

Focus Group: Health IT Implementation Topic: Self - Governance



October 03, 2024

Zoom Meeting Guide

Meeting Technical Notes

If you lose connectivity during the session, simply re-click on the **Join** link to re-access meeting

If you experience technical difficulties, please send an Email to Modernization@ihs.gov to speak with a **Coordinator**

If you are dialing-in via Phone

- Press *6 to mute or unmute your line
- Press *9 to raise your hand in the meeting

Please
MUTE



Microphone

- Click to mute or unmute yourself
- Red slash indicates you are on mute.

Please
Use Chat
Feature



Chat

Click to provide input during the meeting

Participants

Click this to access the participant list

Camera

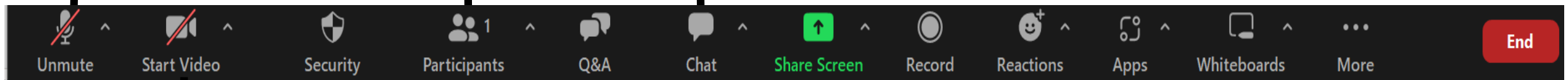
- Click to turn camera on or off
- Red slash indicates camera is off

Share Screen

Click this to share a presentation/document or your desktop screen

Reactions

Click to select an emoji to share in the meeting instead of speaking



Disclaimer



Focus Groups (FGs) inform and support decisions and governance of the Health Information Technology (IT) Modernization Program. FGs are NOT decision-making bodies and at NO time will focus groups provide consensus, recommendations or advice to the Agency that would trigger Federal Advisory Committee Act (FACA), 5 U.S.C. App. § 1-16 additional legal requirements.

Meeting Courtesies



- Participation in the focus group is voluntary and has no term limits
- Be prompt, be prepared, and be ready with constructive feedback
- Share constructive individual feedback via engagement during the meeting
- Communicate with grace and respect for all participants
- Be engaged, listen attentively and actively, share ideas, ask questions, contribute
- You may refrain from discussing specific topics if you are uncomfortable
- All responses are valid—there are no right or wrong answers
- Maintain others' privacy by not discussing details outside the group
- Any topics or ideas not directly related to the current agenda will be 'promptly parked' and revisited at an appropriate time



Welcome & Introductions

Dave Zimmerman – *HIT Implementation Focus Group
Facilitator*

Adrian Haven – *HIT Senior Deployment Program
Manager*

Kimberly Shije – *Organizational Change Senior Program
Manager*

Overview

Purpose

The Focus Group will help the Executive Steering Committee (ESC) to understand the strategies used by other Federal agencies, Tribes, and Urban Indian Organizations to modernize their Health IT capabilities resulting in performance changes in healthcare delivery. Individual input from participants of this group inform decisions regarding implementation planning and organizational readiness.

Agenda

- Introduction
- Self-Governance
- PATH Pilot Site
- Closing Remarks

Desired Outcomes

- Improve shared understanding among Focus Group Participants
- Capture issues and lessons learned data
- **Improve the system and tool** to support the patient's and healthcare teams' utilization of a new electronic health record
- Your **input** is important and provides valuable information and understanding the end-user needs necessary to support the modernization efforts

Health IT Modernization Guiding Principles



DESIGN

solutions that deliver culturally appropriate care, quality, safety, and improved patient outcomes



EMPHASIZE

usability and human-centered design



ENGAGE

patients in their health journey through improved patient access



ADOPT

enterprise technology solutions that support continuity of care



PARTNER

across I/T/U for collaborative decision-making that is fully informed by clinical and business users in the field



CONFIGURE

solutions to meet organizational requirements with minimal customization



UTILIZE

recognized best practices across clinical and business processes



PROVIDE

timely and complete communication, training, and tools to support a successful deployment

July 2024 Focus Group Highlights



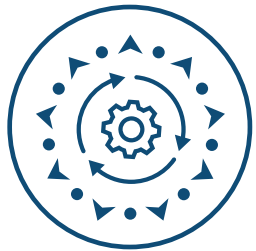
July 25, 2024 – Focus Group Summary

- 30 Participants attended from at least 14 I/T/U's, a 7% increase from April's meeting
- The topic, *Implementation Communication*, generated discussion from participants on ways to communicate to the field
- Participants shared their experiences with common challenges and inefficiencies encountered in their current EHR systems
- Participants emphasized the importance of user-friendly reporting features to support clinical care and data analysis
- The insights and information that was provided will help IHS in making better decisions and was very appreciated

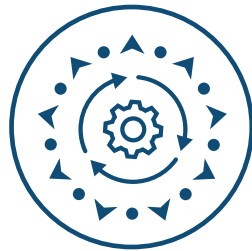


Topic 1: Self-Governance

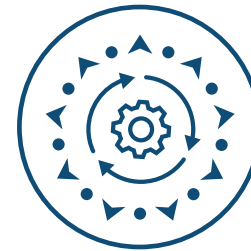
Discussion Questions: Change Capacity



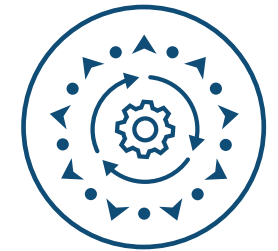
Current state at this facility. What is the capacity for change?



Do you anticipate conflicts with the EHR Implementation?



How have past, large-scale changes been received by staff?



What is your facilities responsiveness to change on this scale?

Topic 1 Discussion & Questions



Topic 2: PATH Pilot Site

What is a Pilot Site?

The first group of facilities selected for simultaneous system implementation.

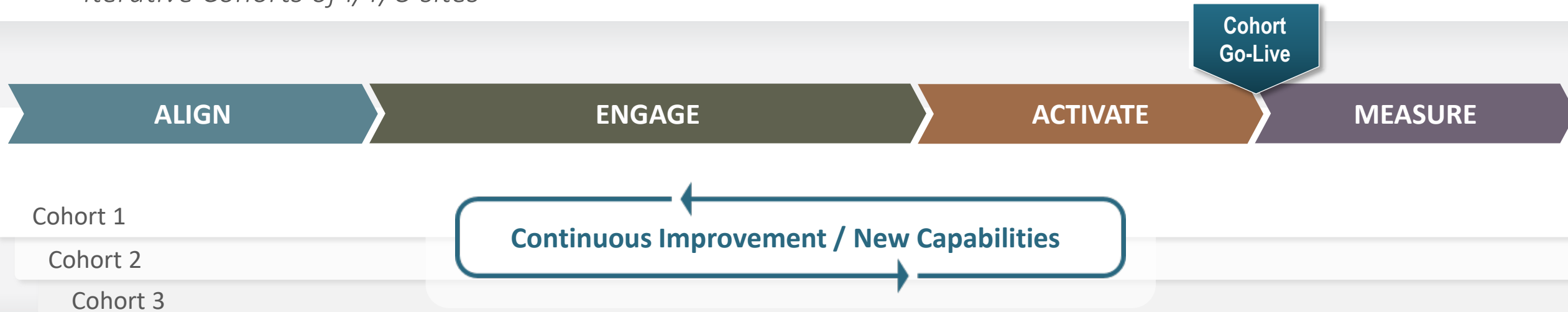


The IHS Pilot

- Include clinical and administrative users to validate the functionalities, usability, and effectiveness of PATH EHR
- Conduct assessments, planning, configuration, and user training
- Gather lessons learned and refine the deployment process for cohort optimization
- Lawton Service Unit announced as pilot site on Sept 9th, 2024

Implementation Approach

Iterative Cohorts of I/T/U sites



Pilot

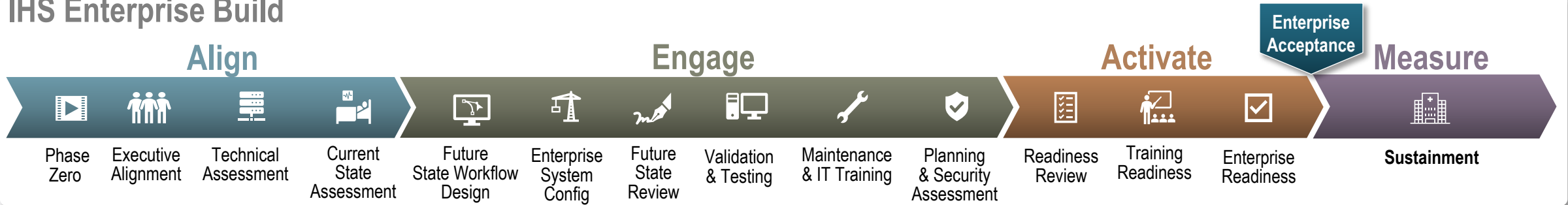
- The first group of facilities selected for simultaneous system implementation
- Pilot sites will be direct service facilities, which are yet to be determined

Cohort

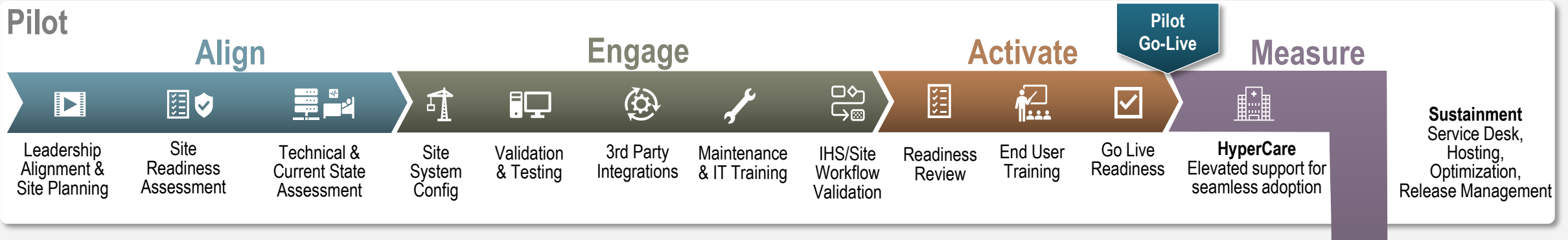
- Cohorts will be sequenced based on their **organizational, operational, and technical readiness**
- A group of sites that **share readiness characteristics**. Cohorts are not limited to federal sites and will include tribal and urban organizations
- The cohort selection process will utilize information from **iterative site assessments and readiness reviews**

IHS Enterprise Implementation Pathway

IHS Enterprise Build



Pilot



« Standardize & Adopt »

Iterative Cohorts of I/T/U Sites



Site Selection Considerations

Considerations for Readiness:



Technical Readiness



Clinical Readiness



Business Readiness

Assessment Process:



**Sites that do not achieve readiness goals will be re-evaluated for participation in later Cohort groups.*

Topic 2 Discussion & Questions

References



- IHS Health Modernization webpage:
<https://www.ihs.gov/hit/>
- Focus Groups webpage:
<https://www.ihs.gov/hit/get-involved/focus-groups/>

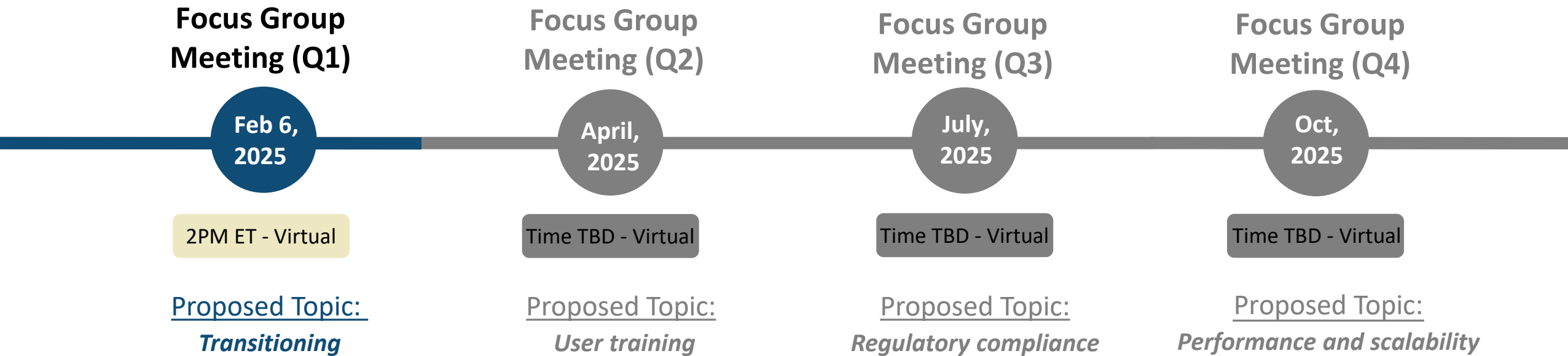


Planning for Next Meeting

Dave Zimmerman – *HIT Implementation Focus Group Facilitator*

Upcoming 2025 Focus Group Sessions

Each Focus Group session is held every 3 months (quarterly)



Topics are subject to change based on participation

Submit Topic Requests to Modernization@ihs.gov



Upcoming Engagements

Dave Zimmerman – *HIT Implementation Focus Group*
Facilitator

Statement of Interest

The IHS desires to learn which tribal and urban health care entities have an interest in becoming a tenant on the shared system.



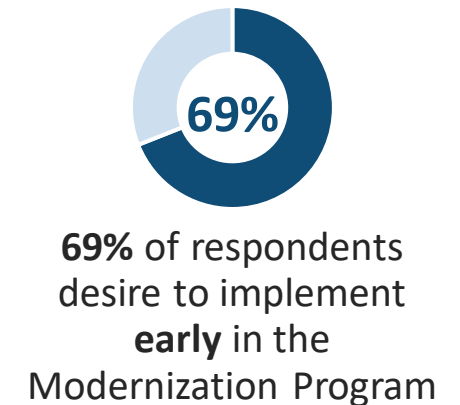
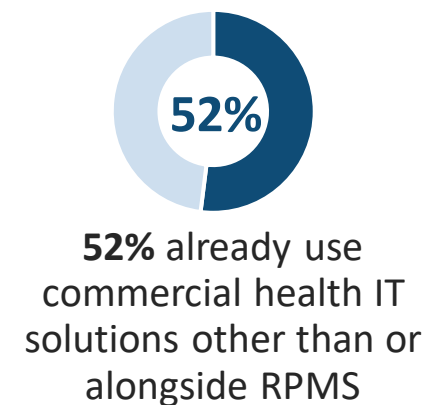
Opportunity for Tribes and urban Indian organizations to formally express interest in participating in the PATH EHR solution



The IHS shared a Statement of Interest form where tribal and urban health care entities can indicate their interest in partnering with the IHS on the shared enterprise solution. The Statement of Interest is **NON-BINDING** and will connect partners to support system configuration, organizational assessment, and implementation planning.

The Statement of Interest was attached to a [Dear Tribal Leader and Urban Indian Organization Leader letter](#) published on June 29, 2023.

The IHS has received **84** Statement of Interest documents to date.



As of October 2, 2024



IHS Health IT Modernization Program
**TRIBAL CONSULTATION
AND URBAN CONFER**

Site Readiness and Training

NOVEMBER 7, 2024
1:30-3:00 p.m. ET



*Hybrid event via Zoom or in person at the
IHS Headquarters located in Rockville, MD.*



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