

Focus Group: Interoperability Topic: Centralized Interoperability Suite



October 17, 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



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

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.



Welcome & Introductions

Dave Zimmerman - *Interoperability Focus Group
Facilitator*

Charles Cross - *Engineering Branch, DHITMO*

Bobby Villines - *HIT Interoperability and Health
Information Exchange 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 this group will review and suggest strategies, operational requirements, clinical practice standards, and performance measures on an individual basis, that inform the interoperability solution design and project planning.

Agenda

- Introduction
- Centralized Interoperability Suite (CIS)
- Staffing / Patient Portal
- 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



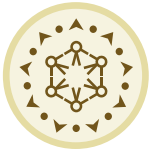
DESIGN

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 18, 2024 – Focus Group Summary

- Attendance: 26 participants from at least 8 I/T/U's, a 7% increase from April
- Topic: Interfaces, focusing on interoperability among systems and its relevance to Indian Health Services (IHS)
- Discussions: Participants shared experiences with challenges and inefficiencies in current EHR systems
- Key Points: Emphasis on the need for user-friendly reporting features to support clinical care and data analysis
- Outcome: The insights provided will aid IHS in making better decisions and were highly appreciated



Topic 1: Centralized Interoperability Suite



Centralized Interoperability Suite (CIS)

Bobby Villines , MPH, FAC – COR III

CAPT USPHS (Ret)

HIT Interoperability and Health Information Exchange Manager

Indian Health Services

OIT/ Division of Information Technology

Ph: 405-990-5942

Federal Interoperability Team



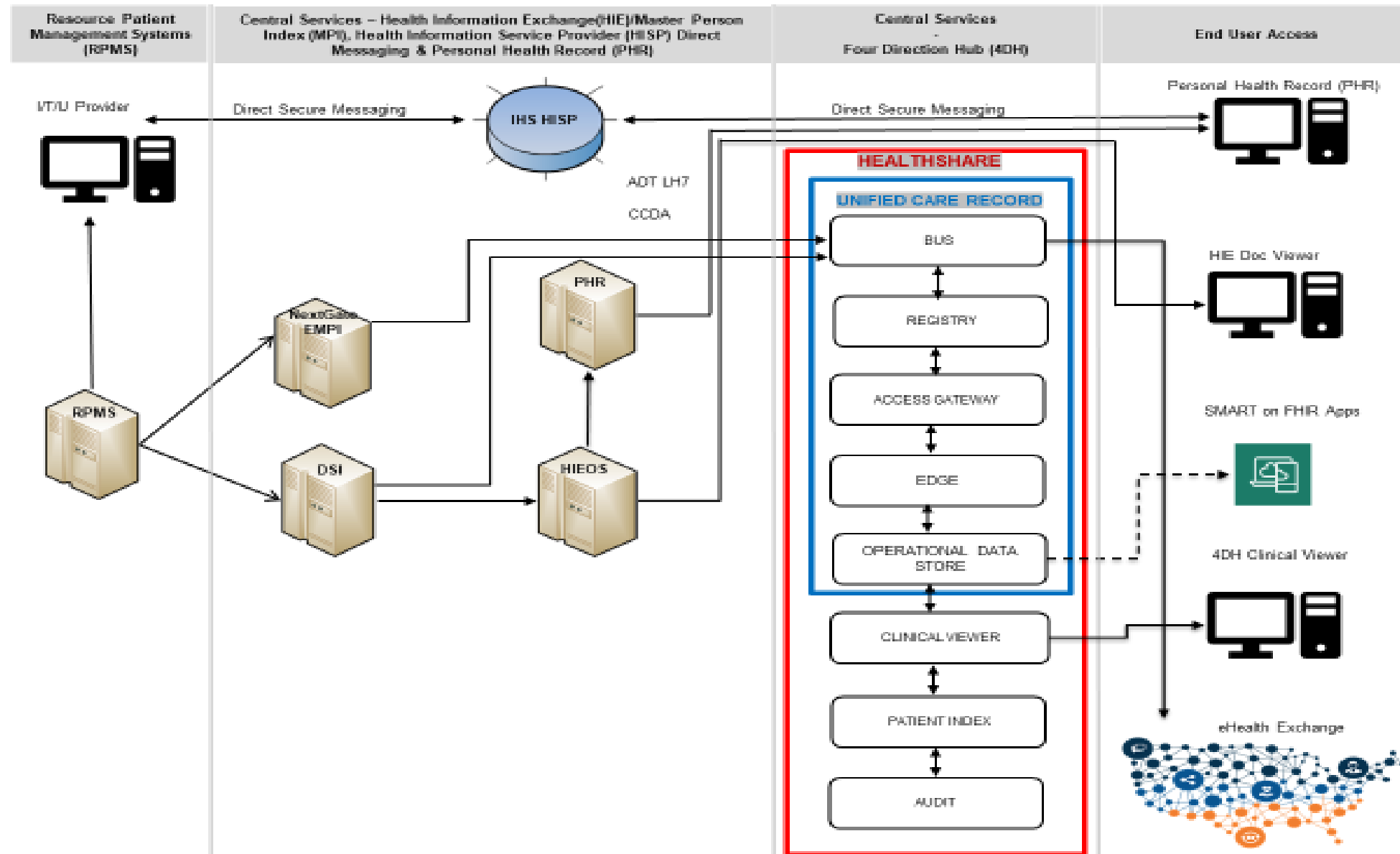
Application	Federal Leads
Personal Health Record (PHR)	LCDR Jessica Graham
Direct Secure Messaging (Direct)	LCDR Jessica Graham
Four Directions Hub (4DH)	Jason Flatter
Legacy Health Information Exchange (HIE)	Jason Flatter
Legacy Master Patient Index (MPI)	James Garcia
Health Information Technology Interoperability and Health Information Exchange Manager	Bobby Villines
Interoperability Project Manager	Meghna Modi
Division of Information Technology (DIT) Health Information Management (HIM) Consultant	Tammy Crazy Bull

What is Centralized Interoperability Suite (CIS)?

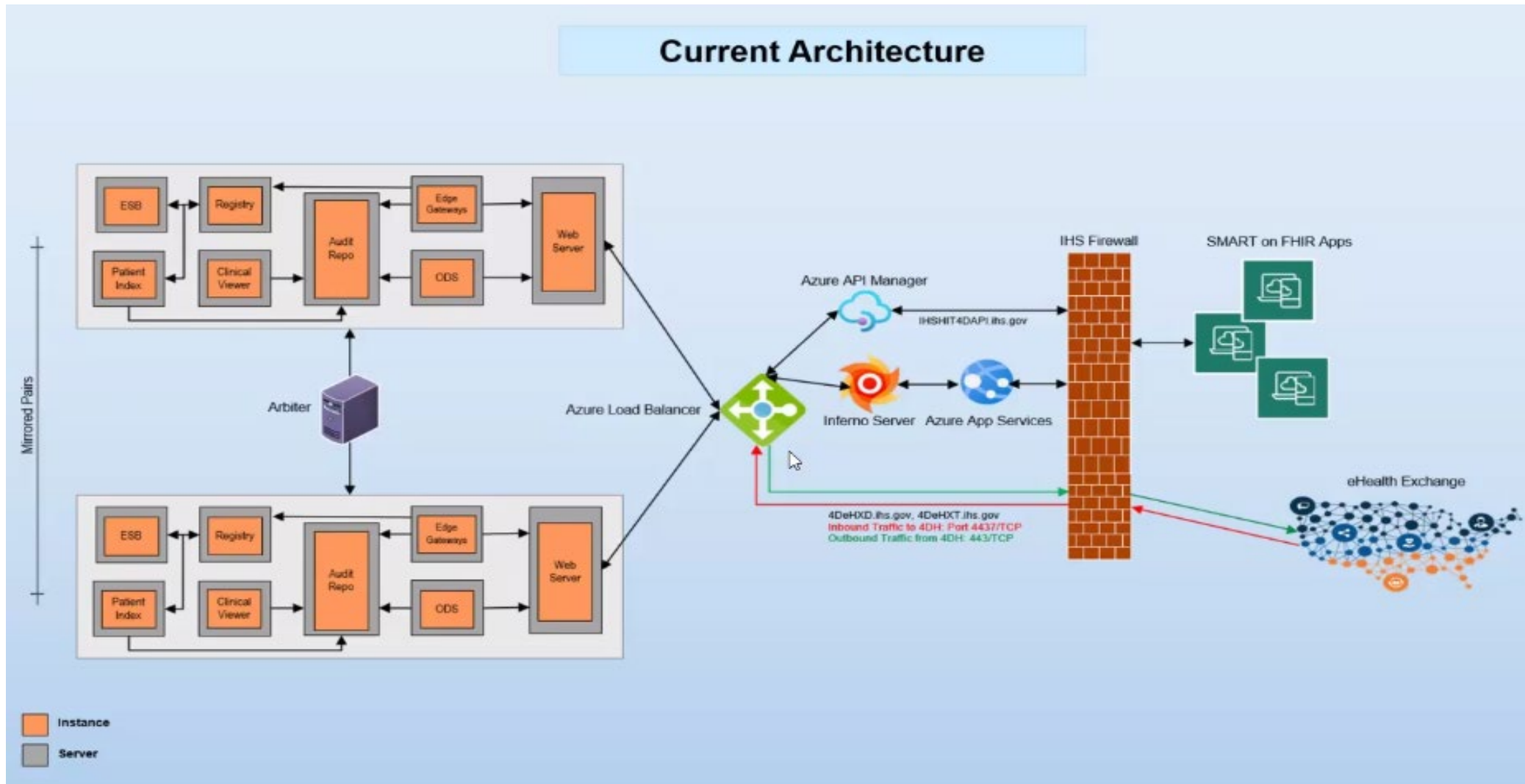


The IHS Centralized Interoperability Suite (CIS) is a group of applications that facilitate the presentation of visit data for patients, the secure messaging between provider and patient or between providers, the matching of patients with their data, and the exchange of visit data within and outside of the Indian Health System. The applications supporting these functions are the Personal Health Record (PHR), Direct Secure Messaging (Direct), the legacy Master Patient Index (MPI), the legacy Health Information Exchange (HIE) Repository, and the Four Directions Hub (4DH) with the new Patient Index and the Clinical Viewer.

Central Services Infrastructure



4DH Architecture – External Connectivity



4DH Release Timeline



- Critical prerequisites that need to be finalized before 4DH can go live:
 - Multi-Purpose Agreement (MPA)
 - Tribal & Urban Joinder Agreement
 - System of Record Notice (SORN) & Notice of Privacy Practices (NPP)
 - Consolidating 42 CFR Part 2 Data Identification
 - Opt Out/ Restriction Module
- Training and onboarding for remaining federal sites post prerequisites
- Tribal/ Urban site onboarding pending MPA finalization

4DH Timeline



2024

2024					2025					2026				
Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2			
Mar		Jun	Sep	Dec	Mar	Jun	Sep	Dec		Mar				

2026

Multi-Purpose Agreement & Dear Tribal Leader Letter Jul 15 - Jan 31

SORN and Notice of Privacy Practices Jul 15 - Jan 31

Consolidate 42 CFR Part 2 SUD Data with RPMS Data for consent. TBD

New Opt Out/Restriction Module Development TBD per policy

New Opt Out/Restriction Module Pilot and Rollout TBD per policy

Onboarding Federal Site Users TBD per policy

Onboarding Tribal/Urban Sites TBD per policy

Site cleanup activities Ongoing

Interoperability Initiatives

- Trusted Exchange Framework & Common Agreement (TEFCA)
- Health Data, Technology, & Interoperability (HTI-1)
- United States Core Data for Interoperability v3 (USCDI v3)
- Real World Testing (RWT)
- HL7 Fast Healthcare Interoperability Resource (FHIR)
- DirectTrust Privacy and Security Assessment
- DirectTrust HISP Accreditation

Interoperability Resources

- **CIS Webpage** - <https://www.ihs.gov/cis/>

- Webpage updated and being updated to provide up to date and additional information. Such as CIS Application documents, related forms and resources, and list of associated authorities and regulations.

- **ServiceNow Incidents**

- For better tracking and response, always use ServiceNow or email to ITSupport@ihs.gov to report an issue and/or ask questions.
- Avoid emailing and message to individual team members.

- **ServiceNow Request**

- Use the following requests in the ServiceNow instead of incident for better routing. Non-D1 users can send request to ITSupport@ihs.gov.
 - Direct Secure Messaging Password Reset Request
 - PHR Password Reset Request
 - RPMS Deployment Request

- **LISTSERV**

- Sign up and stay on top of CIS updates and announcements - Central Interoperability Suite (CIS)

Interoperability Resources

- Documents on the CIS Webpage: <https://www.ihs.gov/cis/centralized interoperability-suite-cis/>
 - Locate CIS User and Admin manuals
 - Review Authorities and Regulations noted in the Multi-purpose
 - Review related Forms and Resources (i.e., Readiness Assessment Form)
 - Navigate to the Training Library to locate past recordings and material

[Centralized Interoperability Suite \(CIS\)](#) / CIS Documents

Centralized Interoperability Suite (CIS)

Authorities and Regulations

API Documentation

CIS Documents

Forms and Resources

Training

Contact Us

Central Interoperability Suite (CIS)

The IHS Central Interoperability Suite (CIS) is a group of applications that facilitate the presentation of visit data for patients, the secure messaging between provider and patient or between providers, the matching of patients with their data, and the exchange of visit data within and outside of the Indian Health System. The applications supporting these functions are the Personal Health Record (PHR), Direct Secure Messaging (Direct), the legacy Master Patient Index (MPI), the legacy Health Information Exchange (HIE) Repository, and the Four Directions Hub (4DH) with the new Patient Index and the Clinical Viewer.

[Direct Secure Messaging \(Direct\)](#)

[Personal Health Record \(PHR\)](#)

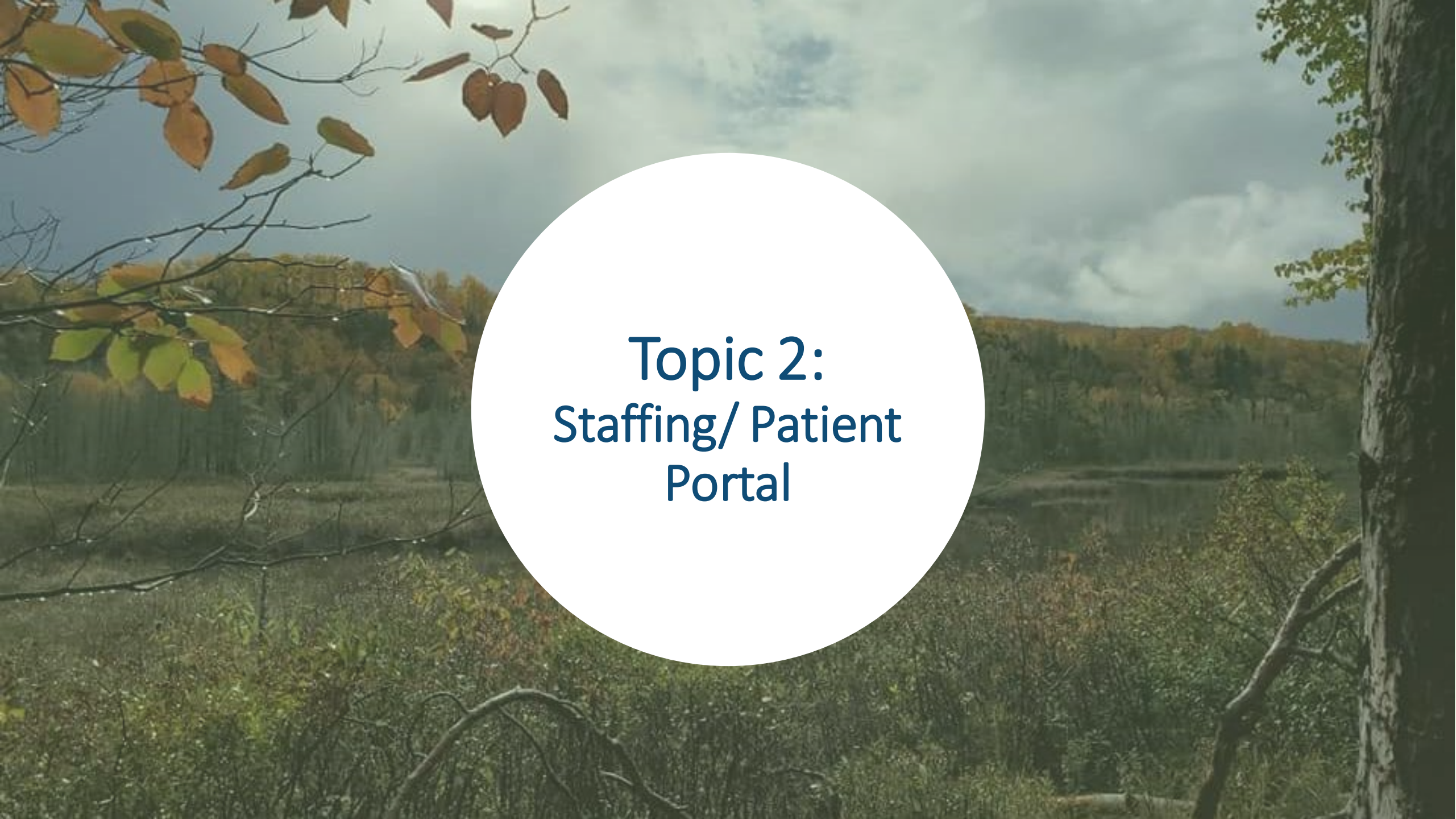
[Four Directions Hub \(4DH\)](#)

Points of Contact



- Please address general Interoperability questions to IHSCISTeam@ihs.gov or refer to CIS Documents | Centralized Interoperability Suite (CIS) (ihs.gov) for additional information.
- If you have questions regarding CIS policies, please contact Tammy Crazy Bull at Tammy.CrazyBull@ihs.gov.
- If you have specific questions regarding the individual CIS applications the Federal Leads for each are listed below:
 - MPI/CCDA – James Garcia – james.garcia@ihs.gov
 - 4DH/HIE – Jason Flatter – jason.flatter@ihs.gov
 - PHR/Direct – LCDR Jessica Graham – jessica.graham@ihs.gov
- If you have other questions about Interoperability contact Bobby Villines at bobby.villines@ihs.gov

Topic 1 Discussion & Questions

A scenic autumn landscape featuring a calm lake in the middle ground, surrounded by dense forests with trees in various shades of green, yellow, and orange. In the foreground, there are bare tree branches and some leaves with autumnal tints. A large white circle is centered over the image, containing the text "Topic 2: Staffing/ Patient Portal" in a dark blue font.

Topic 2: Staffing/ Patient Portal

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/>

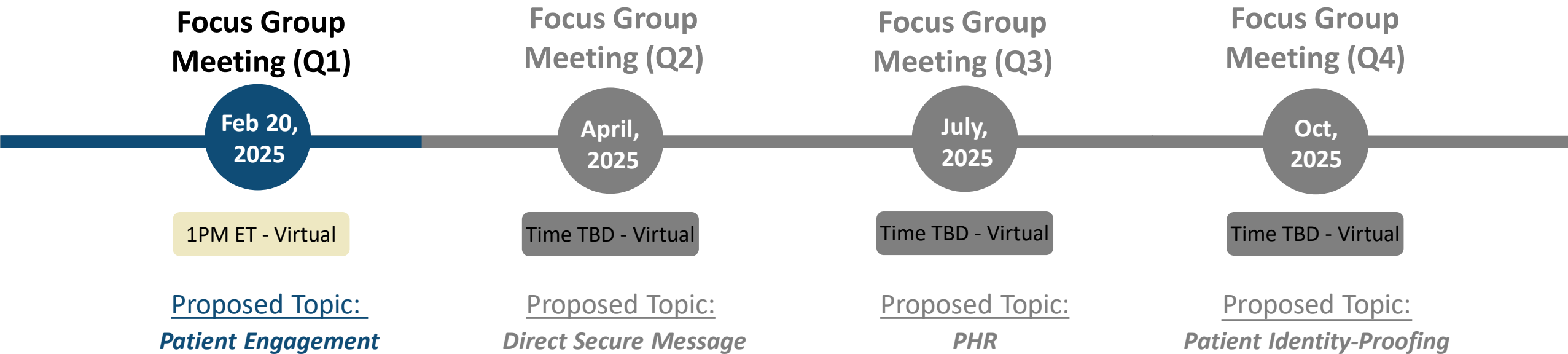


Planning for Next Meeting

Dave Zimmerman - *Interoperability 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 - *Interoperability 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.

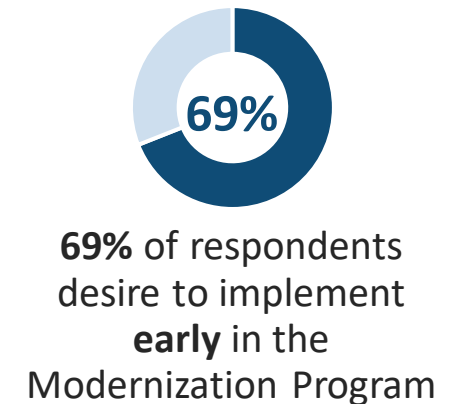
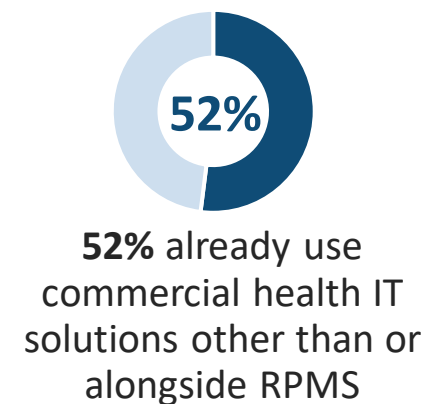
Opportunity for Tribes and urban Indian organizations to formally express interest in participating in the PATH EHR solution



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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