

# Focus Group: Health IT Implementation

## Topic: Self-Transitioning

### Health IT Modernization Program



July 31st , 2025



# Zoom Meeting Guide

Please  
**MUTE**



## Microphone

- Click to mute or unmute yourself
- Red slash indicates you are on mute.
- Unmute to participate in the discussion.

Please  
Use Chat  
Feature



## Chat

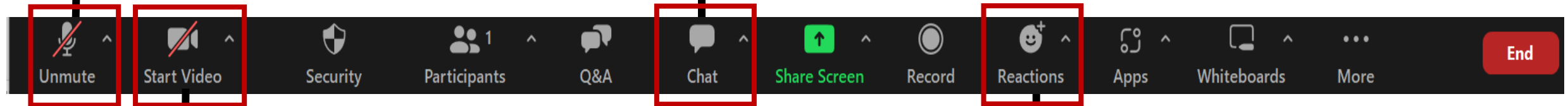
- Engage in the discussion using the chat, if you are not able to unmute.

## Camera

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

## Reactions

- Send an emoji to participate in the discussion.
- Raise your hand to let the facilitator know you would like to speak.





# Technical Notes and Support

## *Meeting Guide*



- If you lose connectivity during the session, **simply re-click your access link** to re-access the meeting
- If you experience technical difficulties, **send a note using the chat box OR email [Modernization@ihs.gov](mailto:Modernization@ihs.gov)** to connect with a Coordinator for assistance
- If you are dialing-in via Phone – Use \*6 to mute and unmute and \*9 to raise your hand

Enjoy the session!



# 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
- It's all right to 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. The participants from the Focus Groups in the areas of Health IT Implementation, Interoperability, and Data Management and Analytics will inform decisions regarding organizational readiness, planning, and implementation.

## Agenda

- Introduction
- Transitioning
  - Strategies
  - Best Practices
- 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



# Focus Groups

*The purpose of the focus groups is to share information and expertise concerning issues of interest to all I/T/U organizations regardless of their selected EHR solution.*

## Health IT Implementation

Help understand the lessons learned, challenges, and strategies used by other organizations to modernize their health IT capabilities.



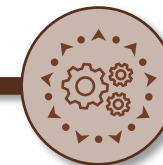
## Interoperability

Review and suggest strategies, operational requirements, clinical practice standards, and performance measures that inform the interoperability solution design and project planning.



## Data Management and Analytics

Review and suggest strategies that support effective data use, security and privacy controls, and standards.





# Invitation to Participate in Focus Groups

*Tribes and UIOs are encouraged to engage in the modernization strategy via focus groups.*

## Participation will be open to all I/T/U organizations

Eligible individuals include:

- Volunteers in health IT implementation, interoperability, and data management and analytics
- Participants with health IT experience, RPMS, various EHRs, business and clinical workflows, interoperability, informatics, organizational change, facility management, privacy, and other relevant domains

*\*Note: Participation is not limited to one focus group*

Email [Modernization@ihs.gov](mailto:Modernization@ihs.gov)  
to volunteer for focus group  
participation.



*\*At this time, vendors cannot participate*



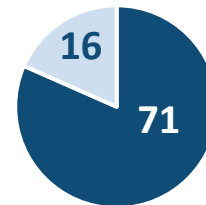
# Statement of Interest

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

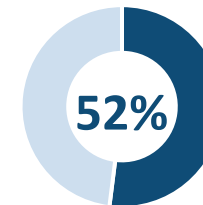
**Opportunity** for Tribes and urban Indian organizations to formally express interest in participating in the PATH EHR solution



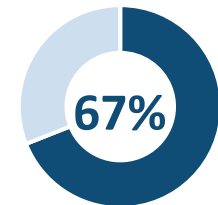
- The IHS shared a Statement of Interest form where tribal and urban health care entities can indicate their interest in partnering with the IHS on the shared enterprise solution. The Statement of Interest is **NON-BINDING** and will connect partners to support system configuration, organizational assessment, 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 **91** Statement of Interest documents to date.



**71 tribal partners and 16 urban Indian organizations** have submitted a Statement of Interest to date; 4 sites not participating



**52%** already use commercial health IT solutions other than or alongside RPMS



**67%** of respondents desire to implement **early** in the Modernization Program

**As of May 20, 2025**



# 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



# Focus Group Highlights

## *Focus Group Summary 2024*



- 25 I/T/U and 12 DHITMO Personnel attended the October FG Meeting
- Major Topics Discussed:
  - **Self-governance:** There was extensive discussion several facilities approach and processes to self-governance including a facility where finance, nursing, behavioral health all funneled through a change control body
  - **Training lags:** Another topic of discussion centered on facilities being provided sufficient time, personnel, training, and expertise to fully prepare for requirements
  - **Communication:** This importance of early communication regarding staffing requirements for the new EHR deployment, including the quantity and type of staff needed to support the new system
  - **Implementation:** There was sharing of experience with EHR implementation, highlighting challenges with super user roles at smaller sites, emphasizing the importance of ongoing support, including potential return visits from trainers for effective knowledge transfer
  - **Organizational Readiness:** There was sharing on the importance of readiness teams that would provide on-site experts who guide and implement organizational readiness activities and recommendations
  - **Getting Ready to Get Ready Guide:** The GRTGR guide is a tool provided to IHS/ Tribal/ Urban (I/T/U) sites to assist with preparations for implementing the new enterprise EHR. The guide, along with other readiness tools serve an organization's preparedness for change by identifying potential risk or gaps early on





# Topic 1: Transitioning *Strategies*



# Strategies for Successful Transitions



- *Phase 1: Planning and Preparation*
  - Assemble a transition team and develop a transition plan: Establish a multidisciplinary team to oversee the transition and create a detailed project plan.
- *Phase 2: Data Preparation and Migration*
  - Cleanse and prepare the data for migration: Ensure only necessary and accurate data will be transferred to the new system.
  - Perform data migration: Transfer the data from the old EHR system to the new one, maintaining data integrity and security throughout the process.



- *Phase 3: Testing and Training*
  - Test the new system: After data migration, confirm the new EHR system works as expected, and all data is correctly displayed and accessible.
  - Train the users: Hold comprehensive training sessions for all users, helping them understand how to use the new system efficiently.
- *Phase 4: Implementation and Adjustment*
  - Go live with the new system: Once the system is tested and users are trained, launch the new EHR system.
  - Monitor the system and gather feedback: Continuously evaluate system performance, gather user feedback, and make necessary adjustments.
- *Phase 5: Phasing Out*
  - Phase out the old system: After the successful implementation and running of the new system, retire the old EHR system.
  - This more organized approach should help prevent any unnecessary confusion and make the transition smoother. Remember, effective communication is key throughout this entire process.



# Discussion & Questions

## *Topic 1*

- *What are you most concerned about regarding the Path EHR transition?*
- *Do you have any examples of successful transitions in the past that you can share?*







## Topic 2: Transitioning *Best Practices*



# Best Practices for Transitions

- Assess and compare the old and new EHR to understand the differences and challenges
- Identify a project owner and internal experts to lead the migration process
- Create a timeline that is flexible and adaptable to the specific EHR migration
- Share the plan and build support with stakeholders
- Perform data migration to ensure data continuity
- Implement the new EHR system with proper training and support





# Discussion & Questions

## *Topic 2*

- *Can you please share a best practice your facility utilized during the last transition?*
- *How many have gone through this process in the past?*





# References



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





# Planning for Next Meeting

Dave Zimmerman – *HIT Implementation Focus  
Group Facilitator*



# Health IT Implementation Timeline







# Upcoming Engagements

Dave Zimmerman – *HIT Implementation Focus*  
*Group Facilitator*



# 2025 TRIBAL CONSULTATION *and* URBAN CONFER

with the Health IT Modernization Program



**PATH EHR SCOPE  
AND CAPABILITIES  
AUGUST 7**



**PILOT SITE IMPLEMENTATION  
PATHWAY  
NOVEMBER 6**



Tribal Consultation and Urban Confer (TC/UC) sessions provide an opportunity for our tribal and urban Indian organization partners to hear about Program updates from IHS leadership and provide input about modernization-focused topics for continued improvement of patient outcomes across Indian Country.



*Participate in*

## THE HEALTH IT MODERNIZATION PROGRAM AWARENESS SURVEY



WE WANT TO HEAR FROM OUR  
**TRIBAL & URBAN  
PARTNERS**

SCAN ME





# Stay Connected with the IHS

Stay informed on the Health IT Modernization Program at [www.IHS.gov/HIT](http://www.IHS.gov/HIT)  
or by following us on social media



Facebook



LinkedIn



X (formerly Twitter)



