RESOURCE AND PATIENT MANAGEMENT SYSTEM

Bar Code Medication Administration Remote Configuration and Test

Announcement and Agenda

September 29 – October 03, 2014

Blackfeet Community Hospital
Browning, MT

Office of Information Technology
Division of Information Technology
Albuquerque, New Mexico

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1.0 General Information

1.1 Background

The Centers for Medicare and Medicaid Services (CMS) recently published a final rule that specifies the Stage 2 criteria that eligible professionals (EP), eligible hospitals, and critical access hospitals (CAH) must meet in order to continue to participate in the Medicare and Medicaid Electronic Health Record (EHR) Incentive Programs. Through the Stage 2 requirements of the Medicare and Medicaid EHR Incentive Programs, CMS seeks to expand the meaningful use of certified EHR technology. Certified EHR technology used in a meaningful way is one piece of a broader health information technology infrastructure needed to reform the health care system and improve health care quality, efficiency, and patient safety.

This final rule specifies the Stage 2 criteria that EPs, eligible hospitals, and CAHs must meet in order to qualify for Medicare and/or Medicaid EHR incentive payments. In addition, it specifies payment adjustments under Medicare for covered professional services and hospital services provided by EPs, eligible hospitals, and CAHs failing to demonstrate meaningful use of certified EHR technology and other program participation requirements. This final rule revises certain Stage 1 criteria, as finalized in the July 28, 2010 final rule, as well as criteria that apply regardless of Stage.

New Core and Menu Set Objectives and Measures for Stage 2:

Automatically track medication orders using an electronic medication administration record (eMAR)

(16)(i) Objective. Automatically track medications from order to administration using assistive technologies in conjunction with an electronic medication administration record (eMAR).

(ii) Measure. Subject to paragraph (c) of this section, more than 10 percent of medication orders created by authorized providers of the eligible hospital's or CAH's inpatient or emergency department (POS 21 or 23) during the EHR reporting period for which all doses are tracked using eMAR. (iii) Exclusion in accordance with paragraph (i)(2) of this section. Any eligible hospital or CAH with an average daily inpatient census of fewer than 10 patients.

1.2 Bar Code Medication Administration Assistive Technology

Bar Code Medication Administration (BCMA) assistive technology is a software application which is used by the Veterans Health Administration (VHA) facilities to document medication administration activities and reduce medication errors. Ensuring the software is usable is paramount to successful adoption by the end-users. The Bar Code Resource Office (BCRO), using a Cognitive Engineer/Human Factors expert, has developed a structured process for performing usability assessments of new features under development. The following information is provided as a guide to assist the BCMA Software Development team in applying a structured process to future usability assessments.

Stage 2 Eligible Hospital and Critical Access Hospital Meaningful Use Core Measure 16 of 16

Automatically track medications from order to administration using assistive technologies in conjunction with an electronic medication administration record (eMAR).

More than 10 percent of medication orders created by authorized providers of the eligible hospital's or CAH's inpatient or emergency department (POS 21 or 23) during the EHR reporting period for which all doses are tracked using eMAR.

Exclusion

Any eligible hospital or CAH with an average daily inpatient census of fewer than 10 patients.

1.3 Definition of Terms

electronic Medication Administration Record: Technology that automatically documents the administration of medication into certified EHR technology using electronic tracking sensors (for example, radio frequency identification) or electronically readable tagging such as bar coding).

Average daily inpatient census: The total number of patients admitted during the previous calendar year divided by 365 (or 366 if the previous calendar year is a leap year).

1.4 Attestation Requirements

DENOMINATOR: Number of medication orders created by authorized providers in the eligible hospital's or CAH's inpatient or emergency department (POS 21 or 23) during the EHR reporting period.

NUMERATOR: The number of orders in the denominator for which all doses are tracked using eMAR.

THRESHOLD: The resulting percentage must be more than 10 percent in order for an eligible hospital or CAH to meet this measure.

EXCLUSION: Any eligible hospital or CAH with an average daily inpatient census of fewer than 10 patients.

1.5 Certification and Standards

The following is the corresponding certification and standards criteria for EHR technology that supports achieving the meaningful use of this objective.

§ 170.314(16) Inpatient setting only – electronic medication administration record

(i) In combination with an assistive technology that provides automated information on the "rights" specified in paragraphs (a)(16)(i)(A) through (E) of this section, enable a user to electronically verify the following before administering medication(s):

(A) Right patient. The patient to whom the medication is to be administered matches the medication to be administered.

(B) Right medication. The medication to be administered matches the medication ordered for the patient.

(C) Right dose. The dose of the medication to be administered matches the dose of the medication ordered for the patient.

(D) Right route. The route of medication delivery matches the route specified in the medication order.

(E) Right time. The time that the medication was ordered to be administered compared to the current time.

(ii) Right documentation. Electronically record the time and date in accordance with the standard specified in § 170.210(g), and user identification when a medication is administered.

*Depending on the type of certification issued to the EHR technology, it will also have been certified to the certification criterion adopted at 45 CFR 170.314 (g)(1), (g)(2), or both, in order to assist in the calculation of this meaningful use measure.

§ 170.210(g) Synchronized clocks

The date and time recorded utilize a system clock that has been synchronized following (RFC 1305) Network Time Protocol, (incorporated by reference in § 170.299) or (RFC 5905) Network Time Protocol Version 4, (incorporated by reference in § 170.299)

2.0 Purpose of Configuration and Test

The primary purpose of this BCMA activity is to both configure and test the BCMA hardware to include printers, scanners, and labels; BCMA Resource and Patient Management System (RPMS) software, and BCMA client in preparation for Software Quality Assurance (SQA) certification and release. Prior to the testing, the software must be loaded on the BCMA Test Account and the BCMA Team should test the software for functionality. If the software is not functioning as designed, this severely compromises the ability to assess the software from a usability perspective.

Test patients with appropriate test orders need to be set up prior to testing. If the BCMA Test account is open to other users, the patients to be used for the usability testing should be isolated or assigned to a single ward to prevent non-testing users from inadvertently disturbing the patients reserved for testing. If necessary, ensure the test user account is already set-up with the same levels of access that he or she is assigned in the live/production account to ensure the user experience is as close to the live/production experience as possible.

3.0 VA-IHS BCMA Cross-Functional Team

3.1 Co-Chairs

Last Name	First Name	Title
Graves	Cathi	Senior Management Analyst, BCRO, Office of Informatics and Analytics (OIA), VHA
Taylor	David	BCMA Federal Lead, Office of Information Technology (OIT), Indian Health Service (IHS)

3.2 CFT Voting Members

Last Name	First Name	Title
Curtis	Clayton, MD	VHA IHS Liaison and Information Technology (IT) Informatics
Patillo	Jackie	Acting Executive Director for Field Operations, OIT, Department of Veterans Affairs (VA)
Kompkoff	Jeanette	RPMS Acting Investment Manager, OIT, IHS
Alcorn	Deborah	BCMA Co-Federal Lead, OIT, IHS

3.3 Cross Functional Team Standing Members

Last Name	First Name	Title
Allen	Mike	BCMA Pharmacy Consultant, OIT, IHS
Bagby	Jonathan	Nurse Consultant, BCRO, OIA, VHA
Baylis	Randall	Clinical 1 Support Team, OIT, VA
Bishop	Bradley	Pharmacy Consultant, OIT, IHS
Bloch	Jaci	Clinical 1 Support Team, OIT, VA
Carlson	Russ	Acting Director, BCRO, OIA, VHA
Connolly	Barbara	Clinical 1 Support Team, OIT, VA
Cook	Sean	Business Analyst, Data Networks Corporation (DNC) Contractor
Corma	Stephen	Pharmacist Consultant, BCRO, OIA, VHA
Cownie	Kevin	Clinical 3 Support Team, OIT, VA
Darwin	Wil	Chair, IHS National Pharmacy Council
Devlin	Vitalia	Clinical Product Support Division Director, OI&T, VA
Dial	Cornelius	Chair, Pharmacy Professional Specialty Group, IHS
Fox	Kirk	Clinical 1 Support Team, OIT,VA
Johnson	Dale	Clinical 2 Support Team, OIT, VA
Linville	Kathleen	Clinical Product Support, OI&T, VA

Last Name	First Name	Title
Kost	Vivian	BCMA Nurse Consultant, MSC Contractor, IHS
Lyttle	Kim	Clinical 1 Support Team, OIT, VA
Mian	Naeem	Clinical 1 Support Team, OIT, VA
Nelson	Joe	VHA IHS Liaison and IT Informatics
Patten	Tracie	Acting Principal Pharmacy Consultant, IHS
Ray	Kathy	Clinicians' Information Management Technology Advisory Council (CIMTAC) Chair, Business Owner, IHS
Saavedra	Mary	DNC, OIT, IHS
Saddler	Chris	BCMA IT support, OIT, IHS
Scott	Hugh	VHA IHS Liaison and IT Informatics
Seburn	Cindy	Clinical 1 Support Team, OI&T, VA
Stearle	Carla	BCMA Pharmacy Consultant, OIT, IHS
Vinokur	Ella	Enterprise Systems Management, Health Provider Systems (Janet M. Reimer - Alternate)
Von Bibra	Linda	CIMTAC Representative, Business Owner, IHS
Whaley	Cathy	Project Manager, DNC, OIT, IHS
Zeller	Jan	BCMA Education Project Manager, Employee Education System (EES), OIT, VA

3.4 Subject Matter Experts: VA – BCMA

Last Name	First Name	Title
Shum	Daphen	Pharmacist, Perry Point VA Medical Center, Perry Point, MD
Strauss	Leanne	Nurse/BCMA Coordinator, VA New Jersey Healthcare System

3.5 Subject Matter Experts, Area and Site Teams: IHS

3.5.1 Albuquerque Area Office BCMA Team

Last Name	First Name	Title
Darwin	Wil	RPMS-EHR CAC/Pharmacy Consultant
Alexander	Elaine	Nurse Consultant
Lucero	Joseph	Information Management Officer
Candelaria	Jacque	Meaningful Use Coordinator

3.5.2 Belcourt, ND

Last Name	First Name	Title
Indvik	Kathy	BCMA Lead, CAC
Knutson	Ken	Pharmacist
Lenoir	Nichole	Nurse Supervisor
Wilkie	Chance	Site Manager

3.5.3 Blackfeet Community Hospital, Browning, MT

Last Name	First Name	Title
Kennedy	Jamie	Inpatient Pharmacy CAC & BCMA Lead
Farr	James	Night Nursing Supervisor BCMA Coordinator
Ramirez	Charlene	Day Nursing Supervisor BCMA Coordinator
St. Goddard	Shirley	IT Specialist, RPMS
Brandvold	Purnee	CAC
Chosa	Erik	Area Pharmacy & CAC
Kuka	Verna	Area IT/RPMS Specialist
Thomas	Stacey	Pharmacy Supervisor
Sabo	Jody	Surgery Supervisor

3.5.4 Cherokee Indian Hospital Authority (CIHA)

Last Name	First Name	Title
Elkins	Kathryn	BCMA Team Lead
Eller	Jim	Information Technology Specialist
Lambert	Wanda	BCMA Coordinator
Helm	Elizabeth	Director of Pharmacy
White	Abigail	CAC

3.5.5 Cherokee Nation of Oklahoma-WW Hastings Hospital

Last Name	First Name	Title
Potts	Toni	Clinical Applications Coordinator Supervisor
Lyon	Lisa	Nurse Clinical Informaticist
Tapp	Jamie	Facility Lead/Pharmacy Informaticist
McCandless	Julie	
Thornton	Stacey	

3.5.6 Chickasaw Nation, OK

Last Name	First Name	Title
Freeze	Travis	BCMA Coordinator
Kennedy	Melissa	BCMA Coordinator
Anderson	Jesse	IT
Simpson	Patrick	IT

3.5.7 Chinle Comprehensive Health Care Facility, AZ

Last Name	First Name	Title
Bird	Nick	CAC/BCMA Lead
Fields	Jeanetta	BCMA Coordinator
Chase	Renee	BCMA Coordinator
Gentles	Andrew	Inpatient Pharmacy Supervisor
Cooper	Valerie	Pharmacist

3.5.8 Choctaw Nation, OK

Last Name	First Name	Title
Steers	Randy	Director of Inpatient Pharmacy Services
Olson	Matt	Pharmacy Administrative Data Processing Applications Coordinator
Green	Ross	Project Lead/CAC
Randolph	Audrine	IT

3.5.9 Claremore Indian Hospital, OK

Last Name	First Name	Title
Wampler	Tamara	RN Nurse Manager ICU/Medical Clinic, BCMA Project Lead
Smith	Marty	CAC
Tricinella	Jodi	BCMA Coordinator/ Pharmacist
Battese	Kelly	Facility Leader
Murphy	Billy	Biomedical Engineer
Rhodes	Jamie	Facility Leader
Ponder	David	IT Support
Welch	Nancy	Respiratory Therapist
Sanders	Dr.	(Acting) Medical Director
O'Mary	Cindy	
Lee	Mike	

Last Name	First Name	Title
Wilton	Cory	

3.5.10 Fort Defiance Indian Hospital, AZ

Last Name	First Name	Title
Benally	Brenda	BCMA Coordinator
Lui	Crystal	BCMA Coordinator
Boress	Jonathan	BCMA Coordinator
Beasley	Michelle	BCMA Coordinator
Nez	Melinda	BCMA Coordinator

3.5.11 Gallup Indian Medical Center, NM

Last Name	First Name	Title
Platero	Marci	Computer Applications Coordinator
Ruddle	Andy	BCMA Nursing Coordinator
Culligan	Kerri	BCMA Coordinator
Garcia	Anna	BCMA Nurse Manager
Dineyazhe	Dawn	Clinical Applications Coordinator
Cope	Ray	PharmD Inpatient Pharmacy Supervisor

3.5.12 Great Plains Area Office BCMA Team

Last Name	First Name	Title
Rauth	Leslye	Area Clinical Applications Coordinator, Sioux Falls
Hall	Martin	Information Technology Specialist, Aberdeen Area Office

3.5.13 Mescalero Service Unit, NM

Last Name	First Name	Title
Simmons	Dorlynn	Health Administrator
Murphy	Kathy	IMS Site Manager
Yolanda	Adams	Director of Nursing
Marina	Mendez	Clinical Application Coordinator
Jean	Dutra	Pharmacist Informaticist

3.5.14 Mt. Edgecumbe Hospital, part of SEARHC (Southeast Alaska Regional Health Consortium) - Sitka AK

Last Name	First Name	Title
Apathy	Peter	Systems Transformation Project Manager
Skan	Eric	Clinical Informaticist for Pharmacy
Langdorf	Brad	Chief Nursing Officer
Heston	Teresa	Information Technology Staff
Anderson	Bill	Information Technology Staff
Parrish	Wade	Information Technology Staff
Merculief Barker	Jay	Information Technology Staff
Stiles	Rhonda	Information Technology Staff
Chambers	Maya	Information Technology Staff
Gosney	Kimiko	Area CAC, Alaska Native Tribal Health Consortium (Anchorage)
McIntyre	Carlene	PharmD, Area Pharmacy Consultant, Alaska Native Tribal Health Consortium (Florida)
Gale	Traci	Director of Pharmacy

3.5.15 Nashville Area Office BCMA Team

Last Name	First Name	Title
Bartlett	Robin	CAC, Pharmacy Consultant
Boykin	Max	Nurse Consultant
Wright	Mitch	Division of information Resources Management Director

3.5.16 Navajo Area Office BCMA Team

Last Name	First Name	Title
Ray	Kathy	CAC, Navajo Area Office
Yazzie	Jeannette	Nurse Consultant, Navajo Area Office
Kopenhaffer	Thad	Pharmacy Consultant (A), Navajo Area Office
Cody	Keri	Information Technology Specialist, Navajo Area Office

3.5.17 Northern Navajo Medical Center (NNMC-Shiprock, NM)

Last Name	First Name	Title
McAtasney	Grace	Clinical ICU Coach
Smiley	Farrah	BCMA Coordinator
Krestel	Clint	BCMA Coordinator

Last Name	First Name	Title
Van Tyle	Kendall	BCMA Coordinator
Fischer	Neil	
Thompson	Regina	(ICU Manager), Implementation Lead

3.5.18 Oklahoma City Area Office BCMA Team

Last Name	First Name	Title
Cross	Charles	Information Technology Specialist
Burchett	Max	Pharmacy Informaticist
Lambeth	Jonathan	Information Technology Specialist
Loving	Becky	Nurse Consultant
Patten	Tracie	Pharmacy Consultant
Rubin	Amy	CAC
Thompson	Robin	Asst. CAC

3.5.19 Phoenix Area Office BCMA Team

Last Name	First Name	Title
Ahasteen	Ann	IT Specialist
Campbell	Brian	Acting Pharmacy Consultant
Cody	Keri	BCMA Coordinator
John	Karen	Director of Clinical Informatics (Acting) Lead EHR Clinical Application Coordinator
Mosely	Elvira	Clinical Application Coordinator
Tennyson	Shawn	IT Specialist

3.5.20 Phoenix Indian Medical Center BCMA Team

Last Name	First Name	Title
Diggins	Daniel	Inpatient Pharmacist
Myers	Shannon	Acting BCMA Coordinator
Von Bibra	Lynda	Clinical Application Coordinator
Walling	Jeff	Pharmacist

3.5.21 Pine Ridge IHS Hospital/Great Plains Area, South Dakota

Last Name	First Name	Title
Austin	Latona	BCMA Pharmacy Coordinator/ BCMA Lead
Nelson	Angela	Inpatient Pharmacy Supervisor

Last Name	First Name	Title
Sahr	Rodney	Clinical Applications Coordinator
Hall	Martin	Great Plains Area IT Specialist, Sioux Falls
Jacobs	Tom	BCMA IT Specialist
Rauth	Leslye	Area Clinical Applications Coordinator, Sioux Falls
American Horse	Maxine	Inpatient Nursing Supervisor
Dixon	Linda	BCMA Nursing Coordinator
Schreiner	Tasheena	BCMA Nursing Coordinator
Stover	Ed	IT Specialist
Teresa	Blacksmith	OB Nursing Supervisor

3.5.22 Rosebud Comprehensive Health Care Facility, SD

Last Name	First Name	Title
Greenhagin	Carin	RN, Lead Nurse Informatics/ Acting Inpatient Supervisor
Frye	Matthew	Chief Pharmacy
Labelle	Jeanette	IT Supervisor
Ecoffey	Tammy	CAC

3.5.23 San Fidel ACL Service Unit, NM

Last Name	First Name	Title
Detsoi	Fern	Health Administrator
Lucero	Merlin	IMS Site Manager
Pollock	Beatrice	Acting Director of Nursing/CAC
Palanki	Suryam	Pharmacist Informaticist

3.5.24 Santa Fe Indian Hospital, NM

Last Name	First Name	Title
Dye	Leslie	Health Administrator
Tenorio	Luke	IMS Site Manager
Bitsoie	Gary	Asst. IMS Site Manager
Palucci	Lisa	Director of Nursing
Kyle	Sheffer	Pharmacist Informaticist/CAC

3.5.25 Whiteriver Service Unit Indian Health Service (Phoenix Area)

Last Name	First Name	Title
Haigh	Randy	Clinical Applications Coordinator
Campbell	Brian	BCMA Project Lead
Berrett	Ben	Pharmacy and BCMA Coordinator
Vangie	Pablo	Nursing BCMA Coordinator, Nursing Supervisor
Clonts	Dan	Nursing BCMA Coordinator, Assistant Nurse Supervisor
Orzel	Paula	Nursing BCMA Coordinator, Assistant Nurse Supervisor
Morris	Janna	Clinical Application Coordinator
Cloud	Beverly	Nurse, Whiteriver Phoenix Area

3.5.26 Window Rock, AZ

Last Name	First Name	Title
Yazzie	Jeannette	BCMA Coordinator
Koppenaffer	Thad	BCMA Coordinator

3.5.27 Zuni Service Unit, NM

Last Name	First Name	Title
Grizzle	Rebecca	IMS Site Manager
Salvador	Roxanne	Asst. IMS Site Manager
Kanesta-Brislin	Terry	Director of Nursing
Romancito	Melanie	Clinical Application Coordinator
Le	Benjamin	Pharmacist Informaticist

4.0 Referenced Documents

4.1 Background

This agenda has been developed over a period of time, during which a number of documents were developed to assist in the process of BCMA configuration. These documents were previously included as appendices to the Agendas for Configuration and Test.

These documents have been sufficiently developed that they have been split off from the agenda and are stand-alone files. These files are available from the IHS BCMA website at http://www.ihs.gov/bcma/resources/. They are now referenced in this agenda by their current names.

4.2 Historical Cross-Reference

Table 4-1 serves as a cross-reference between the previous and current names for the referenced documents.

Table 4-1: Historical Cross-reference

Former Appendix Name	Current Document Name
Appendix A: RPMS Omnicell & Pyxis Configuration	RPMS Omnicell Pyxis Configuration RPMS_OmnicellPyxisConfiguration.pdf
Appendix B: BCMA GUI GUIDE	GUI Guide BCMA_GUI_Guide.pdf
Appendix C: BCMA PSB3*42 RPMS and EHR Configuration Notes	Bar Code Medication Administration GUI (BCMA) Installation Guide and Release Notes bcma0300.42i.pdf
Appendix D: BCMA Site Parameter GUI Configuration	Site Parameter GUI Configuration BCMA_SiteParameterGUIConfiguration.pdf
Appendix E: BCMA Inpatient Medications Menus	Inpatient Medications Menus BCMA_InpatientMedicationsMenus.pdf
Appendix F: RPMS Provider Setup for BCMA	RPMS Provider Setup BCMA_RPMS_ProviderSetup.pdf
Appendix G: Scanable Canned BCMA Comments	Special Barcodes BCMA_SpecialBarcodes.pdf
Appendix H: ADT Configuration for Day Surgery	ADT Day Surgery Configuration BCMA_ADT_DaySurgeryConfiguration.pdf

5.0 Detailed Agenda

> **Note**: Agenda is flexible and only intended to be a guide for BCMA Configuration and Test Activities. Activities are subject to change based upon unforeseen circumstances, availability of Subject Matter Experts and Professionals, technological challenges and barriers; and whatever else may arise.

All Times are Mountain Standard Time

Monday

Start	Topic
8:15	Welcome and Introductions
8:30	Review Radiology Processes and Configuration: • Managing IV dye, oral contrast, preps – order sets vs. radiology package • Teleradiology implications
11:00	Review Laboratory Processes and Configuration: • Automatic printing of requisitions
Noon	**Lunch Break**
1:00	Review Pharmacy Processes and Configuration: • Printing – install routines, IV MAR sticker • RN Finish key • Training pharmacists – one cycle of 4 to 5 inpatient pharmacists • Pyxis • Drug file status • Unit dose status • IV and piggybacks status • Quick Order status • Inpatient go-live schedule - dependent on pharmacy readiness
3:30	Patient Care Orders (part 1): • Prioritize list of patient care orders to be built • IHS assistance in building patient care orders
5:00	**Dismiss**

Tuesday

Start	Topic
8:15	Review Day 1 activities
8:30	Admission/Discharge/Transfer process: • Real time admissions • Status of ER package use • Discharge vs Transfer (Patient Access) • Delayed orders • Auto d/c orders • Observation

Start	Topic
11:00	Patient Care Orders (part 2): • IHS assistance in building patient care orders
Noon	**Lunch Break**
1:00	Admission Orders: • General admission • IHS assistance in building admission orders
5:00	**Dismiss**

Wednesday

Start	Topic
8:15	Review Day 2 activities
8:30	End-to-end Testing (part 1): • Admit/Discharge/Transfer process • Admission orders
Noon	**Lunch Break**
1:00	End-to-end Testing (part 2): • Admit/Discharge/Transfer process • Admission orders
5:00	**Dismiss**

Thursday

Start	Topic
8:15	Review Day 3 activities
8:30	End-to-end Testing (part 3): • Admit/Discharge/Transfer process • Admission orders
Noon	**Lunch Break**
1:00	End-to-end Testing (part 4): • Admit/Discharge/Transfer process • Admission orders
5:00	**Dismiss**

Friday

Start	Topic
8:15	Review Day 3 activities
8:30	End-to-end Testing (part 5): • Admit/Discharge/Transfer process • Admission orders
Noon	**Lunch Break**
1:00	End-to-end Testing (part 6): • Admit/Discharge/Transfer process • Admission orders
4:30	Wrap-up and Next Steps: • Follow-up from September 29-October 3 work session • Planning for RN Finish Key work session

Start	Topic
5:00	Dismiss

6.0 Biographical Sketches

CAPT Deborah Burkybile Alcorn, MSN, RN, CPC
EHR Deployment Specialist, IHS Office of Information Technology
USET Regional Extension Center

Deborah has been Registered Nurse for 32 years. During this time her nursing practice led her to work in a variety of private sector hospitals, clinics, tribal facilities, and for the last 20 years in IHS. CAPT Alcorn is a citizen of the Cherokee Nation of Oklahoma. She received her commission in the U.S. Public Health Service in 1988 and works from the Nashville Area Office, IHS where she had served Tribes and IHS facilities in the role of Area Managed Care Consultant. Currently she is assigned to support the implementation of the IHS EHR by assisting the IHS Office of Information Technology as one of the EHR Implementation Team Consultants.

Deborah Alcorn is also a Certified Professional Coder and has worked diligently with the Nashville Area Tribes to train and certify coding professionals at the Service Unit, Tribal, and Urban levels. Health Care Compliance is another field of particular interest and work for CAPT. Alcorn. Deborah's knowledge and expertise in nursing has enabled her to provide assistance to IHS, Tribal, and Urban facilities from both clinical and business perspectives with a focus on quality health care service delivery.

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 US Public Health Service (PHS). 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 PHS 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.

Jonathon Bagby, MSN, MBA, RN-BC
Nurse Consultant
VHA Office of Informatics and Analytics, BCRO
U.S. Department of Veterans Affairs

Jonathan Bagby, MSN, MBA, RN-BC is a board-certified informatics nurse with over 10 years' experience with the VA, spending much of that time representing the interest of field nurses as a subject matter expert in developing the electronic medical record. Jonathan is a Nurse Consultant for the U.S. Department of Veterans Affairs' BCRO providing nursing informatics support and education to staff at the national level

supporting over 150 VA medical centers. Prior to joining the BCRO, Jonathan worked for five years as the Nursing Informatics and BCMA Coordinator at McGuire VA Medical Center in Richmond, Virginia and led the nursing side of numerous projects (including revising the electronic medical record orientation program for new nurses, developing an electronic report for patient handoff, developing an electronic staff scheduling assistance program, and the implementation of automated medication distribution cabinets).

Jonathan has presented topics at several national informatics conferences including Health Information Management Systems Society (HIMSS), VeHU, and the unSUMMIT and is a published author of several peer reviewed articles. Jonathan has an Associate of Science degree from Richard Bland College of the College of William and Mary, a Bachelor of Science in Nursing from Virginia Commonwealth University, and a Master of Science in Nursing and Business Administration in Health Care Management from the University of Phoenix. He holds a Master's Certificate in Project Management from the George Washington University School of Business and is board-certified in Informatics through the American Nurses Credentialing Center. His clinical background is in medical, surgical, and orthopedic nursing and has worked as a staff nurse, nurse manager, nursing informatics/BCMA coordinator, and nurse consultant.

CDR Bradley Bishop, PharmD, MPH
Pharmacy Consultant, IHS Office of Information Technology

CDR Bradley Bishop is a Commissioned Officer in the United States Public Health Service and has been in the IHS since 2001. CDR Bishop received his Doctor of Pharmacy from the University of Tennessee College of Pharmacy and Master of Public Health from the University of Massachusetts-Amherst. He has been assigned to Sells, AZ; Tahlequah, OK; Tucson Area Office; and IHS Headquarters as a pharmacist, chief pharmacist, CAC, and pharmacy consultant.

Jaculyn Bloch
Information Technology Specialist
Clinical 1 Support Team/Clinical Product Support
Product Development, Department of Veterans Affairs

Jaci is currently working as an Information Technology Support Specialist with the Department of Veterans Affairs. She started her career in 1984 as a Licensed Practical Nurse at the St. Cloud VA Health Care System working on the Nursing Home Care Unit. Jaci transferred to pharmacy, where she worked for 15 years as a registered pharmacy technician in all areas of the pharmacy including inpatient, outpatient, controlled substance management, inventory management, and procurement. She has worked as VistA Automated Data Processing Coordinator (ADPAC) in the Pharmacy and Business Office service line acting as the liaison between the service and Information Resource Management (IRM).

In 2008, she joined the VISN 23 IT Department as a VistA Applications Support Specialist for the VistA pharmacy packages providing VistA and COTS pharmacy

support for all sites in VISN 23. Since 2011, Jaci has been working as an Information Technology Specialist for the Clin 1 Support Team, Clinical Pharmacy Specialist (CPS), PD, Department of VA. Jaci' s duties include reviewing and releasing software and supporting the VistA pharmacy packages including Inpatient, Outpatient, Controlled Substances, Drug Accountability, BCMA and Consolidated Mail Outpatient Pharmacy (CMOP). Jaci is currently working on several projects and workgroups including Electronic Prescribing of Controlled Substances, IMR V, IMR VI and BCMA for IHS.

Barbara Connolly
Information Technology Specialist
Clinical 1 Support Team/Clinical Product Support
Product Development, Department of Veterans Affairs

Barbara Connolly has been a member of the Clinical 1 Product Support team since 1998. In this capacity she has supported BCMA, Inpatient Medications and Outpatient Pharmacy and CMOP. She has been actively supporting BCMA since its inception in 1999. Prior to her position with Product Support she was the Data Manager for Primary care at the Albany VAMC. She was responsible for the management of the Primary Care teams and provided upper management with a variety of reports centered around provider work load. She mentored graduate school interns who were earning a degree in Public Health. Barbara also worked for 10 years as an IT Specialist for the Albany VAMC supporting a large variety of applications and developing local software.

Sean Cook (Contractor)
Applications Systems Analyst, DNC

Sean Cook is an Applications Systems Analyst with Data Networks Corporation and has worked on contract with the IHS since 2010. His professional experience in Pharmacy spans more than a decade and includes in-depth experience in interoperability, automation, and team leadership. Sean spent several years with, Omnicare, the largest long term care pharmacy in Northern Illinois and a year with Provident Hospital of Cook County, Chicago. Prior to coming to Albuquerque, he provided systems and programming support for six pharmacies at Columbia St. Mary's in Milwaukee.

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 ADPAC.

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 point of contact, 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.

Kevin Cownie
Information Technology Specialist
Clinical 3 Support Team/Clinical Project Support
Product Development, Department of Veterans Affairs

Kevin Cownie is currently an Information Technology Support Specialist with the Department of Veterans Affairs. Prior to working for the Department of Veterans Affairs he was an Application Programmer for a manufacturing company and a member of the Air National Guard. He has 25 years of service with the Department of Veterans Affairs which included seven years as Chief, Information Resource Management service. He joined national support as a member of the National Database Integration Team. This team was responsible for integrating numerous VA Hospital databases. Currently as a member of the Clin 3 Support Team he is responsible for supporting and releasing software for BCMA Contingency, Clinical Procedures, Functional Independence Measurement, Home Based Primary Care, Medicine, My HealtheVet, National Database Integration, Quality Audiology and Speech Analysis and Reporting, Radiology, Spinal Cord, Suicide Hotline and VistA Imaging. He was heavily involved in the development of the BCMA Contingency package and more recently the startup of the Valley Coastal Bend Hospital along with the realignment of clinics in VISN 1.

Kirk Fox
Information Technology Specialist
Clinical 1 Support Team/Clinical Product Support
Product Development, Department of Veterans Affairs

Kirk Fox has 22 years of service with the Department of Veterans Affairs; he is currently a member of Clinical 1 Support Team since 2008 as an Information Technology Support Specialist. In this position, Kirk has been charged with releasing and supporting software, including but not limited to BCMA, Inpatient Medications (both Unit Dose and IV Medications), and Outpatient Pharmacy packages.

Kirk has been involved with BCMA since version 1, at a site level and as active role in the BCMA Multi-Disciplinary for VISN 2 (five Integrated VA Medical Centers in New York). Additional VISN 2 roles include Application Support and Team Lead Application Support for BCMA for VISN 2. This position provided the opportunity to work on many projects assisting in the Development of National BCMA Contingency Plan, and the creation of BCMA Reports.

Prior roles in the VA include: Nurse Service 6 years, Medical Administration Service 2 years, and Information Technology Specialist for the last 14 years.

A firm believer in Gene Kranz's statement, "I don't care about what anything was DESIGNED to do, I care about what it CAN do."

Cathi Graves
Management Analyst, BCRO
Veterans Health Administration
Office of Informatics and Analytics
Health Informatics

With over 27 years of VA experience, Cathi Graves is the senior Management Analyst for the BCRO. Cathi is an accomplished professional with in depth knowledge of project management, contract management, information systems training, information systems support, and hospital executive support. Ms. Graves is consistently recognized by peers for her ability to manage the strategic implementation of information technology systems within the VA. As part of the BCRO management team, Ms. Graves provides Project Management and Contract Management oversight, as well as business operations management support, overseeing the contractual aspects of the Bar Code Expansion-Positive Patient Identification (BCE-PPI) Project. Her project management and training development expertise serve as an integral part of the BCRO work efforts to assist, implement and operationalize the use of VA's BCMA and BCE-PPI applications.

Ms. Cathi Graves earned her Project Management Certificate from Baldwin Wallace College and a Master's certificate in Project Management from The George Washington University in March 2004. Ms. Graves began her VA career in 1985 at the Dallas VA Medical Center transitioning from Executive Assistant to the Associate Director to Computer Assistant within the IRM Office. In 1991, Ms. Graves

transitioned to the Dallas IRM Field Office, National IRM Training Directorate, and was responsible for various Practicum Programs, planning, and delivery of VA National IRM Chiefs Conferences. She also provided oversight for the National IRM Training Program and provided contract oversight for national VMS System Management Training for IS professionals. Ms. Graves also provided National VistA Support for the Fiscal Management Team to support the VA's Integrated Funds Control Point Activity, Accounting and Procurement, Pharmacy, and Fee Basis VistA applications.

In 1996, Ms. Graves joined the National Training and Education Office (NT&EO), now known as EES, as the National Education Project Manager for BCMA, Voluntary Service System, Patient Advocate Tracking System, Blind Rehabilitation V5.0, Veterans Personal Finance System, VistA Blood Establishment Computer Software, and the Medical Information Security Service. Ms. Graves also served as a National Education Project Manager for the Computerized Patient Record System (CPRS). In her Education Project Manager roles Ms. Graves was responsible for the management of all aspects of national training program development and execution. National training development and execution activities have included the delivery of training plans, objectives, and curricula, as well as overall management of SMEs/trainers and education assistant staff. In 1999, Ms. Graves was responsible for the planning and delivery of five national face-to-face training sessions for over 1,500 VA train-the-trainer staff, to support the deployment of BCMA. In her role with NT&EO, Ms. Graves frequently represented the Director on OI national workgroups including representatives from VACO Senior Executive offices in the establishment of goals/objectives, processes, and tools as the VA moved from VistA to a HealtheVet architecture.

Dale K. Johnson, BSN, RN
IT Specialist, Clinical Product Support Team 2
Office of Information and Technology, Department of Veterans Affairs

Dale Johnson is currently an Information Technology Specialist with National Clinical Product Support, Department of Veterans Affairs. Prior to national support, Dale labored as a Clinical Application Coordinator at VA Salt Lake City Health Care System for 10 years. Dale was the Lead CAC and handled a variety of issues at the VA Hospital. He has previously been involved in training IHS facilities in regards to shared applications with the VA VistA health record; consults, notes, clinical reminders and his group was recognized for this support.

Dale has worked as a Registered Nurse at the Salt Lake VA Telemetry unit, Acute Medicine and Recovery. This experience gives him a working knowledge as an end user of an Electronic Medical Record. Dale Started at the VA in 1991 after 4 years in the United States Marines. He is a strong advocate for Veteran issues. In his spare time he likes reading and writing about himself in the third person or can be found camping with his family whenever time and weather permits.

Kim M. Lyttle, BS, MT(ASCP)
Information Technology Specialist
Clinical 1 Support Team/Clinical Product Support
Product Development, Department of Veterans Affairs

Kim Lyttle is a registered Medical Technologist and is currently an Information Technology Support Specialist with the Department of Veterans Affairs. She has several years of experience as a Medical Technologist in the private sector. She has over 26 years of service within the Department of Veterans Affairs, including six years as a Medical Technologist, and seven years as an Information Technology Specialist at Martinsburg VAMC.

Since 2000 Kim has been assigned as an Information Technology Specialist for the Clin 1 Support Team, CPS, PD, Department of VA. Kim has been charged with releasing and supporting software, including but not limited to BCMA, Inpatient Medications (both Unit Dose and IV Medications), Pharmacy Data Management, Dental, Surgery, Drug Accountability, and Controlled Substances. Kim released BCMA Version 2.0, and was one of the primary release people for IMR IV. She has received multiple awards and accolades for her work, especially with BCMA. She is currently working on several projects and workgroups including SQWM, IMR V, IMR VI, Patient Safety for BCMA and Inpatient Medications, the BCMA workgroup, the Inpatient Medications Workgroup, BCE, and BCMA for IHS.

Phil Odle, MSN, RN-BC
Informatics Nurse Specialist/BCMA-Coordinator
Marion Illinois Veterans Administration Medical Center

Phil Odle obtained his Bachelor of Science in Nursing from Oklahoma Baptist University. While living in Shawnee, OK, he worked for almost ten years at Children's Hospital of Oklahoma in the Pediatric Intensive Care Unit (ICU) and Post-Anesthesia Care Unit until 1991. During his time at Children's Hospital, he was a co-investigator on research in Parental Stressors in Neonatal and Pediatric ICUs and co-author of the published article based on that research.

He has been employed as a Registered Nurse in the VA since 1991. He began his VA career as a staff nurse in the Intensive Care Unit. He has held many positions within the facility, including ICU Nurse Manager, Clinic Float Nurse, Nursing Supervisor, and now the he is the facility BCMA-C and Informatics Nurse Specialist. He was introduced to BCMA when it was first released to the VA in 1999. Beginning with his assignment as a Train-the-Trainer for version 2, he took on additional responsibilities with BCMA. He led a BCMA Collaborative Team related to Finishing After-hours Medication Entries to assist VA facilities which did not have 24/7 Pharmacy coverage. In 2012, he was one of several coordinators to serve as Mentors for a pilot program of virtual Mentoring for new BCMA coordinators, a project that was sponsored by the VA BCRO. He obtained a Master of Science in Nursing (Nursing Informatics) degree from Walden University. He is board certified in Nursing Informatics. In addition to duties at his local facility, Mr. Odle serves on several regional and national committees and task forces, such as field-based Subject Matter Expert for the VA BCRO

Oversight Board, Applied Informatics Service Issue Brief Review Team, Clinical Procedures Flowsheet Terminology team, Clinical Information Systems/Anesthesia Record Keeping team, BCMA Web-Based Training team, and Nursing Informatics Field Alliance.

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.

Daphen Shum, BS Pharm, RPh
Pharmacy Supervisor/Informaticist (at Perry Point Division)
BCMA Coordinator, VA Maryland Health Care System (VAMHCS)
Pharmacy Clinical Specialist, VHA PBM Clinical Informatics/Pharmacy Reengineering

Daphen Shum is a registered pharmacist working in a variety of roles within the VA. She has over 31 years of service in the VA, with a few years working as a hospital pharmacist in the private sector. Her VA career started as a Pharmacy Technician. After becoming a pharmacist, when was involved in the initial implementation of VistA. She was involved as an ADPAC Informaticist soon after she started working at VAMC Perry Point in 1988, in addition to working in both the inpatient and outpatient pharmacy areas. She was involved in the implementation of BCMA in 2000 and was appointed BCMA Coordinator in 2005. She was involved on the team from VAMHCS, selected as a part of the national BCMA Collaborative Breakthrough Series, to facilitate the resolution of issues to optimize the use of BCMA. Other BCMA projects include a VISN 5 Pharmacist BCMA training initiative, BCMA Cross-Functional Team and BCMA Web-based Training Planning team. Current projects include iEHR Pharmacy SME, iEHR Bar Coding SME and BCMA for IHS.

LCDR Carla Stearle, PharmD, BCPS, NCPS
ePrescribing EHR Pharmacy Consultant, IHS Office of Information Technology
USET Regional Extension Center

LCDR Carla Stearle is a Commissioned Officer in the United States Public Health Service and has been in the IHS since 2004. She received her Bachelor of Science Degree in Biology from Penn State University in 2000 and her Doctor of Pharmacy degree from the University of Maryland College of Pharmacy in 2004. Carla completed a pharmacy practice residency at W.W. Hastings Cherokee Nation Indian Hospital in 2004 and remained at Hastings as a staff pharmacist until 2009. During her years at Hastings she was a member of both the local EHR implementation team and

the local Medication Safety Team. She is now employed as an American Recovery and Reinvestment Act of 2009 Pharmacy Consultant with the Office of Information Technology.

CAPT (ret) David R. Taylor, MHS, RPh, PA-C, RN
EHR Training and Deployment Manager, IHS Office of Information Technology
USET Regional Extension Center

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 36 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 manger, 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 IHS. Since 2002 David Taylor has been assigned to the IHS 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 EHR 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.

Chris Tucker, RPh
Director, BCRO
Veterans Health Administration, Office of Informatics and Analytics
Health Informatics

Chris L. Tucker, RPh, is the Director of the BCRO within the VHA OIA. His office provides strategic direction and oversight for BCMA and other bar code technology applications such as Clinical Laboratory, Anatomic Pathology, and Transfusion Verification. He received his pharmacy degree from Kansas University in 1979 and a Masters Certificate in Project Management from George Washington University's School of Business and Public Management in 2003.

Mr. Tucker has been an Industry Adviser in the Prescription for Change Series, First Do No Harm for the Clinical Initiatives Center of the Advisory Board Company, Washington, DC. He was a member of the Executive Council for the Patient Safety Reporting System administered by the National Aeronautics and Space Administration Ames Research Center from 2003 through 2009. Mr. Tucker co-chaired the Product Identification (Global Trade Item Number) Workgroup for GS-1 US Healthcare from 2008 through 2012 working together with healthcare leaders to adopt and use standards that will help organizations share data, promote accuracy, and work more efficiently to improve patient safety and lower healthcare costs through healthcare track and trace technology standardization.

He has been involved in software development and performance management for medication administration bar coding since 1994, assisting in the development of the

BCMA prototype software at the Topeka VA Medical Center. BCMA has received two National Performance Review Awards from then Vic-President Al Gore. Mr. Tucker was a USA Today - RIT Quality Cup Finalist in 2000, and received the HIMSS Article of the Year Award in 2002. His Office has received a Way Paver Award from the UnSummit in 2006 and a Cheers Award from the Institute for Safe Medication Practices in 2009. Mr. Tucker's has authored the following publications concerning the use of point of care medication administration technology:

- "Using BCMA Software to improve Patient Safety in Veterans Administration Medical Centers." Journal of Healthcare Information Management, vol 16, No.1,pg 46-51
- "VA pursues Bar Code Quality." American Journal of Health-System Pharmacists, July 2004
- "Using Point of Care to Reduce Medication Errors." Understanding Health Communications Technologies, edited by Michigan State University's Institute of Health Care Studies in collaboration with Kansas University Medical School's Health and Technology Outreach. Josey-Bass Publishers, September 2004
- "The VA's Multidisciplinary Approach to Bar Coded Medication Administration Implementation." Pharmacy Purchasing and Products, May 2009, vol 6, no.5
- "Quality-monitoring Program for Bar-Code-Assisted Medication Administration." American Journal of Health System Pharmacy, June 2009, Vol. 66

Catherine Whaley, Project Management Professional (PMP)® (Contractor)
EHR and BCMA Project Manager

Catherine Whaley is a Data Networks Corporation Project Manager based in Tucson, AZ. She holds an AAS in Accounting and an AA in General Studies from Anoka-Ramsey Community College with a PMP Certification from PMI. Her experience includes over 20 years of Information Technology including customer support, software development, design and development of classroom training documentation, training/instruction/facilitation, testing, business analysis, and project management. She has participated in the requirements gathering efforts and developed requirements for multiple applications. Since she started with IHS in 2010, she has worked as Project Lead for the 2012 Meaningful Use Certification project, Project Manager of the Stage 1 Meaningful Use Team and most recently Project Manager for the EHR Deployment and Training, eRx Deployment and BCMA projects.

Jan-Erik R. Zeller, RN-BSN, MBA-TM
Education Project Manager
EES
Veterans Health Administration

Jan-Erik Zeller is currently a Project Manager with the EES Clinical IT Applications Division charged with developing and implementing education and training plans involving various VHA clinical applications projects. He specializes in clinical applications such as the BCMA, BCE, Simulation and CPRS packages. His professional career consists of eight years of IT experience followed by eight years of working as a registered nurse in the Neuro-Trauma and Surgical ICUs and three years working as a CAC. He has served as a Subject Matter Expect for numerous clinical applications and Root Cause Analyses. Over the years he has assisted with and presented at various health care related conferences.

Acronym List

ADPAC	Automated Data Processing Coordinator
ARRA	American Recovery and Reinvestment Act of 2009
BCE	Bar Code Expansion
PPI	Positive Patient Identification
BCMA	Bar Code Medication Administration
BCRO	Bar Code Resource Office
CAC	Clinical Applications Coordinator
CAH	Critical Access Hospital
CIHA	Cherokee Indian Hospital Authority
CIMTAC	Clinicians' Information Management Technology Advisory Council
CMOP	Consolidated Mail Outpatient Pharmacy
CMS	Centers for Medicare and Medicaid Services
CNMC	Chickasaw Nation Medical Center
CPRS	Computerized Patient Record System
CPS	Clinical Pharmacy Specialists
DNC	Data Networks Corporation
EES	Employee Education System
EHR	Electronic Health Record
eMAR	electronic Medication Administration Record
EP	Eligible Professional

HIMSS	Health Information Management Systems Society
ICU	Intensive Care Unit
IHS	Indian Health Service
IRM	Information Resource Management
IT	Information Technology
NT&EO	National Training and Education Office
OIA	Office of Informatics and Analytics
OIT	Office of Information Technology
PHS	Public Health Service
PIMC	Phoenix Indian Medical Center
PMP	Project Management Professional
RPMS	Resource and Patient Management System
SQA	Software Quality Assurance
USET	United South and Eastern Tribes
VA	U.S. Department of Veterans Affairs
VAMC	VA Medical Center
VHA	Veterans Health Administration
VistA	Veterans Health Information Systems and Technology Architecture