



RESOURCE AND PATIENT MANAGEMENT SYSTEM

# **EHR and MU for HIM**

## Agenda

February 2-6, 2015

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## 1.0 General Information

### 1.1 Purpose of Training

The purpose of this training is to prepare Health Information Management (HIM) professionals for optimal use of the 2014 Resource and Patient Management System (RPMS) Electronic Health Record (EHR) including Meaningful Use (MU) Measures and International Classification of Diseases (ICD)-10.

### 1.2 Learning Objectives

At the end of this session, participants will be able to:

- Identify workflow changes and upgrades in HIM functionality in RPMS EHR 2014.
- Examine the MU Measures that significantly impact HIM professionals.
- Review ICD-10 functionality in RPMS EHR 2014.

### 1.3 Training Description

The training consists of lecture with PowerPoint presentations, demonstration of the tool, and hands-on exercises using individual computer terminals and a simulated training database.

Hands-on practice includes, but is not limited to:

- Document an entire patient care visit for an adult and a child under the age of two years.
- Manage the Coding Queue using EHR 2014 tools.
- Modify picklists in relation to the Integrated Problem List (IPL).
- Generate MU Reports.
- Generate Miscellaneous Reports used to manage the Legal Health Record.

### 1.4 Prerequisites

Basic understanding of HIM policies and procedures, clinical documentation improvement requirements, and coding guidelines for Stage 2 MU and ICD-10.

### 1.5 Intended Audience

This training has been prepared specifically for:

- HIM Professionals.

- Clinical Application Coordinators (CAC).
- MU Coordinators.
- ICD-10 Coordinators.

## 1.6 Course Material and References

All materials will be available at the Indian Health Service (IHS) ftp site located at:

<ftp://ftp.ihs.gov/pubs/EHR/Training/Manuals/EHR%20and%20MU%20for%20HIM%202015/>

## 2.0 **AAPC Continuing Education Units**

This course has been pre-approved by AAPC for 26.5 Continuing Education Units (CEU).

Upon completion of this course, participants will receive a certificate of continuing education which may be used to claim the CEUs from AAPC. To be eligible for CEUs, participants must complete the entire course; there is no partial credit.

To receive a certificate of continuing education:

1. Attend the educational event in its entirety.
2. Document your attendance on the sign-in sheet.
3. Successfully complete the on-line SurveyMonkey® evaluation at the end of the course.

### 3.0 Detailed Agenda

All times are Mountain Standard Time.

#### 3.1 Day 1

Facilitators:

- Janice Chase, RHIT.
- David Taylor, MHS, RPh, PA-C, RN.
- Deborah Alcorn, MSN, RN, CPC.
- Mike Allen, MIS, RPh.

Start	Topic	Location
12:00 noon	<b>Participant Check in:</b> <ul style="list-style-type: none"> <li>• Participants will sign-in at training room.</li> <li>• Computer log in to demo training database.</li> <li>• Assignment of demo patients (adult and infant).</li> <li>• Classroom Introductions.</li> </ul>	
1:00 p.m.	<b>Welcome and Introductions:</b> <ul style="list-style-type: none"> <li>• Introductions and solicit participant expectations.</li> <li>• Review Rules of Engagement and Adobe Connect Etiquette.</li> <li>• Review agenda and learning objectives.</li> <li>• ThinkTank overview.</li> </ul>	Tab 1

Start	Topic	Location
1:30 p.m.	<p><b>Best Practice Patient Visit Overview</b>  <b>Presented by Kathy Ray, CNM, RN, HITPRO-CP</b>            Demonstration and Hands-on Activity.            At the end of this session, participants will be able to identify, differentiate and document the GUI components, delineated below, in the RPMS EHR 2014:</p> <ul style="list-style-type: none"> <li>• General Data Elements (Vital Signs, Chief Complaint, Exam, and Health Factor).</li> <li>• Immunization:               <ul style="list-style-type: none"> <li>– Generic SNOMED Code.</li> <li>– Superbill.</li> <li>– ICD-9 Association.</li> </ul> </li> <li>• Patient Education – Wellness:               <ul style="list-style-type: none"> <li>– Compare and Contrast the Use of the:                   <ul style="list-style-type: none"> <li>• “i” and “Ed” button.</li> <li>• Patient Education or Wellness Tab.</li> <li>• IPL.</li> </ul> </li> </ul> </li> <li>• Family History – Problem Management:               <ul style="list-style-type: none"> <li>– Age of Onset (Actual Age vs. Approximate Age).</li> <li>– Well, Deceased, and Unknown.</li> </ul> </li> <li>• Infant Feeding Choices – Wellness Triage (select assigned infant demo patient):               <ul style="list-style-type: none"> <li>– Secondary Fluids.</li> <li>– Health Summary Object.</li> <li>– Data Object.</li> </ul> </li> <li>• IPL – Problem Management (Update and Add):               <ul style="list-style-type: none"> <li>– Chronic, Episodic, Sub-acute, Social/Env, Inactive, and Current/Most recent Inpatient Check Boxes.</li> <li>– Get SCT Reverse Mapping Tool.</li> <li>– Picklists.</li> </ul> </li> </ul>	Tab 2
1:30 p.m.	<p><b>Best Practice Patient Visit Overview Continued</b>  <b>Presented by Kathy Ray, CNM, RN, HITPRO-CP</b></p> <ul style="list-style-type: none"> <li>• POV Selection Tool:               <ul style="list-style-type: none"> <li>– Care Plans.</li> <li>– Visit Instructions.</li> <li>– Pt Ed.</li> <li>– Tx/Regimen/FU display.</li> </ul> </li> <li>• Care Planning:               <ul style="list-style-type: none"> <li>– Visit Instruction.</li> <li>– Goal Notes.</li> <li>– Care Plans.</li> </ul> </li> <li>• Add, Edit, and Delete.</li> <li>• Patient Goals.</li> <li>• Anticoag – Problem Management.</li> <li>• AMI and Stroke Tool (Future Patch).</li> </ul>	Tab 2

<b>Start</b>	<b>Topic</b>	<b>Location</b>
3:00 p.m.	<b>Break</b>	
3:15 p.m.	<b>Best Practice Patient Visit Overview and Hands-On (cont.) Presented by Kathy Ray, CNM, RN, HITPRO-CP.</b>	Tab 2
5:00 p.m.	<b>Adjourn.</b>	

## 3.2 Day 2

Facilitators:

- DaJuanna Bissonette, RHIT, CPC.
- Elvira Mosely, MHS, RN.
- Tammy Brewer, CPC.

<b>Start</b>	<b>Topic</b>	<b>Location</b>
8:30 a.m.	<b>Facilitators Review the Previous Day's Activities</b>	Tab 2
9:00 a.m.	<p><b>Pharmacy Medication Guidelines 2014</b>  <b>Presented by Tyler Lannoye, PharmD</b>  Lecture and Demonstration.  At the end of this session, participants will be able to identify and discuss pharmacy documentation guidelines as delineated by the IHS National Pharmacy Council (NPC):</p> <ul style="list-style-type: none"> <li>• Primary Provider vs. Secondary Provider</li> <li>• Pharmacist Provider Class Code</li> <li>• Clinic Code</li> <li>• Minimal Documentation Standards</li> <li>• ICD and Medication Therapy Management CPT Codes</li> <li>• Assignment of an ICD-9 Code <ul style="list-style-type: none"> <li>– Pharmacy Auto Refill System (BEX)</li> <li>– Demonstration of Paperless Refill</li> <li>– Outside Prescriptions</li> </ul> </li> </ul>	Tab 3

Start	Topic	Location
10:00 a.m.	<p><b>Output Items</b>  <b>Presented by Kathy Ray, CNM, RN, HITPRO-CP</b>            Demonstration and hands-on activity.            At the end of this session, participants will be able to identify, differentiate and display the GUI components in the RPMS EHR 2014:</p> <ul style="list-style-type: none"> <li>• Imaging Viewer:               <ul style="list-style-type: none"> <li>– Display Exam Associated with Note Title.</li> <li>– Available for Provider.</li> <li>– Accessible by Provider.</li> </ul> </li> <li>• CCDA (button):               <ul style="list-style-type: none"> <li>– Clinical Summary.</li> <li>– Transition of Care.</li> </ul> </li> <li>• Consults and Referrals:               <ul style="list-style-type: none"> <li>– SNOMED Consult Type</li> <li>– Clinical Indication</li> </ul> </li> </ul>	Tab 4
10:15 a.m.	Break	
10:30 a.m.	<p><b>Output Items Continued.</b>  <b>Presented by Kathy Ray, CNM, RN, HITPRO-CP.</b></p>	Tab 4
11:00 a.m.	<p><b>RPMS EHR 2014 Coding Issues.</b>  <b>Presented by DaJuanna Bissonette, RHIT, CPC.</b>            Lecture and Discussion.            At the end of this session, participants will be able to identify and examine the following coding issues to integrate best practices into their workflow:</p> <ul style="list-style-type: none"> <li>• Uncoded Diagnosis.</li> <li>• IPL (Modify Status).</li> <li>• Provider Narrative (View Only).</li> <li>• Display Patient Care Component (PCC) Differences.</li> </ul>	Tab 5
11:30 p.m.	<b>Lunch</b>	

Start	Topic	Location
1:00 p.m.	<p><b>RPMS EHR 2014 Coding Queue and Reports.</b>  <b>Presented by DaJuanna Bissonette, RHIT, CPC and Tammy Brewer, CPC.</b></p> <p>Demonstration and Hands-on Activity.</p> <p>At the end of this session, participants will be able to generate and discuss the following reports:</p> <ul style="list-style-type: none"> <li>• Coding Queue: <ul style="list-style-type: none"> <li>– Demonstration of Updated Software.</li> <li>– Coding Queue Deleting and Merging of Visits (Recompile SD Encounter Entry).</li> <li>– INCV.</li> <li>– Unreviewed and Incomplete Visits LIR.</li> <li>– ACCL.</li> <li>– ACRX.</li> <li>– CASP.</li> <li>– ACDR.</li> <li>– TRV.</li> </ul> </li> <li>• PCC Error Reports: <ul style="list-style-type: none"> <li>– Uncoded Diagnosis: <ul style="list-style-type: none"> <li>• PRB Prior to Patch 13 Fix Uncoded Problem File Diagnosis.</li> <li>• POV Purpose of Visit.</li> </ul> </li> <li>– PPPV Purpose of Visit/No Primary Provider.</li> <li>– Zero Dependent Entry.</li> <li>– TXER Transaction Error.</li> <li>– CTA Chart Review and Telephone Calls with Ancillary Data.</li> </ul> </li> <li>• Text Integration Utility (TIU) Reports: <ul style="list-style-type: none"> <li>– VUA Report View Alerts.</li> <li>– ADD Unsigned Additional Signers.</li> <li>– UNS Unsigned/Uncosigned Report.</li> <li>– Review Use of Addendums.</li> </ul> </li> </ul>	Tab 6
2:30 p.m.	<b>Break</b>	
2:45 p.m.	<p><b>RPMS EHR 2014 Miscellaneous Reports.</b></p> <p>Demonstration and Hands-on Activity.</p> <p>At the end of this session, participants will be able to generate and discuss the following reports:</p> <ul style="list-style-type: none"> <li>• <b>Active Provider Reports:</b> Elvira Mosley, MSHS, RN.</li> <li>• <b>Provider Report to Remove Personal Information:</b> Elvira Mosley, MSHS, RN.</li> <li>• <b>Current Teams Report</b> (Optional for CACs and HIMs): Elvira Mosley, MSHS, RN.</li> <li>• <b>Sensitive Patient Tracking:</b> Maria Strom, RHIT, CHP.</li> <li>• <b>Unknown Pharmacy Visits Created by Auto Finish Functionality</b> (Outside Pharmacy/eRx): Lori Moore and Carla Stearle.</li> </ul>	Tab 7
5:00 p.m.	<b>Adjourn</b>	

### 3.3 Day 3

Facilitators:

- Jennifer Farris, MHSA, RHIA, CHPS.
- Amy Rubin, PharmD, MMI, CHTS-IS.
- Robin Thompson, MS, APRN, CNS.

Start	Topic	Location
8:30 a.m.	<b>Facilitators Review the Previous Day's Activities.</b>	
9:00 a.m.	<p><b>Document Importing.</b>  <b>Presented by Marilyn Freeman, RHIA.</b>            Demonstration and Hands-on.            At the end of this session, participants will be able to perform best practices when integrating and scanning documents:</p> <ul style="list-style-type: none"> <li>• Vista Imaging Capture and Display.</li> <li>• Importing CCDA (CIR tool).</li> </ul>	Tab 8
9:30 a.m.	<p><b>TIU.</b>  <b>Presented by Tammy Brewer, CPC.</b>            Demonstration and Hands-on.            At the end of this session, participants will be able to standardize searchable and comparable note titles for future sharing among facilities.</p> <ul style="list-style-type: none"> <li>• Business Rules for Editing Except for Chief MIS.</li> <li>• Identifying Note Titles for Mapping.</li> <li>• Note Titles/Mapping.</li> <li>• Note Templates.</li> <li>• Locate Data Objects.</li> </ul>	Tab 9
10:30 a.m.	<b>Break</b>	
10:45 a.m.	<p><b>SNOMED Picklists.</b>  <b>Presented by Emmanuel Yennyemb, MBA, MCP, CSAP.</b>            Demonstration and Hands-on.            At the end of this session, participants will be able to utilize SNOMED Picklists in the certified 2014 EHR:</p> <ul style="list-style-type: none"> <li>• Review BGO Picklist Update Process.</li> <li>• Examine SNOMED Picklists.</li> <li>• Group Items on a SNOMED Picklist.</li> <li>• Update Status for a SNOMED Picklist Item.</li> <li>• Remove a SNOMED Picklist Item.</li> <li>• Build a SNOMED Picklist.</li> </ul>	Tab 10
11:45 a.m.	<b>Lunch</b>	

Start	Topic	Location
1:00 p.m.	<p><b>MU Overview.</b>  <b>JoAnne Hawkins and Chris Lamer, PharmD, MHS, BCPS, CDE.</b>  Lecture.  At the end of this session, participants will be able to identify the MU Performance and Clinical Quality Measures that pertain to HIM Professionals.</p>	Tab 11
2:00 p.m.	<p><b>Measures Specific to HIM.</b>  Hands-on Activity.  At the end of this session, participants will be able to compare and contrast the documentation required for meeting the Performance Measures that pertain to HIM Professionals:</p> <ul style="list-style-type: none"> <li>• <b>Patient Demographics:</b> Marilyn Freeman, RHIA.</li> <li>• <b>Advance Directives:</b> Marilyn Freeman, RHIA.</li> <li>• <b>Smoking Status:</b> Kimiko Gosney, MS CC(NRCC), HITPRO-CP.</li> <li>• <b>Electronic Notes:</b> Tammy Brewer, CPC.</li> </ul>	Tab 12
2:30 p.m.	Break	
2:45 p.m.	<p><b>Measures Specific to HIM Continued</b></p> <ul style="list-style-type: none"> <li>• <b>Clinical Summary:</b> Mike Allen, MIS, RPh.</li> <li>• <b>Transition of Care:</b> Mike Allen, MIS, RPh.</li> <li>• <b>Family History:</b> DaJuanna Bissonette, RHIT, CPC.</li> <li>• <b>IPL:</b> Kathy Ray, CNM, RN, HITPRO-CP.</li> </ul>	Tab 12
3:30 p.m.	<p><b>Personal Health Record and Patient Access (VDT).</b>  <b>Presented by Duane Rozsnyai, MBA, PMP, ITIL v3.1.</b>  Lecture and Discussion.  At the end of this session, participants will be able to discuss the Personal Health Record (PHR) hierarchy and identify the roles and responsibilities of the HIM Professional:</p> <ul style="list-style-type: none"> <li>• PHR Overview: <ul style="list-style-type: none"> <li>– Administrator Web Portal.</li> <li>– Patient Web Portal.</li> </ul> </li> <li>• PHR Roles and Responsibilities: <ul style="list-style-type: none"> <li>– Area Admin.</li> <li>– Service Unit Admin.</li> <li>– PHR Registrar.</li> </ul> </li> <li>• PHR Administrator Web Portal: <ul style="list-style-type: none"> <li>– Role-Based Functions.</li> <li>– Audits.</li> <li>– Process Patient's PHR Application.</li> </ul> </li> <li>• PHR Patient Portal Overview: <ul style="list-style-type: none"> <li>– Grant Access to Patients' Personal Representatives.</li> </ul> </li> <li>• Patient Access (VDT) MU Stage 2 Measures: <ul style="list-style-type: none"> <li>– Eligible Provider.</li> <li>– Eligible Hospital.</li> <li>– EHR Patient Access Update.</li> </ul> </li> </ul>	Tab 13

Start	Topic	Location
4:15 p.m.	<p><b>RPMS DIRECT Secure Messaging.</b>  <b>Presented by Meghna Modi, MHA.</b></p> <p>Lecture and Demonstration.</p> <p>At the end of this session, participants will be able to discuss the administrator roles and responsibilities in addition to the deployment phases of RPMS DIRECT Messaging:</p> <ul style="list-style-type: none"> <li>• RPMS DIRECT Overview.</li> <li>• RPMS DIRECT Facility Deployment Process.</li> <li>• Roles and Responsibilities.</li> <li>• How to Register for RPMS DIRECT Messaging.</li> <li>• Auditing.</li> <li>• How to Meet the Measure.</li> </ul>	Tab 14
5:00 p.m.	<b>Adjourn</b>	

### 3.4 Day 4

Facilitators:

- Heather McClane, MBA.
- Leslye Rauth, MPH, RDN, CDE.

Start	Topic	Location
8:30 a.m.	<b>Facilitators Review the Previous Day's Activities</b>	
9:00 a.m.	<p><b>Policies for MU Data Sharing.</b>  <b>Presented by Janice Chase, RHIT.</b></p> <p>Lecture.</p> <p>At the end of this session, participants will be able to identify the necessary policies to include:</p> <ul style="list-style-type: none"> <li>• Master Patient Index (MPI).</li> <li>• Health Information Exchange (HIE).</li> <li>• PHR.</li> <li>• DIRECT.</li> </ul>	Tab 15
9:45 a.m.	<p><b>MU Reports and Performance Measures.</b>  <b>Presented by Marilyn Freeman, RHIA and Jacque Candelaria, RHIT.</b></p> <p>Demonstration and Hands-on.</p> <p>At the end of this session, participants will be able to generate and analyze the following reports:</p> <ul style="list-style-type: none"> <li>• S114 MU 2014-2015 Stage 1 Performance Report.</li> <li>• S214 MU 2014-2015 Stage 2 Performance Report.</li> </ul>	Tab 16
10:45 a.m.	<b>Break</b>	

Start	Topic	Location
11:00 a.m.	<p><b>Detailed Performance Measures.</b></p> <p>Lecture.</p> <p>At the end of this session, participants will be able examine the roles and responsibilities of HIM in meeting the following measures:</p> <ul style="list-style-type: none"> <li>• <b>Imaging Results:</b> Catherine Moore, MT(ASCP).</li> <li>• <b>Protect Electronic Health Records and Auditing:</b> Janice Chase, RHIT.</li> <li>• <b>Syndromic Surveillance, Specialized Registry:</b> Larry Layne, PhD.</li> </ul>	Tab 17
11:30 a.m.	<b>Lunch</b>	
1:00 p.m.	<b>Detailed Performance Measures Continued</b>	Tab 17
1:30 p.m.	<p><b>Clinical Quality Measures Computer Scene Investigation.</b></p> <p><b>Presented by David Taylor, MHS, RPh, PA-C, RN; Deborah Alcorn, MSN, RN, CPC, Chris Lamer, PharmD, MHS, BCPS, CDE and Joanne Hawkins.</b></p> <p>Lecture, Discussion and Hands-on Activity.</p> <p>At the end of this session, participants will be able to:</p> <ul style="list-style-type: none"> <li>• Identify the SNOMED, LOINC, and CPT logic for meeting the clinical quality measures below.</li> <li>• Identify the clinical documentation principles, practices and techniques to meet the measure. <ul style="list-style-type: none"> <li>– CQM EH Measures for all CQM 40: <ul style="list-style-type: none"> <li>• CMS32 - Median time from ED arrival to ED departure for discharged patients (ERS).</li> <li>• CMS55 - Median time from ED arrival to ED departure for admitted ED patients (ERS).</li> <li>• CMS111 - Admit decision time to ED departure time for admitted patients (Delayed Admission Order).</li> <li>• CMS110 - VTE discharge instruction (SNOMED, RX Norm, ICD-10).</li> <li>• CM59 - VTE discharge instruction SNOMED, RX Norm, ICD-10).</li> <li>• CMS31 - Hearing screening prior to hospital discharge (SNOMED).</li> </ul> </li> <li>– CQM EP Measures: <ul style="list-style-type: none"> <li>• CMS155 - Weight assessment &amp; counseling for nutrition &amp; physical activity for children &amp; adolescents (Measurements, SNOMED, and CPT for MNT).</li> <li>• CMS50 - Closing the referral loop: receipt of specialist report.</li> <li>• CMS90 - Functional status assessment for complex chronic conditions (Minnesota Living with Heart Failure Questionnaire, MLH-FQ).</li> </ul> </li> </ul> </li> <li>• Do These Measures and the use of SNOMED Terminology Impact the Physician Query Process?</li> </ul>	Tab 18
3:30 p.m.	<b>Break</b>	

Start	Topic	Location
3:45 p.m.	<p><b>ICD-10 IHS Update.</b>  <b>Presented by Janice Chase, RHIT and Jacque Candelaria, RHIT.</b>  Lecture and Demonstration.  At the end of this session, participants will be able to describe the status of the IHS ICD-10 project and examine recommendations for a smooth transition:</p> <ul style="list-style-type: none"> <li>• Understanding of Importance of Clinical Documentation.</li> <li>• Reviewing the IHS ICD-10 Schedule.</li> <li>• ICD-10 Compliance Date.</li> <li>• How to Reduce the Impact.</li> <li>• Dual Coding Steps to Success.</li> <li>• Review (Outreach) Survey Results.</li> <li>• Demonstration of Software PCC Changes.</li> </ul>	Tab 19
5:00 p.m.	<b>Adjourn</b>	

### 3.5 Day 5

Facilitators:

- Jacque Candelaria.
- Wil Darwin.

Start	Topic	Duration
8:30 a.m.	<b>Facilitators Review the Previous Day's Activities.</b>	
9:00 a.m.	<p><b>ICD-10 Software Remediation.</b>  <b>Presented by Catherine Moore, MT.</b>  Lecture and Discussion.  At the end of this session, participants will be able to summarize the EHR Version 1.1 Patch 14 ICD-10 Updates and New Features including:</p> <ul style="list-style-type: none"> <li>• New Components: <ul style="list-style-type: none"> <li>– Stroke Tool.</li> <li>– AMI Tool.</li> </ul> </li> <li>• Updated Components.</li> <li>• ICD-10 Specific Changes.</li> <li>• Map Advice.</li> <li>• Picklists.</li> <li>• Superbill.</li> <li>• Visit Diagnosis in ICD-10 Transition.</li> </ul>	Tab 20
10:00 a.m.	<b>Break</b>	

<b>Start</b>	<b>Topic</b>	<b>Duration</b>
10:15 a.m.	<p><b>ICD -10 Lessons Learned from Areas.</b>  <b>Facilitated by Janice Chase, RHIT and Jacque Candelaria, RHIT.</b>            Panel Discussion:</p> <ul style="list-style-type: none"> <li>• How to Avoid Loss of ICD-10 Productivity.</li> <li>• ICD-10 and Clinical Documentation Improvement.</li> <li>• Dual Coding Steps to Success.</li> <li>• Clinical Documentation Improvement Principles, Practices, and Techniques.</li> </ul>	Tab 21
10:45 a.m.	<p><b>Health Informatics - HIM Roles and Responsibilities.</b>  <b>Presented by Janice Chase, RHIT and DaJuanna Bissonette, RHIT, CPC, and Marilyn Freeman, RHIA.</b>            Lecture and Discussion.            At the end of this session, participants will be able to examine the expanded roles and responsibilities of HIM Professionals for:</p> <ul style="list-style-type: none"> <li>• HIE.</li> <li>• Patient Engagement.</li> <li>• SNOMED.</li> <li>• ICD-10.</li> <li>• Management of Big Data.</li> <li>• Data Governance.</li> </ul> <p>Participants will engage in a discussion on “the continued transition into the role of HIM Informatic”.</p>	Tab 22
11:45 a.m.	<b>Closing Remarks and Survey.</b>	
12:00 p.m.	<b>Adjourn.</b>	

## 4.0 Biographical Sketches

### 4.1 IHS HIM Federal Lead

#### **Janice “Jan” Chase, RHIT**

#### **Acting National HIM Lead Consultant and ICD-10 Federal Lead, IHS OIT.**

Jan is an IT Specialist for the Resource Patient Management System (RPMS), National HIM Lead Consultant, and the ICD-10 Federal Lead for the IHS Office of Information Technology (OIT). She serves as the ICD-10 Steering Committee chair, as well as, co-chairs several of the ICD-10 subgroups. Jan lead the IHS workgroup on policy development for the new central services that will include the Personal Health Record, Direct Messaging, and Health information Exchange. She continues to provide oversight for several Practice Management software initiatives, such as code set updates and release of information.

Prior to her position with OIT in December 2009, Jan worked for the Tucson IHS in various Headquarters, Area and Service Unit positions for 17 years. Her IHS career also includes Contract Health Service, Management Development, HIM Supervision, Performance Improvement, Privacy and Compliance. Jan also was the past Tucson Area Health Record Consultant and National HIM Program Co-Lead and served on various IHS workgroups. She is a member of the American Health Information Management Association (AHIMA) and Arizona Health Information Management Association. Jan is a member of the Gros Ventre Tribe of Montana with paternal ties to the Mandan Tribe of North Dakota.

### 4.2 IHS HIM Consultants

#### **DaJuanna Bissonette, RHIT, CPC, AHIMA Approved ICD-10-CM/PCS Trainer HIM Consultant, Phoenix Area Office.**

DaJuanna has been credentialed as a Registered Health Information Technician (RHIT) since 1995 and a Certified Professional Coder (CPC) since 2001. She attended the AHIMA Train the Trainer for ICD-10-CM & PCS in August 2012 and became an AHIMA Approved Trainer. DaJuanna has been with IHS for 19 years and has worked in hospitals within the Great Plains Area and at the Phoenix Area Office. Her work experience includes Inpatient Coding, Day Surgery Coding, Observation Coding, Outpatient Coding, Coding Supervisor, HIM Administrator, Program Analyst and currently serves as the HIM Consultant for the Phoenix Area. DaJuanna is an enrolled member of the Oglala Sioux Tribe, which is located on the Pine Ridge Indian Reservation in Pine Ridge, South Dakota.

**Felecia Blackhoop-MHA, RHIT, CPC  
HIM Consultant, Billings Area Office.**

Ms. Blackhoop has 12 years with the IHS and has worked in all areas of health care such as Nursing, Business Office, Medical Records, EEO Specialist, Affordable Care Act Coordinator and more recently has become the Acting HIM Consultant for the Billings Area Office. In 2006 Ms. Blackhoop became a CPC, and in 2012 she obtained a Registered Health Information Management degree and license and is the only person in the Billings Area to hold this credential. In 2010 Ms. Blackhoop received a Bachelor's degree, and completed a Masters in Health Administration in 2013 from Ashford University. She believes there is much more to be learned and has a special place in her life for the area of HIMs!

**Jacqueline Candelaria  
Program Analyst, Albuquerque Area Office.**

Jacque is the MU, ICD-10, Government Performance and Results Act (GPRA) Coordinator as well as HIM Consultant and Statistician for the Albuquerque Area. She has worked in IHS for 24 years having a total of 28 years of government service. Before joining the Albuquerque Area Office she worked at the Santa Fe Service Unit for 21 years in the HIM department with her last 10 years as the HIM Administrator, other duties at Santa Fe included: Acting Administrative Officer, Acting Business Office Manager, Acting PRC (formerly CHS) Supervisor. Jacque is a member of the Pueblo of San Felipe with maternal ties to the Pueblo of Laguna. Jacque is also an ICD-10 CM/PCS Trainer through AHIMA. Jacque's knowledge and experience has enabled her to provide assistance and support to the Albuquerque Area I/T/U's in various aspects.

**Jennifer Farris, MHSA, RHIA, CHPS  
HIM Consultant, Oklahoma City Area Office.**

Ms. Farris has been with the IHS since 2007 in various positions within the Oklahoma City Area Office and Nashville Area Office, as well as in the field. Ms. Farris' qualifications include B.S.'s in Marketing, Business Administration and HIM along with a Masters in Health Service Administration. She is a Registered Health Information Administrator (RHIA) and is certified in Healthcare Privacy and Security through AHIMA. Previous duties include: Contract Specialist, Management Analyst, and (A) CEO. Ms. Farris is from the Otoe-Missouria, Creek and Cherokee tribes.

**Andrew Frailey-Afanasyev, MBA RHIA, is the Health Information Services Director and Privacy Officer, Maniilaq Association, Kotzebue, Alaska.**

Andrew is a Certified HIPAA Compliance Officer. Andrew has been in the Health Information sector for five years; prior to that he spent several years in the telecommunications realm before changing careers. Andrew is a member of AHIMA and is an AHIMA-approved ICD-10-CM/PCS trainer.

**Marilyn Freeman, RHIA****Clinical Applications Coordinator, California Area Office.**

Marilyn holds a BS in Health Information Administration from Loma Linda University. She is a Registered Health Information Administrator with over 30 years of experience in hospitals, multi-disciplinary primary care clinics, and physician offices. She has taught medical terminology in the coding certificate program at Loma Linda University.

Since joining IHS in 2010, Marilyn has implemented VistA Imaging at RPMS EHR clinics across California. Her duties include VistA Imaging, HIM, MU, HIPAA, and FOIA. Marilyn was awarded a 2013 National Director's Award for her work with VistA Imaging and MU.

Marilyn moved to Sacramento in 2007 after spending almost four years as a volunteer in Melbourne, Australia. In addition to her work with IHS, Marilyn is actively involved with a non-profit organization which coaches and mentors emerging leaders in the developing world. She has three married daughters and seven grandchildren living in California, Kansas, and Pennsylvania.

**Heather McClane, MBA****HIM Consultant, Great Plains Area Office.**

She has more than 25 years of experience in the HIM field. She grew up in Hawaii, Micronesia, and Alaska. Heather is Yupik Eskimo and Native Hawaiian. Heather earned an Associate's degree in Paralegal studies in 1991, a Bachelor's degree in Healthcare Management in 2005, and dual Master's degrees in Healthcare Management and Human Resources in 2006. Heather also earned a degree in Health Information Technology in 2012. In her career she has worked for Southcentral Foundation and a couple of State Medicaid programs and in the private sector in HIM, Corporate Compliance and both COO and CEO capacities.

**Patricia McKinstry, CHA****Medical Records Administrative Specialist****HIM/HIPAA Consultant, Portland Area Office.**

Mrs. McKinstry is the Medical Records Administrative Specialist for the Warm Springs Health & Wellness Center for the past 13 years and hold certification as a Health Care Auditor from American Institute of Healthcare Compliance. Her prior work was with the Warm Springs Tribal Police Department as a Detective before joining IHS where she worked in several departments before HIM. In HIM, she has worked as a Medical Records Technician and transferred to the Coding Department as a Coder before she became the supervisor for the HIM Department. She was appointed to the Portland Area Office HIM/HIPAA Consultant where she provides her expertise in these areas to Service Units and Tribal Healthcare facilities within the Portland Area office (Oregon, Washington and Idaho). In her spare time, you'll find Mrs. McKinstry spending time with her husband, daughter and grand-dog travelling and taking the world in.

**Kristina Rogers, MMI, CPC, CPMA, CPC-I  
Statistical Officer/GPRA Coordinator, ICD-10 Coordinator (Certified ICD-10 Trainer),  
HIM Consultant (acting), Nashville Area Office.**

Kristina Rogers is originally from Santa Fe, New Mexico, and has been employed by the Nashville Area IHS since October 2005. She graduated with a Bachelor of Arts in Mathematics with an emphasis in Computer Science from The Colorado College in Colorado Springs in May 2005. She completed a professional development Improvement Advisor Program with the Institute for Healthcare Improvement in October 2009 and Ms. Rogers graduated with a Master of Science in Medical Informatics from Northwestern University in Evanston, Illinois, in December 2009. She has been a CPC since October 2012, a CPC instructor (CPC-I) since March 2014, a Certified Professional Medical Auditor since July 2014 and a certified ICD-10 instructor since September 2014. She works as the Nashville Area Statistician, GPRA coordinator and the Area ICD-10 coordinator. She also serves as one of the Improvement Advisors for the Nashville Area Improvement Support Team.

**Phillip Talamasy,  
HIM Consultant, HIPAA Consultant and Freedom of Information Act Coordinator,  
Bemidji Area Office.**

Mr. Talamasy has worked at the Muscogee (Creek) Nation Health System where he oversaw HIM and Business Office Functions. Other previous employment includes Lawton Service Unit Pharmacy Point of Sale (POS) specialist and W.W Hastings Indian Medical Center Pharmacy POS Trainer for the Oklahoma Area Office. He graduated from Platt College in Tulsa, Oklahoma, where he received certification for pharmacy technician, he is also a certified healthcare auditor.

Phillip is an enrolled tribal member of the Muscogee (Creek) Nation and the Alabama Quarssarte Tribe of Oklahoma. As an active member of his tribal community, Philip has served on the Alabama Quarssarte Economic Authority Board.

## 4.3 OIT Leads

**CAPT Deborah Alcorn, MSN, RN, CPC  
EHR and BCMA Deployment Specialist, IHS OIT**

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 27 years in IHS. Captain 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 OIT as one of the EHR Implementation Team Consultants.

Deborah Alcorn is also a CPC 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 Captain Alcorn. Her 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 and BCMA Pharmacy Consultant, IHS OIT**

Captain 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 also holds a Master of Information Systems degree from University of Phoenix. He started with USPHS after growing up working in a retail pharmacy and working in the private sector for three years as a pharmacist. Prior to joining OIT, he served in Portland Area, Phoenix Area, and Tucson Area. His duties have included Pharmacist, Chief Pharmacist, Site Manager, Assistant Site Manager, CAC, Pharmacy Package Administrator, and POS specialist. He opened and managed the pharmacy at the Tucson Area's San Simon Clinic. He served on the Pharmacy PSG for nine years, and also served on the IHS Point Of Sale Technical Advisory Group. Captain Allen is the currently serving on the EHR Bar Code Medication Administration (BCMA) deployment team. He was a tester for the RPMS Certification project, and is now doing MU training and deployment. He is the federal lead for development of performance measure reports.

**Mary Saavedra, Data Networks Corporation (Contractor)**

**Training Coordinator, IHS OIT.**

Mary Saavedra is a Data Networks Corporation Training Coordinator for IHS. She holds a BS in Workforce Training and Education with a specialization in Development from Southern Illinois University at Carbondale. Ms. Saavedra is an active member of the Association of Talent Development; she is Microsoft Certified in Word; and is a certified eLearning Specialist. Mary is a testing proctor for the National Center for Competency Testing. She has over 26 years of training experience with adult learning; the last 14 years in health care industry.

**Chris Saddler, RN**

**EHR and BCMA Information Technology Specialist, IHS OIT**

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

**CAPT (ret) David R. Taylor, MHS, RPh, PA-C, RN****EHR and BCMA Training and Deployment Manager, IHS OIT**

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 38 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 IHS. Since 2002 David Taylor has been assigned to the IHS OIT as a National Medical Informatics Consultant and has been charged with both training and deployment of the MU of an EHR and BCMA 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.

## 4.4 Area Clinical Applications Coordinators

**LCDR Robin Bartlett****Nashville Area Office.**

Lieutenant Commander Robin Bartlett is currently serving (since November 2009) as acting Nashville Area Clinical Applications Coordinator and acting Chief Pharmacy Area Consultant. Commander Bartlett is also serving as Cherokee Indian Hospital Clinical Applications Coordinator since 2006. Cherokee Indian Hospital has been utilizing the outpatient IHS EHR since 2004, implemented EHR on their inpatient ward in 2007, implemented inpatient BCMA in 2008, and is currently in the process of implementing EHR in the Emergency Department. Commander Bartlett serves an integral role in assisting with analysis of flow process, identification of opportunities for improvement, coordination with clinical department supervisors, plan development, clinical staff training, and implementation of new processes and clinical applications to improve patient care and documentation at Cherokee Indian Hospital.

Commander Bartlett is a Commissioned Officer in the USPHS and has been in the IHS since 2001. After graduating with a Doctor of Pharmacy degree from University of Florida, she completed a one-year IHS Pharmacy Practice Residency Program at Cherokee Indian Hospital. In 2002, she transferred to Whiteriver Indian Hospital and served the role of a Clinical Staff Pharmacist, Vaccines for Children Immunization Coordinator, and PCC+ Implementation Pharmacy Team Lead. She transferred back to Cherokee Indian Hospital in 2004 and served as a Clinical Staff Pharmacist, Pharmacy Intern Experiential Program Director, Inpatient Pharmacy Services Coordinator, Joint Commission Medication Management Workgroup Team Leader, and electronic MAR Implementation Project Manager.

Commander Bartlett is certified as a National Clinical Pharmacy Specialist (NCPS) in Anticoagulation through the IHS Clinical Support Center and is also certified as an adult pharmacy-based immunization provider. She is currently enrolled in a Masters in Science of Pharmacy degree program with special emphasis in Patient Safety and Risk Management from the University of Florida.

**Tammy Brewer, CPC**

**Phoenix Area Office.**

Tammy Brewer, an enrolled member of the Oglala Sioux Tribe, is a CPC and has been with IHS 23 years. Tammy holds more than 20 years of HIM experience. She began her CAC career in the HIM department at Pine Ridge Service Unit in South Dakota and moved on to become the CAC at the Cheyenne River Health Center in Eagle Butte, South Dakota. Tammy is now a Clinical Applications Coordinator for the Phoenix Area Office. In 2013/2014 she both developed and instructed an RPMS course at the Oglala Lakota College where she had previously received an AAS in Management Information Systems. Tammy was also a member of the Pine Ridge Service Unit coding staff when Pine Ridge was awarded a National Award for coding in 2008-2009.

**Teresa Chasteen, RHIT**

**Bemidji Area Office.**

Teresa is the Bemidji Area Clinical Applications Coordinator. Her previous position at the Cass Lake IHS was the Director of Health Information, where she was the Project Lead for EHR Implementation. She served as one of the Bemidji Area HIM Consultants. She started her HIM career in 1984 and has been in the health care field since 1980. Teresa has worked in IHS since 1996. She obtained the RHIT in 1992 from the College of Saint Catherine Saint Mary's campus.

**CDR Neill Dial, RPh**

**Portland Area Office.**

In his 16 years working for the IHS, Commander Neill Dial has served at the Clinic, Service Unit and Area level. He started his IHS career as a COSTEP at the Ft. Thompson Health Center on the Crow Creek reservation in the Aberdeen Area, served in the Albuquerque Area and later at the Navajo Area's Gallup Indian Medical Center as the Pharmacy Clinical Applications Coordinator / Pharmacy Package Administrator. He is the Vice Chair of the Pharmacy Specialty Group Committee, serves on the IHS National P&T Committee and the NPC. Commander Dial hails from North Carolina and is a graduate of the University of North Carolina – Chapel Hill.

**Kimiko Gosney, MS, CC (NRCC)****Alaska Native Tribal Health Consortium.**

Kimiko Gosney is the Clinical Applications Coordinator for the Alaska Native Tribal Health Consortium. She is a registered Clinical Chemist and also holds a master's degree in Computer Science. She has over 25 years' experience with managing and supporting healthcare information systems, including clinical laboratory, anatomic pathology, hospital billing, a state-wide immunization repository and RPMS.

**CDR Elvira Mosely, MSHS, RN****Phoenix Area Office.**

Commander Elvira Mosely is the Clinical Program Consultant for EHR for the Phoenix Area IHS. She received her BSN degree in 1988 from Jacksonville University in Jacksonville Florida and received her MSHS degree in 2006 from Touro University California. She worked as the CAC 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 IHS on June 2006. Prior to this she served for the US Air Force on active duty status for 11 years serving in a wide range of nursing positions. In 2004 she 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 IHS since June 2006.

**Kathy Ray, CNM, CAC, HIT PRO-CP****Navajo Area Office.**

Kathy is the Clinical Applications Coordinator for Navajo Area since July of 2013. She began her CAC training 10 years ago while still working at Rosebud, South Dakota, as a CNM. Prior to the Navajo Area move she had practical experience as a CAC at Parker, Arizona. Kathy has been actively involved with RPMS packages since beginning to work with the Women's Health package application in 1996. She became an active member of the Clinicians Information Management Technology Advisory Council group in early 2000, and was the last chair of the group. Kathy was involved with iCare development since the inception of the idea, and remains the Clinical Lead for the package. She enjoys working with various RPMS packages and EHR, and training others on how to use them

**CDR Amy Rubin, PharmD  
Oklahoma Area Office.**

Commander Amy Rubin began her career with the Commissioned Corps and the Indian Health Service in 1999 as an Assistant Chief Pharmacist in a small clinic. In 2002, she transferred to a hospital as a clinical pharmacist and soon moved into the Assistant Chief Pharmacist position. During this tenure, Commander Rubin was actively involved in many aspects of the operations of the hospital and was actively involved in many committees. She took on the task of preparing and coordinating the pharmacy to conversion to Pharmacy 5/7. She also assisted in the design and set-up of the new ambulatory care clinic including working with architectures and Information Technology staff to develop a facility with the ability to support successful implementation of the RPMS EHR. This led to the assignment as Acting Clinical Applications Coordinator (CAC) in November 2007. In May 2008, she was selected as the Service Unit CAC. The Service Unit under her leadership was successful in implementing RPMS EHR at three facilities. In April 2009, Commander Rubin was selected and started as the Oklahoma City Area CAC.

**Steve Viramontes, PHN, RN  
Clinical Applications and eHealth Coordinator, California Area Office**

Steve Viramontes has worked as a Public Health Nurse for the past 24 years. He has spent 19 of those years working for Indian Health clinics. A majority of his public health experience was gained as the Director of Outreach at both Consolidated Tribal Health in Ukiah, California, and Round Valley Indian Health Center in Covelo, California, and also worked for four years as a Public Health Nurse at Napa County Public Health. Recently he has worked as a Diabetes Project Specialist for the California Area Office and as the Telemedicine & eHealth Coordinator for Round Valley Indian Health Center as well as the California Area Office. He has also been charged with oversight of community disease prevention interventions for the Round Valley Indian Tribes. Currently he is the clinical applications and eHealth coordinator for the California Area Office.

## 4.5 Presenters

**JoAnne Hawkins, Data Networks Corporation (Contractor)  
IHS OIT**

JoAnne is the Sr. Healthcare Policy Analyst and MU Team Lead for IHS. She has over 15 years of training experience in various industries including healthcare. Her focus is to help Indian Country achieve MU.

**CAPT Christopher Lamer, PharmD, MHS, BCPS, CDE NCPS IHS OIT MU Lead  
IHS OIT**

Captain Lamer is a Commissioned Officer in the United States Public Health Service and has been in the IHS since 1998. Captain Lamer is a pharmacist and works as a clinical informaticist for the OIT and Health Education. He currently serves as the MU Federal Lead and participates in the development of clinical programs, quality metrics, and support of RPMS applications.

**LCDR Tyler Lannoye, PharmD**

Lieutenant Commander Tyler Lannoye is the Chief Pharmacist at the Spirit Lake Health Center in Fort Totten ND for three years. He also serves as the QA/PI coordinator and currently is the acting Clinical Director. Prior to Fort Totten, Tyler was at Rosebud for three years, serving as the chief pharmacist for the majority of that time. Commander Lannoye is the Great Plains Area Representative on the NPC.

**Larry Layne, Ph.D. IHS OPHS DEDP Syndromic Surveillance Consultant**

Dr. Layne is a Health Statistician in the Division of Epidemiology & Disease Prevention and has been with the IHS since July, 2007. He received a BS Degree in Wildlife from Humboldt State University in 1983, an MS in Wildlife and Fisheries Management in 1988 from South Dakota State University and a Ph.D. in Environmental & Forest Biology in 2004 from the State University of New York, College of Environmental Science & Forestry. Since 1984 he has worked in the areas of data management, statistics and quantitative analyses, Geographic Information Systems, systems administration, and more recently, Public Health Informatics. He developed the IHS Influenza-like Illness Surveillance System and is currently developing other disease surveillance systems in IHS. He works closely with the OIT MU team to support documentation and attestation within the areas of Syndromic Surveillance, Specialized Registries, and Labs.

**Meghna Modi, MHA Data Networks Corporation (Contractor)****Business Analyst, IHS OIT**

Meghna Modi is a Data Networks Corporation Business Analyst for IHS. She holds MHA in Healthcare Administration. She has eight years of experience in healthcare at various levels, including statewide HIE, where she served as the Senior Provider Relations Manager to support implementation and integration of the Statewide HIE and various Electronic Medical Record/EHR interfaces. At IHS, she is a Business Analyst for MU central services (i.e., RPMS DIRECT Messaging (RPMS DIRECT), PHR, HIE, and MPI), supporting its development and deployment. Within her 8 years in the healthcare, Meghna has managed various projects and worked directly with the provider community in adaptation of the MU attestation. She has also created and delivered number of trainings on various subjects, including HIE, MPI, RPMS DIRECT, and policies.

**Catherine Moore, MT(ASCP)****IHS Vista Imaging Coordinator, IHS OIT**

Catherine Moore is the Vista Imaging Coordinator for the IHS OIT. Before she began working for OIT, she served as the Phoenix Area Office CAC. Catherine also worked as a CAC for the Whiteriver Indian Hospital, located on the White Mountain Apache Reservation in eastern Arizona. Prior to moving to the White Mountains in October of 2004, she worked at OIT for 5 ½ years providing training and support for the Laboratory Package and PIMS. Catherine's background is in Medical Technology, having worked in the private sector for 20 years before joining the IHS family at Chinle, AZ where she implemented the Laboratory Package and learned many of the RPMS applications

**LCDR Lori Moore, PharmD, BS**  
**EHR ePrescribing Pharmacy Consultant, IHS OIT**

Lieutenant Commander Lori Moore began her career as a Commissioned Officer with the United States Public Health Service in 2003 at the Santa Fe Indian Hospital. During this time, she completed an Ambulatory Care Pharmacy Practice Residency which allowed her to gain experience in direct patient care specializing in Chronic Kidney Disease, Hepatitis C, and Anticoagulation management. In 2004, Commander Moore accepted a staff pharmacist position at the Santa Fe Indian Hospital and in 2005 she was appointed acting Clinical Applications Coordinator (CAC) for the Santa Fe Service Unit. Her role as Clinical Applications Coordinator was expanded to include all Albuquerque Area Sites in 2006.

Commander Moore transferred to the Albuquerque Service Unit in 2007 where she worked for pharmacy, served as the primary CAC for the service unit and served as the Albuquerque Area Clinical Applications Coordinator. In 2009, she accepted an ARRA Inpatient EHR Pharmacy Consultant position with OIT where she continues her endeavor to improve patient care and safety by advancing inpatient pharmacy utilization of ePrescribing and the EHR. In addition to her ePrescribing project, Lori also serves as the Federal Lead for MU Deployment of RPMS EHR 2014 throughout the entire Indian Health Care System and deserves much credit for assisting Eligible Hospitals and Eligible Providers in meeting the MU Stage 2 requirements.

**Duane Rozsnyai, Data Networks Corporation (Contractor)**  
**Project Manager, IHS OIT**

Duane Rozsnyai is a Data Networks Corporation Project Manager for IHS. Mr. Rozsnyai holds an AAS in Computer Aided Drafting, an AA in Criminal Justice, a BS in Business, and an MBA. He is a Project Management Professional and also holds a certificate in Information Technology Infrastructure Library Version 3.1. Since joining IHS, Mr. Rozsnyai has been involved with Clinical Reporting Services, Uniform Data System, PHR and RPMS DIRECT Messaging System. PHR and RPMS DIRECT are integral components of the MU 2.

**Maria Strom RHIT, CHP**  
**Privacy Coordinator, Phoenix Area Office.**

Maria Strom is currently Privacy Officer/ICD-10 Area Coordinator at the Phoenix Area Office. Before she started working at the Phoenix Area Office, she worked at the Whiteriver Indian Hospital, has the HIM Director in 2006-2009, located on the White Mountain Apache Reservation in eastern Arizona. Prior to moving to the White Mountains in October of 2006, she worked at for the Klamath Tribes located in Oregon for 10 years providing training and support for the HIPAA, HIM projects and many RPMS Packages. Maria's background is in Health Information Management and Privacy, having worked in the private sector.

## Acronym List

Acronym	Meaning
AHIMA	American Health Information Management Association
BCMA	Bar Code Medication Administration
CAC	Clinical Application Coordinators
CEU	Continuing Education Units
CPC	Certified Professional Coder
CPC-I	Certified Professional Coder Instructor
EHR	Electronic Health Record
GPRA	Government Performance and Results Act
HIE	Health Information Exchange
HIM	Health Information Management
ICD	International Classification of Diseases
IHS	Indian Health Service
IPL	Integrated Problem List
MPI	Master Patient Index
MU	Meaningful Use
NCPS	National Clinical Pharmacy Specialist
NPC	National Pharmacy Council
OIT	Office of Information Technology
PCC	Patient Care Component
PHR	Personal Health Record
POS	Point of Sale
RHIA	Registered Health Information Administrator
RHIT	Registered Health Information Technician
RPMS	Resource and Patient Management System
TIU	Text Integration Utility