- Develop a Quality Assessment and Performance Improvement (QAPI) Indicators for evaluating Quality of Care provided within the Emergency Department.

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## 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.

### **IHS Headquarters**

- CAPT Jeffrey Salvon-Harman, MD – Office of Quality Improvement

### **IHS Office of Information Technology**

- LCDR Andrea Scott, MBA, Deputy Chief Information Officer
- Susy Postal, DNP, RN-BC, Chief Health Informatics Officer
- CAPT (ret) David Taylor, MHS, RPh, PA-C, RN – Clinical Informatics Consultant and BCMA Federal Lead
- CAPT Mike Allen, MIS, RPh, - Pharmacy Informatics Consultant
- Barbara Hess, DHA (Contractor), Application Systems Analyst

### **Great Plains Area (GPA)**

- Brenda Kleinknecht, MSHI, Acting Chief Information Officer
- CAPT Leslye Rauth, MS, RD, CDE, Clinical Applications Coordinator
- Deb Odens, RPh, PD, Clinical Applications Coordinator

### **Oklahoma City Area Office**

- CAPT Amy Rubin, PharmD, MMI, Clinical Applications Coordinator

### **Phoenix Area Office**

- Kyle Jahn, MS, Health Informatics Specialist
- CDR Luane Brien, IT Specialist, Data Management
- CDR Kendall Van Tyle, PharmD, BCPS, Pharmacy Informatics Consultant

### **Claremore Indian Hospital**

- LCDR David Stecco, PharmD, NCPS

### **Cherokee Nation WW Hastings Hospital**

- Jamie L. Tapp, PharmD, BCPS, IT Analyst

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### **Chinle Comprehensive Healthcare Center (CHCC)**

- Myrl “Nick” Bird, BSN, RN, CHTS-CP, Nurse Specialist Clinical Application Coordinator

### **Gallup Indian Medical Center (GIMC)**

- Marcie Platero, BSN, RN, Clinical Applications Coordinator
- CDR Keri Culligan, PharmD, Emergency Department Pharmacist

### **Northern Navajo Medical Center (NNMC)**

- CDR Clint Krestel, PharmD, Inpatient Pharmacy Supervisor.

### **Phoenix Indian Medical Center**

- CDR Anthony Millkamp, MSN, RN-BC, Clinical Applications Coordinator
- CAPT Jeff Walling, PharmD, Pharmacy Informaticist
- CAPT Dan Diggins, PharmD, BCPS, Deputy Chief Pharmacist/Inpatient Pharmacy Supervisor

### **Pine Ridge IHS Hospital**

- CDR Latona M. Austin, PharmD, BCPS, BCACP, NCPS, Clinical Pharmacist
- LCDR Sara Lout, PharmD, BCCP, Emergency Department Pharmacist

### **Rosebud Indian Hospital**

- Carin Greenhagen, BS, RN, Clinical Applications Coordinator
- LCDR, Abby Peterson, PharmD., BCPS, Assistant Chief/Outpatient Supervisor

### **Veterans Health Administration Bar Code Resource Office**

- Steve Corma, RPh, Pharmacist Consultant, BCRO Health Informatics

## Detailed Course Agenda

All times are Mountain Time!

**Monday**

Start	Topic	Day 1
9:30 AM	<b>Adobe Connect Sign-In &amp; Assistance</b> <b>Announcements &amp; Instructions</b> <b>Introductions</b> <b>Participant Needs and Expectations</b> <b>Questions &amp; Answers</b>	
10:00 AM	<b>CMS Conditions of Participation (CoP) Findings &amp; Recommendations</b> CAPT Jeffrey Salvon-Harman, MD, Office of Quality Improvement ( <b>Lead</b> )  <i>At the end of the presentation participants should be able to:</i> <ul style="list-style-type: none"> <li>• Summarize the recent CMS CoPs as they apply to the GPA ED and EHR (usability, inconsistency, gaps in capabilities).</li> <li>• Examine the actions taken to correct deficiencies.</li> <li>• Foster collaboration between Area Leaders as well as Hospital CMOs, CNOs, QAPI, and HIT.</li> </ul>	
11:00AM	<b>IHS OIT Findings &amp; Recommendations to the ISAC (Information Systems Advisory Committee)</b> Susy Postal, DNP, RN-BC, Chief Health Informatics Officer ( <b>Lead</b> ) CDR Andrea Scott, MBA, Deputy Chief Information Officer  <i>At the end of this presentation participants should be able to:</i> <ul style="list-style-type: none"> <li>• Identify the Top 10 Themes for lessons learned concerning Information Technology for the GPA</li> <li>• Recognize resource needs</li> <li>• Address communication needs</li> <li>• Discuss future state</li> </ul>	
12:00 Noon	<b>Break</b>	
12:30 PM	<b>Great Plains Area Findings &amp; Recommendations</b> Deb Odens, RPh, Clinical Applications Coordinator ( <b>Lead</b> ) Brenda Kleinknecht, MSHI, Acting Chief Information Officer CAPT Leslye Rauth, MS, RD, CDE, Clinical Applications Coordinator  <i>At the end of this presentation participants should be able to:</i> <ul style="list-style-type: none"> <li>• Describe the GPA approach in the matter of deploying the RPMS EHR within the ED for Rosebud, Omaha-Winnebago, Pine Ridge, and Rapid City.</li> <li>• Delineate the steps and resources needed</li> <li>• Examine the principles, practices, and techniques for maintaining standardization of TIU Templates, Order Menus, EHR GUI, and other EHR components.</li> </ul>	

Start	Topic	Day 1
1:30 PM	<p><b>USET REC and DIVURGENT® Consulting “ED Toolkit” Project</b>            CAPT (ret) David Taylor, MHS, RPh, PA-C, IHS OIT Clinical Informatics  <b>(Lead)</b>            Myrl “Nick” Bird, BSN, RN, CHTS-CP, Nurse Specialist CAC            CDR Clint Krestel, PharmD, Inpatient Pharmacy Supervisor            CDR Kendall Van Tyle, PharmD, BCPS, Pharmacy Informatics Consultant</p> <p><b><i>At the end of this presentation participants should be able to:</i></b></p> <ul style="list-style-type: none"> <li>• Review the roles and responsibilities of the MU Stage 1 United South and Eastern Tribes (USET) Regional Extension Center (REC).</li> <li>• Describe the goals of the USET and DIVURGENT® Consulting “EHR for the ED Toolkit” Project.</li> <li>• Compare and contrast the “EHR for ED Toolkit” experience for Chinle Comprehensive Healthcare Center and Northern Navajo Medical Center</li> </ul>	
2:00 PM	<p><b>Cherokee Nation WW Hastings Hospital Cerner® EHR for ED</b>            Jamie L. Tapp, PharmD, BCPS, IT Analyst <b>(Lead)</b></p> <p><b><i>At the end of this presentation participants should be able to:</i></b></p> <ul style="list-style-type: none"> <li>• Compare and contrast both the commonalities and differences between a COTS EHR and RPMS EHR deployment process for utilization within the ED.</li> </ul>	
2:30 PM	<p><b>PIMC, Oklahoma City Area, Claremore, &amp; Rosebud Deployment Approach</b>            CDR Anthony Millkamp, MSN, RN-BC, Clinical Applications Coordinator  <b>(Lead)</b>            Carin Greenhagen, BS, RN, Clinical Applications Coordinator <b>(Co-Lead)</b>            CAPT Amy Rubin, PharmD, MMI, Clinical Applications Coordinator            CAPT Cory Wilton, D.Ph., NCPS, Clinical Applications Coordinator</p> <p><b><i>At the end of this presentation participants should be able to:</i></b></p> <ul style="list-style-type: none"> <li>• Examine the commonalities and differences surrounding the “EHR for ED” Deployment between PIMC, Oklahoma City Area, Claremore Indian Hospital, and Rosebud Indian Hospital.</li> <li>• Identify the “PIMC EHR for ED Toolkit” used as a springboard for the GPA Hospitals “EHR for the ED” Deployment Project.</li> <li>• Delineate workflow, patient flow, best practices, and resources needed for successful deployment of the EHR within the ED.</li> </ul>	
	<b>Questions and Answers</b>	
3:30 PM	<b>End</b>	

## Tuesday

Start	Topic	Day 2
9:30 AM	<b>Adobe Connect Sign-In &amp; Assistance</b> <b>Announcements &amp; Instructions</b> <b>Introductions</b> <b>Participant Needs and Expectations</b> <b>Questions &amp; Answers</b>	
10:00 AM	<b>BEDD Emergency Department Dashboard Overview and Hands-On</b> CDR Anthony Millkamp, MSN, RN-BC, Clinical Applications Coordinator ( <b>Lead</b> ) Carin Greenhagen, BSCS, RN, Clinical Applications Coordinator ( <b>Co-Lead</b> ) Barbara Hess, DBA (Contractor), Application Systems Analyst  <b>At the end of this session participants should be able to:</b> <ul style="list-style-type: none"> <li>• Delineate Patient Flow, Work Flow, Roles &amp; Responsibilities</li> <li>• Optimize the AMER and Clinic Scheduling Packages for use with the Dashboard.</li> <li>• Configure ED Dashboard Settings</li> <li>• Configure ED Dashboard Manager Settings</li> <li>• Use the ED Dashboard from Admission through Discharge.</li> <li>• Review “Clinic Scheduling” Parameters for addressing “Advance Directives” during ED Admission Process.</li> <li>• Establish principles, practices, and techniques for maintaining a Timely, Complete, and Accurate ED Record</li> </ul>	
2:30 PM	<b>QlickView® Guided Analytics Overview and Discussion</b> CDR Anthony Millkamp, MSN, RN-BC, Clinical Applications Coordinator ( <b>Lead</b> ) Kyle Jahn, Health Informatics Specialist Carin Greenhagen BS, RN, Clinical Applications Coordinator  <b>At the end of presentation participants should be able to:</b> <ul style="list-style-type: none"> <li>• Examine the utilization of QlikView® (proprietary software used by the Phoenix Area Office) for BEDD QAPI</li> <li>• Establish BEDD Emergency Department QAPI Indicators</li> </ul>	
	<b>Questions and Answers</b>	
3:30 PM	<b>End</b>	

## Wednesday

Start	Topic	Day 3
9:30 AM	<b>Adobe Connect Sign-In &amp; Assistance</b> <b>Announcements &amp; Instructions</b> <b>Introductions</b> <b>Participant Needs and Expectations</b> <b>Questions &amp; Answers</b>	
10:00 AM	<b>ED TIU Note Titles and Templates Hands-On</b> Leslye Rauth, MS, RD, CDE, Clinical Applications Coordinator <b>(Lead)</b> Deb Odens, RPh, Clinical Applications Coordinator <b>(Co-Lead)</b> CDR Anthony Millkamp, MSN, RN-BC, Clinical Applications Coordinator Carin Greenhagen BS, RN, Clinical Applications Coordinator  <b><i>At the end of this session participants should be able to:</i></b> <ul style="list-style-type: none"> <li>• Create TIU Note Titles.</li> <li>• Import TIU Templates.</li> <li>• Delineate patient flow and work flow.</li> <li>• Document a patient encounter using the “EHR for the ED TIU Toolkit” to include:                             <ul style="list-style-type: none"> <li>✓ ED Provider</li> <li>✓ ED Nurse Encounter</li> <li>✓ ED Nurse Assessment</li> <li>✓ ED Nurse Reassessment</li> <li>✓ ED Nurse Intervention</li> <li>✓ ED Medication Administration Record (MAR)</li> <li>✓ ED Discharge Orders and Instructions</li> <li>✓ ED Transition of Care (Hand-off between Nurses and Physicians at Change of Shift)</li> </ul> </li> </ul>	
1:00 PM	<b>Break</b>	
1:30 PM	<b>Create an ED MAR using TIU Template , VA Health Summary Component, and Health Summary Button Hands-On</b> Leslye Rauth, MS, RD, CDE, Clinical Applications Coordinator <b>(Lead)</b> Myrl “Nick” Bird, BSN, RN, CHTS-CP, Nurse Specialist CAC Carin Greenhagen BS, RN, Clinical Applications Coordinator  <b><i>At the end of this presentation participants should be able to:</i></b> <ul style="list-style-type: none"> <li>• Import the TIU MAR “EHR for the ED Toolkit” Template</li> <li>• Build a VA Health Summary Component</li> <li>• Create an EHR Button for the ED MAR</li> <li>• Document Medication Administration, Nursing Intervention, and Nursing Reassessment for Medication Effectiveness.</li> </ul>	
3:30 PM	<b>End</b>	

**Thursday**

<b>Start</b>	<b>Topic</b>	<b>Day 4</b>
9:30 AM	<b>Adobe Connect Sign-In &amp; Assistance</b> <b>Announcements &amp; Instructions</b> <b>Introductions</b> <b>Participant Needs and Expectations</b> <b>Questions &amp; Answers</b>	
10:00 AM	<b>Inpatient Medications for Outpatient (IMO)</b> CAPT Mike Allen, MIS, RPh, Pharmacy Informaticist ( <b>Lead</b> ) CAPT Jeff Walling, PharmD, Pharmacy Informaticist ( <b>Co-Lead</b> ) CAPT Dan Diggins, PharmD, BCPS, Deputy Chief Pharmacist ( <b>Co-Lead</b> ) CAPT Cory Wilton, D.Ph., NCPS, Clinical Applications Coordinator CDR Kendall Van Tyle, PharmD, BCPS, Pharmacy Informatics Consultant Steve Corma, RPh, Pharmacist Consultant, BCRO Health Informatics <b>(Commentary)</b>  <b>At the end of this presentation participants should be able to:</b> <ul style="list-style-type: none"> <li>• Compare and contrast the utilization of “IMO” versus “Meds Given in Clinic”.</li> <li>• Recognize the clear advantages of using IMO within the ED Setting</li> <li>• Delineate workflow, patient flow, and resources necessary for using IMO within the ED setting</li> <li>• Align Automated Dispensing Cabinets (ADCs) with ED Medication Menus</li> <li>• Establish “Best Practices” for ED Prescription Medications during “Pharmacy Window” and “Pharmacy After Hours”</li> <li>• Utilize Standardized Medication Quick Orders Naming Conventions for IMO, ED Medications, and ED Menus</li> <li>• Effectively Use the “Restrict to Quick Order” functionality</li> </ul>	
12:30 PM	<b>Break</b>	
1:00 PM	<b>Disease Specific and/or Chief Complaint Specific Menus</b> Deb Odens, RPh, PD, Clinical Applications Coordinator ( <b>Lead</b> ) CAPT Jeff Walling, PharmD, Pharmacy Informaticist CAPT Dan Diggins, PharmD, BCPS, Deputy Chief Pharmacist CAPT Cory Wilton, D.Ph., NCPS, Clinical Applications Coordinator CDR Kendall Van Tyle, PharmD, BCPS, Pharmacy Informatics Consultant Steve Corma, RPh, Pharmacist Consultant, BCRO Health Informatics <b>(Commentary)</b>  <b>At the end of this presentation participants should be able to:</b> <ul style="list-style-type: none"> <li>• Appraise the “PIMC ED Toolkit” Disease &amp; Chief Complaint Specific ED Ordering Menus</li> <li>• Create a Chief Complaint or Disease Specific Ordering Menu</li> <li>• Create an Antibiotic Stewardship Ordering Menu</li> </ul>	

Start	Topic	Day 4
2:30 PM	<p><b>Roles and Responsibilities of the “After Hours” ED Pharmacist</b>            CAPT Mike Allen, MIS, RPh, Pharmacy Informatics Consultant (<b>Lead</b>)            CDR Latona M. Austin, PharmD, BCPS, BCACP, NCPS, Clinical Pharmacist            LCDR Sara Lout, PharmD, BCCP, Emergency Department Pharmacist            CAPT Dan Diggins, PharmD, BCPS, Deputy Chief Pharmacist            CDR Keri Culligan, PharmD, Emergency Department Pharmacist            CAPT Cory Wilton, D.Ph., NCPS, Clinical Applications Coordinator            CAPT Tracie Patten, PharmD, Area Pharmacy and Lab Consultant</p> <p><b>At the end of this presentation participants should be able to:</b></p> <ul style="list-style-type: none"> <li>• Compare and contrast the roles and responsibilities of the “After Hours” Pharmacist within the ED and Inpatient Settings among various Indian Health Care Hospitals.</li> <li>• Examine the roles and responsibilities of the “After Hours Remote Order Entry” Pharmacist</li> <li>• Discuss the 2016 National Pharmacy Council (NPC) “Hot Topic” Recommendations to the IHS Principal Deputy Director</li> <li>• Analyze ASHP and ACCP Guidelines and Recommendations for Emergency Medicine Pharmacist (EMP) Services</li> </ul>	
3:30 PM	<b>End</b>	

## Friday

Start	Topic	Day 5
9:30 AM	<b>Adobe Connect Sign-In &amp; Assistance</b> <b>Announcements &amp; Instructions</b> <b>Introductions</b> <b>Participant Needs and Expectations</b> <b>Questions &amp; Answers</b>	
10:00 AM	<b>ED Discharge Order</b> Deb Odens, RPh, PD, Clinical Applications Coordinator ( <b>Lead</b> ) Carin Greenhagen, BS, RN, Clinical Applications Coordinator  <b>At the end of this presentation participants should be able to:</b> <ul style="list-style-type: none"> <li>• Create a Discharge Order using the components:                             <ul style="list-style-type: none"> <li>✓ TIU Note Template</li> <li>✓ Generic Order</li> <li>✓ Order Sets</li> <li>✓ Write Orders List Menu Management</li> </ul> </li> </ul>	
11:30 AM	<b>ED Integrated Problem List (IPL)</b> CAPT Leslye Rauth, MS, RD, CDE, Clinical Applications Coordinator ( <b>Lead</b> ) Marcie Platero, BSN, RN, Clinical Applications Coordinator ( <b>Co-Lead</b> ) CAPT Amy Rubin, PharmD, MMI, Clinical Applications Coordinator ( <b>Co-Lead</b> )  At the end of this session participants should be able to: <ul style="list-style-type: none"> <li>• Generate RPMS Reports for ED Diagnoses (<b>Marcie Platero</b>)</li> <li>• Build an IPL Picklist for use within the ED (<b>Marcie Platero</b>)</li> <li>• Import the GIMC IPL Picklist created by Marcie Platero and Susan Richards (<b>Marcie Platero</b>)</li> <li>• Examine IPL Best Practices for EHRp1.1 Patch 19 (<b>Amy Rubin</b>)                             <ul style="list-style-type: none"> <li>✓ Usability focused on decluttering problem display, ease management of problems, and improve POV management.</li> <li>✓ Laterality prompts in SNOMED CT Search and on Picklists</li> <li>✓ New tabular Design and Core Problems Landing Tab with additional status tabs.</li> <li>✓ Clean up option of reassign statuses based on default DTS status</li> <li>✓ Option of inactivate problems as “Episodic” if problem has not been used as POV in site defined Time Frame</li> <li>✓ User Configuration of IPL</li> </ul> </li> </ul>	
1:00 PM	<b>Break</b>	

Start	Topic	Day 5
1:30 PM	<p><b>Quality Assessment and Performance Improvement (QAPI)</b>            Carin Greenhagen BS, RN, Clinical Applications Coordinator (<b>Lead</b>)            CDR Anthony Millkamp, MSN, RN-BC, Clinical Applications Coordinator</p> <p><b>At the end of presentation participants should be able to:</b></p> <ul style="list-style-type: none"> <li>• Evaluate the ED QA/PI programs for PIMC and Rosebud</li> <li>• Establish Standardized QA/PI measures for the Hospital ED</li> <li>• Examine the utilization of QlikView® proprietary software used by the Phoenix Area Office</li> <li>• Establish principles, practices, and techniques for maintaining a Timely, Complete, and Accurate ED Record</li> </ul>	
3:00 PM	<p><b>Discussion: Putting it All Together – What’s Next?</b></p> <ul style="list-style-type: none"> <li>• Identify EHR for the ED strengths, weaknesses, and gaps.</li> <li>• Delineate steps for moving Indian Health Care Hospital EDs into a refined RPMS EHR standardized model</li> <li>• Discuss training obstacles and resources needed.</li> </ul>	
3:30 PM	<b>End</b>	

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## Biographical Sketches

**LCDR Christina Andrade, PharmD**  
**Emergency Department Pharmacist**  
**Gallup Indian Medical Center**

LCDR Christina Andrade practices as a Pharmacotherapy Emergency Department Pharmacist and PGY-1 Pharmacy Residency Director at the Gallup Indian Medical Center (GIMC) in Gallup, New Mexico. Christina actually launched the GIMC ED Pharmacist program during her IHS PGY-1 Residency. She holds interests

**CDR Latona M. Austin, PharmD, BCPS, BCACP, NCPS**  
**Clinical Pharmacist**  
**Pine Ridge Indian Hospital**

CDR Latona Austin has been a clinical pharmacist with the Indian Health Service since 2003. She is responsible for pharmacy informatics at Pine Ridge IHS Hospital and was instrumental in converting Pine Ridge IHS Outpatient Pharmacy from Viking to RPMS Pharmacy 5/7 and in implementing Telepharmacy, Inpatient EHR, EHR for ED, and BCMA at Pine Ridge IHS Hospital. She was a member of the IHS PSG committee from 2007 through 2010 and has served as a guest instructor for multiple IHS pharmacy informatics courses.

**CAPT Deborah Burkybile Alcorn, MSN, RN, CPC**  
**BCMA Nurse Consultant, BCMA Training and Deployment**  
**IHS Office of Information Technology**

Deborah has been a Registered Nurse since 1980. During this time her nursing practice led her to work in a variety of private sector hospitals, clinics, tribal facilities, and for the last 28 years in Indian Health Service. CAPT Alcorn has been on assignment to OIT since 2005 as the National EHR Training/Deployment Specialist and has worked diligently to train and deploy the IHS RPMS EHR across the nation in federal, tribal, and urban health facilities. Captain Alcorn is currently serving as the IHS OIT BCMA Co-Lead and the OIT CCDA Federal Lead. Deborah is a citizen of the Cherokee Nation of Oklahoma. She received her Commission in the U.S. Public Health Service in 1988 and presently teleworks from Nashville, TN. Deborah has functioned in a number of nursing practice roles including Community Health Nursing in which she has Advanced Practice Master's preparation, Addictions, Ambulatory Care, Pediatrics, Injury Prevention, and Managed Care. She is also a Certified Professional Coder. Deborah is strongly committed to improved patient care through the use of the Healthcare Technology and has found her assignment to OIT to be one of the most satisfying nursing experiences to date.

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**CAPT Michael Allen, MIS, RPh**  
**EHR Pharmacy Consultant, IHS Office of Information Technology**  
**USET Regional Extension Center**

CAPT Allen is a commissioned Officer in the USPHS. He came from a family of pharmacists and holds a BS degree from Idaho State University. He has a Master of Information Systems degree from University of Phoenix. He started with USPHS after working in retail pharmacy for a few years. During his years in IHS he has served in Portland Area, Phoenix Area, and currently is in Tucson Area. His duties have included, besides being a pharmacist: Site Manager, Assistant Site Manager, CAC, Pharmacy Package Administrator, and POS specialist. He serves on the Pharmacy PSG and was recently appointed to the POS Technical Advisory Group. His children are out of the house and he has one granddaughter he misses greatly. He lives in Tucson with his wife and cat.

**Myrl “Nick” Bird, BSN, CHTS-CP**  
**Nurse Specialist – Clinical Application Coordinator**  
**Chinle Comprehensive Healthcare Center**

Nick Bird has worked his way from Nurse Aide to an LPN on to becoming a Registered Nurse working in a large variety of health care settings along the way. He received his BSN from the University of Oklahoma in 2002. He served as a 91C (Licensed Practical Nurse) and transitioned to a 91W in the US Army Reserve from 1999-2007 where he worked in the Oklahoma City VA hospital for most of his trainings. He started working critical care at Chinle Comprehensive Healthcare Center in 2003 as a travel nurse in the Special Care Unit then signed on fulltime a year later. He started taking on small EHR implementation projects while working as a staff nurse then was detailed to supporting EHR in 2007. He started in his current position as a Nurse Specialist – Clinical Application Coordinator in 2008. He took the HITPRO- Clinician/practitioner consultant exam in 2011 and earned the CHTS-CP certification. He has been with Chinle since the beginning of its implementation of EHR.

**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.

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**CDR Luane Brien**  
**IT Specialist (Data Management)**  
**Phoenix Area Office**

CDR Brien joined IHS in July 2005 under civil service transitioning to the U.S. Public Health Service in September 2008. She received a BS Business Administration in Computer Information Systems from Montana State University – Billings in 1999 and a MS in Information Technology from Kaplan University in 2014. Prior to working at IHS CDR Brien was a senior consultant for 5 years with Booz Allen Hamilton based in the DC metro area. CDR Brien is part of the Phoenix Area knowledge management team (KMT) and brings 17 years of database administration/development and data modeling experience to the group. The KMT team is tasked with developing performance dashboards for various clinical and operational business areas using QlikView® software.

**Stephen Corma, BS Pharm, RPh**  
**Pharmacist Consultant**  
**VHA Office of Informatics and Analytics, Barcode Resource Office**  
**U.S. Department of Veterans Affairs**

Stephen Corma is a registered Pharmacist serving as the Pharmacy Consultant for the U.S. Department of Veterans' Affairs Barcode Resource Office. He joined the VA in 1990 after spending 7 years as a staff pharmacist in various private sector hospitals. He began his VA career at the Wilkes-Barre VA Medical Center in Wilkes-Barre, PA and has performed in a variety of roles which included staff Pharmacist (both inpatient and outpatient), Inpatient Pharmacy Supervisor, Assistant Chief of Pharmacy, Acting Chief of Pharmacy, and Automated Data Processing Coordinator.

Stephen became interested in informatics with the initial roll out of BCMA and worked closely with the BCMA site coordinator, Pharmacy and Nursing staff to successfully implement through site set up, training, and ongoing support. He was selected as a site team member for the National BCMA Collaborative Breakthrough Series to optimize BCMA use. He has also participated on various national VHA Pharmacy Benefits Management work groups (medication reconciliation as site POC, and Systems & Parameters workgroup). He also worked with Physicians, Clinical Application Coordinators, & Clinical Pharmacists to create computerized order sets for various clinical pathways such as severe sepsis, diabetes management, hypertension, and anticoagulation. In his supervisory capacity, Stephen was responsible for oversight of Pharmacy Service programs which included expansion of Clinical Pharmacy services, budget control, planning, inventory management, staffing, performance, & quality assurance activities.

Stephen is a graduate of St. John's University, College of Pharmacy and Allied Health where he earned his Bachelor of Science degree in Pharmacy. He is also the newest addition to the Barcode Resource Office, joining them as Pharmacist Consultant in October 2013.

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**CAPT Dan Diggins, PharmD, BCPS**  
**Deputy Chief Pharmacist/Inpatient Pharmacy Supervisor**  
**Phoenix Indian Medical Center (PIMC)**

CAPT Dan Diggins holds 30 years of practice in inpatient/hospital pharmacy, most of which has been at Indian Health Service Medical Centers (Alaska Native Medical Center and Phoenix Indian Medical Center). His RPMS experience as a user dates to 1988, and drug file/pharmacy package experience dating to 1996. From 2003 to the present CAPT Diggins served as the director of inpatient pharmacy services at PIMC, and during that time directed, co-directed, or collaborated on numerous large projects including the implementation of RPMS inpatient order entry, use of computer-generated Medication Administration Records (MARs) on inpatient wards, use of automated drug dispensing machines (Pyxis), implementation of Pyxis-RPMS Interface, planning, testing and launch of Inpatient EHR, Emergency Department E.H.R. including use of Inpatient Meds for Outpatient (IMO) in our E.D., and most recently Barcode Medication Administration for all inpatient wards.

**Carin Greenhagen, BS, RN**  
**Clinical Applications Coordinator/Acting QAPI**  
**Rosebud Indian Hospital**

Ms. Greenhagen, BS, RN, is the Nurse Clinical Application Coordinator for the Rosebud Comprehensive Health Care Facility. She has worked at Rosebud in various Nursing Roles since 2004. Before working at Rosebud, Carin worked for the state prison system as a Registered Nurse and for Hewlett Packard in the Quality Department as an Information Technology Computer Professional for 16 years. Carin not only brings her many years as an IT Professional to EHR and played a pivotal and crucial role in both developing and deploying the “EHR for Emergency Department Toolkit” to meet CMS recommendations within Rosebud and Great Plains Area Hospital Emergency Departments. She has also developed an aggressive QA/PI program to ensure quality of care as well as a complete and accurate Legal Health Record (LHR) for the Emergency Department.

**Barbara Hess DHA (Contractor)**  
**Application Systems Analyst**  
**IHS Office of Information Technology**

Barbara Hess holds a Doctorate in Healthcare Administration, a Master’s degree in Business Administration and a bachelor’s degree in Animal Science. She started with Indian Health Service as a contractor in 2010 after working in different areas of healthcare including payer, provider, quality improvement, healthcare privacy, and emergency services. Barbara is a native Arizona and lives in the Tucson Area. Her duties with IHS included providing analytical support to the RPMS Electronic Medical Record, Clinical Reminders, ED Dashboard, and other duties and responsibilities that are presented to further healthcare through electronic medical records and its impact on patients’ health. Barbara’s doctoral dissertation included work in detection and mitigation of healthcare fraud and abuse and healthcare privacy.

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**Kyle Jahn, MS**  
**Health Informatics Specialist**  
**Phoenix Area Office**

Kyle joined IHS in August 2014 after working as Quality Management extern at Phoenix Area Office and as a Pathways Intern at the Phoenix Indian Medical Center (PIMC). He received a BS in Health Sciences (Pre-Medical) in 2014 and a MS in the Science of Health Care Delivery in 2015 from Arizona State University. Kyle is part of the PIMC medical informatics and Phoenix Area knowledge management teams (KMT).

**Brenda Kleinknecht, MSHI**  
**Acting Chief Information Officer**  
**Great Plains Area**

Brenda Kleinknecht currently serves as the Acting Chief Information Officer for the Great Plains Area. She guided the EHR Information Technology Infrastructure upgrades as well as the “EHR for ED Toolkit” deployment within the Great Plains Area. GPA is the first to move towards RPMS EHR Standardization as recommended by the Office of the National Coordinator (ONC) Advisor to Indian Health. In 2013, Brenda and her team received an IHS Directors Award for “the development of new procedures, demonstrating leadership, and collaborating with many programs to streamline Homeland Security”.

**CDR Clint Krestel, PharmD**  
**Inpatient Pharmacy Supervisor**  
**Northern Navajo Medical Center (NNMC)**

CDR Clint Krestel has been a pharmacist since 1999 in a variety of settings including retail, hospital, and multiple IHS sites as a contractor, including Ft. Yuma, Ft. Defiance, Gallup, & Northern Navajo Medical Center, prior to being commissioned in the US Public Health Service in 2003. From 2003 – 2005 he was a staff pharmacist at Northern Navajo Medical Center working in Outpatient and Inpatient Pharmacy as well as the Anticoagulation Clinic. Among other supervisory roles CDR Krestel has been the Assistant Chief of Pharmacy and Inpatient Pharmacy Supervisor at NNMC since 2006. Over the years he has been instrumental in implementing many advancements for the service unit, including 24/7 inpatient pharmacy coverage, overnight ER pharmacist coverage, initiating the use of the RPMS Pharmacy Unit Dose package, upgrading NNMCs Pyxis System to including interfacing it with RPMS, implementing Inpatient EHR & computer generated MARs, and utilization of BCMA. CDR Krestel has assisted multiple sites setting up or troubleshooting Delayed Orders, Auto DC rules, Release Events, and processes for converting Observation Patients to Full Admissions. With the loss of the NNMC Pharmacy Informaticist, CDR Krestel was recently selected as the alternate Navajo Area Representative to the IHS PSG committee.

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**LCDR Sara Lout, PharmD, BCCP  
Emergency Department Pharmacist  
Pine Ridge Indian Hospital**

LCDR Sara Lout is a clinical pharmacist serving a dedicated role to the Emergency Department (ED) at Pine Ridge Hospital. She received assignment to the ED in July 2011 and is a Board of Pharmacy Specialties (BPS) Board Certified Critical Care Pharmacist (BCCCP). She began at Pine Ridge Hospital in 2007 and 2008 serving as a JRCOSTEP (Junior Commissioned Officer Student Training and Extern Program) student pharmacist for 3 months during both summers. LCDR Lout's interest in emergency medicine began as a teenager when she volunteered as an Emergency Medical Technician (EMT) in rural North Dakota. While an undergraduate, she continued to volunteer as an EMT-Intermediate/85 with Spearfish Emergency Ambulance Service from 2001 to 2006 until she began the Doctor of Pharmacy program at North Dakota State University. LCDR Lout also serves as the Advanced/Introductory Pharmacy Practice Experience (APPE/IPPE) Coordinator as well as preceptor at Pine Ridge Hospital and maintains memberships with several professional pharmacy organizations. She enjoys her free time in the beautiful Black Hills with her husband and children. Currently, LCDR Lout is passionate about the potential improvement in quality of care and patient safety that may be acquired with the implementation of a Clinical Informatics Team.

**CDR Anthony Millkamp, MSN, RN, BCIN, CEN  
Clinical Applications Coordinator, Phoenix Indian Medical Center  
Federal Lead BEDD/AMER**

CDR Millkamp has served at the Phoenix Indian Medical Center Emergency since June 1993. He spent 5 years as a medical/surgical nurse and 12 years in the Emergency Department before joining the Clinical Informatics team in 2010. As a Computer Applications Coordinator and was charged with implementing the EHR in the PIMC ED. The transition included the AMER ED registration package, the BEDD ED Dashboard and Inpatient Medications for Outpatient (IMO) orders. He also oversaw the introduction of speech recognition dictation software at PIMC for provider notes and radiology reports. Since May 2014 CDR Millkamp has performed the additional duties of the Federal Lead for the AMER/BEDD packages. CDR Millkamp recently spent 30 days at the Rosebud, SD. Hospital when their ED reopened providing at the elbow support to the new ED staff. CDR Millkamp holds an MSN in Informatics from Grand Canyon University and certifications as an Emergency Nurse (CEN) and Informatics Nurse (BCIN).

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**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.

**Deborah Odens, RPh, PD**  
**Clinical Applications Coordinator**  
**Great Plains Area**

Ms. Odens holds a BS degree in Pharmacy. She started working with IHS after working in retail pharmacy from 1984 to 1989. She worked at the Lower Brule Health Center as the Chief Pharmacist, Primary Clinical Application Coordinator and IT specialist. In January of 2016 she joined the Great Plains Area staff as one of the Clinical Application Coordinators providing support to the 19 facilities in Great Plains Area.

**LCDR Abby Peterson, PharmD, BCPS**  
**Assistant Chief/Outpatient Supervisor**  
**Rosebud Indian Hospital**

LCDR Peterson is a commissioned officer in the USPHS. She received her Doctor of Pharmacy from South Dakota State University in 2009. She started working at Rosebud Comprehensive Health Care Facility in June 2009 as a Clinical Pharmacist and is now the Assistant Chief Pharmacist since February 2016. She assisted in BCMA implementation at Rosebud and continues to work on updating and optimizing the drug file and menus at Rosebud Comprehensive Health Care Facility

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**Marcie Platero, BSN, RN**  
**Clinical Applications Coordinator**  
**Gallup Indian Medical Center (GIMC)**

Marcie Platero, BSN, RN is currently working at Gallup Indian Medical Center. She has been a nurse since 1997. She started her nursing practice at a private facility. In 1999 she started working with IHS in various clinical areas and also as a Supervisory Clinical Nurse. Marcie is now serving as a Clinical Application Coordinator since 2011. She currently provides technical support to Tohatchi Health Center and Gallup Indian Medical Center.

**Susy Postal, DNP, RN-BC**  
**Chief Health Informatics Officer**  
**Indian Health Service Office of Information Technology**

Susy Postal DNP, RN-BC currently serves as the Chief Health Informatics Officer for the Indian Health Service (IHS) since her transition from the National Institute of Health in November 2015. Dr. Postal's professional nursing career has spanned 29 years with a focus on three main areas: Psychiatric, Intensive Care and Informatics. Her expertise involves bridging information technology with healthcare to promote quality patient care, improve patient outcomes and support population health. She has led hospital information system (HIS) initiatives such as end user training, support, security, policies development, downtime process improvement and patient portal implementation. At the IHS, Dr. Postal provides national and local leadership in transitioning to the Quality Payment Program/ Medicare Access to Child Health Insurance Program Reauthorization Act of 2015 (MACRA) as well as Meaningful Use Attestation. She also supports federal, tribal and urban programs with the advancement of health information technology. Dr. Postal completed her Doctorate of Nursing Practice from the University of Maryland in 2014 and is a Jonas Scholar.

**CAPT Leslye L. Rauth, MPH, RD, LMNT, CDE**  
**Clinical Applications Coordinator**  
**Great Plains Area**

CAPT Rauth has been working with the Indian Health Services for over eighteen years. CAPT Rauth has worked in the Aberdeen Area as a contractor, civil services employee and Commission Corp Personnel. During this time she has served as the Diabetic Coordinator and Chief Dietitian providing clinical support and administrative leadership. CAPT Rauth was detailed as Lead Clinical Applications Coordinator and Electronic Health Records Coordinator. In 2009 became the American Recovery and Reinvestment Act (ARRA) Clinical Application Coordinator for the Aberdeen Area. She received her Bachelors in Dietetics from Indiana University of Pennsylvania. She completed her Dietetic Internship with the University Of South Dakota. Leslye completed her Master's in Public Health (MPH) spring of 2008.

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**CAPT Amy Rubin, PharmD, MMI**  
**Clinical Applications Coordinator**  
**Oklahoma City Area Office**

CAPT Amy Rubin began her career with the United States Public Health Service Commissioned Corps and the Indian Health Service in 1999 as a pharmacist with the Clinton Service Unit. She obtained her Pharmacy Doctor degree in 2003. She served in various pharmacy roles for 10 years within the Clinton Service Unit. She began the transition into an informatics role when the service unit started to implement the RPMS Electronic Health Record. She was the project lead for this initiative which resulted in successful implementation at 3 facilities. CAPT Rubin started as the Area Clinical Application Coordinator for Oklahoma City Area in 2009 and still serves in this position. In 2011, she was awarded her Masters in Medical Informatics. She also performs duties for her area as the Meaningful Use Coordinator.

**Chris Saddler, RN**  
**Information Technology Specialist, IHS Office of Information Technology**

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.

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**CAPT Jeff Salvon-Harman, MD**  
**Acting Director of Quality Consortium**  
**Indian Health Service Headquarters**

Dr. Jeff Salvon-Harman is the Acting Director of the Quality Consortium for the Indian Health Service (IHS) and former Director of the Improving Patient Care Program. He is currently detailed to the Office of the Director as a member of the Quality Team. Previously, CAPT Salvon-Harman served in the United States Coast Guard as the Chief of Operational Medicine in Washington, DC. He served thirteen years at five duty stations with the Coast Guard. His Public Health Service career began with IHS where he was the Chief of Family Medicine at Tuba City Indian Medical Center from 1998 - 2001.

Dr. Salvon-Harman received his MD from Tufts University in Boston, MA, completed a residency in Family Medicine at Carilion Roanoke Memorial Medical Center in Roanoke, Virginia, and is Board Certified in Family Medicine. He is a qualified Military Flight Surgeon and Mishap Investigator. In 2015, he became certified in the model of Just Culture and a member of the American Association for Physician Leaders

**LCDR Andrea Scott, MBA, BS**  
**Deputy Chief Information Officer**  
**Indian Health Service Office of Information Technology**

LCDR Andrea Scott currently serves as the Deputy Director of the Office of Information Technology for the Indian Health Service (IHS). She transitioned from the Albuquerque Indian Health Center in May 2015, where she held the positions of Clinical Applications Coordinator/Meaningful Use Coordinator and Acting Administrative Officer. Lcdr Scott's duties include the role of principle advisor to the CIO and senior executive management on Information Technology (IT) issues and health information resources. She is a member of the IHS Headquarters senior management team with full participation in comprehensive planning, programming, operation and support of IHS-wide IT resources management, health information management and support services programs for a multidisciplinary health care delivery system that provides services to hundreds of widely distributed rural locations of federal, tribal and urban healthcare systems. Lcdr Scott's past employment in IHS as a civilian and PHS Commissioned Officer are a combined service of 25 years and were positions of clinical, administrative and technical responsibilities and leadership. Lcdr Scott is an enrolled member of the Yavapai-Apache Nation and a descendant of the Navajo and Hopi Nations.

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**LCDR David Stecco, PharmD, NCPS**  
**Clinical Applications Coordinator**  
**Claremore Indian Hospital**

LCDR David Stecco graduated from the University of Oklahoma with a Bachelor of Science in Microbiology in 2006 then with a Doctor of Pharmacy in 2010. He is a National Clinical Pharmacy Specialist (NCPS) in Congestive Heart Failure and Anticoagulation. He served as a clinical pharmacist for more than 5 years at the Claremore Indian Hospital. For his last year and a half as a pharmacist he worked primarily in the inpatient setting and was a part of the deployment of 24-hour pharmacy coverage, BCMA, IMO, and remote order processing for Pine Ridge Indian Hospital. He has been serving as a Clinical Applications Coordinator (CAC) since November 2015. In addition, he is currently serving as Executive Secretary of the U.S. Public Health Service Information Technology Professional Advisory Committee (ICAC).

**CDR Jamie L. Tapp, PharmD, BCPS**  
**Pharmacy IT Analyst**  
**Cherokee Nation WW Hastings Hospital**

CDR Tapp is a Commissioned Officer in the United States Public Health Service and is a licensed pharmacist. He has nearly 9 years of experience in the IHS Oklahoma Area. CDR Tapp began his career at W.W. Hastings Hospital in 2007 as a staff pharmacist with responsibilities in ambulatory, inpatient, and pharmacy-managed clinical services. In 2011, he transitioned to his current role of pharmacy IT analyst for Cherokee Nation Health Services, which includes W.W. Hastings Hospital inpatient, outpatient and urgent care pharmacies as well as 8 more ambulatory pharmacies and a centralized refill center. Responsibilities for this role include formulary and drug file management, bar code medication administration coordinator, ePrescribing coordinator, and membership among a variety of health system committees and workgroups. More recently, CDR Tapp was highly involved with Cherokee Nation's transition from EHR/RPMS to Cerner's electronic health record. Cherokee Nation has been using the Cerner electronic health record since August 2015.

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**CAPT (ret) David R. Taylor, MHS, RPh, PA-C, RN**  
**Clinical Informatics Consultant**  
**BCMA Federal Lead, BCMA Training and Deployment**  
**IHS Office of Information Technology**

Captain (ret) Taylor is a retired Commissioned Officer in the United States Public Health Service and is a certified physician assistant, registered pharmacist, and registered nurse. He holds more than 39 years of public health, clinical, and clinico-administrative experience in the IHS as both a Commissioned Officer and Federal Employee. Mr. Taylor has served as a pharmacist, physician assistant, quality manager, risk manager, and compliance officer for the Pine Ridge, South Dakota and Cherokee, North Carolina Indian Hospitals. He has also served as an HIV/AIDS/STD consultant, performance improvement consultant, pharmacy consultant, diabetes clinical consultant, and RPMS health informatics consultant for the Nashville Area Indian Health Service. Since 2002 David Taylor has been assigned to the Indian Health Service Office of Information Technology as a National Medical Informatics Consultant and has been charged with both training and deployment of the Meaningful Use of an Electronic Health Record throughout the entire Indian Health Care system. David was awarded the PHS Meritorious Service Medal in recognition for his accomplishments in the EHR arena during his Commission.

**CDR Kendall Van Tyle, PharmD, BCPS**  
**Pharmacy Informatics Consultant**  
**Phoenix Area Office**

CDR Van Tyle is a Commissioned Officer in the United States Public Health Service. He earned a BS in Microbiology and worked as a clinical microbiologist for 10 years before graduating with a Doctor of Pharmacy degree from the University of Arizona in 2006. CDR Van Tyle completed a PGY1 Pharmacy Residency with the Indian Health Service in 2007 at Northern Navajo Medical Center (NNMC) in Shiprock, New Mexico where he continued to work as a board certified clinical pharmacist, pharmacist clinician, and informaticist until 2016. While serving in the Navajo Area, he was part of the BCMA deployment team and served as one of the Navajo Area pharmacy technical consultants. CDR Van Tyle initiated the Antibiotic Stewardship Program at NNMC and continues to work in that interest area with the I.H.S. National workgroup. CDR Van Tyle is currently employed at the Phoenix Area Office, Office of Health Promotions where he serves as the Phoenix Area Pharmacy Informatics Consultant.

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**CAPT Jeff Walling, PharmD, BCPS, NCPS**

**Pharmacy Informaticist**

**Phoenix Indian Medical Center (PIMC)**

CAPT Jeff Walling holds more than 22 years of practice in Inpatient/Hospital pharmacy, most of which has been at Indian Healthcare Medical Centers to include Claremore Indian Hospital, Sells Indian Hospital, and Phoenix Indian Medical Center. His RPMS experience as a user dates to 1995, and drug file/pharmacy package experience dating to 1996. From 2005 to the present Jeff has served as the Pharmacy Informaticist at PIMC, and during that time directed, co-directed, or collaborated on numerous large projects including the (a) implementation of RPMS inpatient/outpatient order entry; (b) use of computer-generated Medication Administration Records (MARs) on Inpatient Wards; (c) use of Automated Drug Dispensing Machines (Pyxis); (d) implementation of Pyxis-RPMS Interface; (e) planning, testing and launch of Inpatient EHR; (f) implementation of CMOP (Consolidated Mail Order Pharmacy) and (g) Emergency Department EHR. including use of Inpatient Meds for Outpatient (IMO) in the PIMC Emergency Department, and (h) most recently Barcode Medication Administration for all Inpatient Wards.

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## **Appendix A: Course Materials**

### **At the IHS FTP Site**

The following materials may be downloaded from the RPMS Training FTP site at <ftp://ftp.ihs.gov/pubs/rpms-training/>

Course Agenda (this document)