

SUMMER
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The HEALTH IT MODERNIZATION PROGRAM NEWSLETTER

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LEADERSHIP MESSAGE

A Message from Jeanette Kompkoff, Director, DHITMO



As we approach the launch of PATH EHR, we mark a historic milestone for the Health IT Modernization Program and IHS. This moment reflects years of dedication and shared vision across our workforce. I want to express my deepest gratitude to every staff member who has contributed to this effort. Your work is bringing us closer to a modernized, connected health care system that will transform how we serve our patients and communities.

Adopting a new enterprise health record solution brings momentum, along with an initial operational learning curve. To support a smooth rollout, we've taken a deliberate, phased approach, with the Lawton Service Unit leading the way as our pilot site. Recently, we conducted a "soft go-live" activity that included the successful migration and validation of active patient records. Throughout this phase, teams have confirmed system performance, refined operational processes, and strengthened site readiness.

Our sites will not navigate this transition alone. Dedicated at-the-elbow support teams and local Super Users will be available throughout the entire implementation process. At the same time, we are launching targeted patient-facing communications at our pilot site to keep our communities informed and engaged as we move through this transition together.

So many hands have carried us to this point, and I want to honor that. The Enterprise Collaboration Group and operational leaders across IHS have shaped the decisions that define how PATH EHR works. Every step of the way, our tribal and urban Indian partners have walked alongside us and guided us. That is what it means to build this with our partners, not for them. At Lawton, the staff have shown what true partnership looks like in practice. They have tested tool functionality and shared honest feedback, generously giving their time and insight to streamline the experience for future sites. I'm grateful for that spirit, and I hope every team member feels that as we move forward together.

This is a defining chapter for our organization, and I am deeply proud of the adaptability and unity our teams have demonstrated. Thank you for your commitment to our mission as we step into this exciting new era of care.

In partnership,



Director, DHITMO | Indian Health Services

PATH EHR SPOTLIGHT

THE PATH TO READINESS: SUPER USER AND END USER TRAINING

Readiness is an active, ongoing process that takes shape long before go-live. As the PATH Team prepares for the launch at Lawton Service Unit, the training framework supports every staff member as they move from initial system exposure to hands-on proficiency. By staging learning in structured phases, the training plan builds knowledge step by step, allowing teams to develop confidence without disrupting daily operations.

Super Users vs. End Users

To support the entire workforce effectively, training is designed around two distinct roles:

- **Super Users:** Super Users complete foundational e-Learning and classroom Instructor-Led Training (ILT) ahead of the broader workforce. This early start gives them extended exposure to the system and repeated hands-on practice, building the deep familiarity needed to assist trainers and guide their peers effectively during end-user classroom sessions.
- **End Users:** Clinical, administrative, and operational staff who interact with PATH EHR daily. Their learning path combines self-paced e-Learning modules with structured ILT and hands-on Practice Labs tailored to their specific job functions.

Advancing Through the Training Journey

Preparing the workforce requires substantial coordination on the back end, from mapping staff roles to course registration and tracking system completion:

- **Role Alignment and Registration:** The process begins with direct coordination between project leaders and department supervisors. Supervisors review staff roles, map primary and secondary job functions to the training curriculum matrix and finalize course registrations in the Learning Management System (LMS).
- **Super User Progression:** Super Users complete foundational e-Learning modules in LMS before attending classroom Instructor-Led Training. Following classroom instruction, Super Users enter dedicated Practice Labs to work through real department scenarios and prepare to support their peers.
- **End User Preparation:** End Users complete self-paced e-Learning modules to establish baseline system familiarity. Completing these prerequisite modules unlocks entry into Instructor-Led Training, where End Users practice role-specific workflows alongside trainers and Super Users. Dedicated Practice Labs follow classroom instruction to build speed, accuracy, and confidence.

Practical Workflow Connections

A major success from recent training sessions has been the high level of active engagement during Super User Practice Labs.

Super Users brought real-world operational scenarios directly into the classroom, working through complex workflows and mapping the full patient journey within the new system.

This direct collaboration allowed the PATH Team to address role-based questions in real time and gather crucial feedback to refine training materials. Most importantly, it gave Super Users the hands-on experience needed to serve as trusted support leaders for their departments.

Building Readiness Together

Every phase of training strengthens the operational foundation at Lawton Service Unit. Through structured learning, peer-led guidance, and practical application, the PATH Team is preparing every staff member to feel supported and confident on day one.



IMPLEMENTATION UPDATE

PREPARING FOR PATH EHR: SITE READINESS

The Health IT Modernization Program is expanding beyond initial deployment activities toward a structured cohort model. Organizing future site implementations into dedicated cohorts creates a repeatable, reliable rollout process while allowing localized flexibility for Indian Health Service, tribal, and urban Indian (I/T/U) facilities.

Understanding the Resource Commitment

Preparing for PATH EHR requires strong leadership involvement, staff participation, and realistic operational planning. Successful site readiness involves dedicating staff time for ongoing leadership meetings, workflow documentation, and training activities. Leaders should also plan for temporary productivity adjustments, increased workload leading up to implementation, and short-term operational or potential revenue impacts as teams adapt to new system processes.

How Sites Can Prepare Now

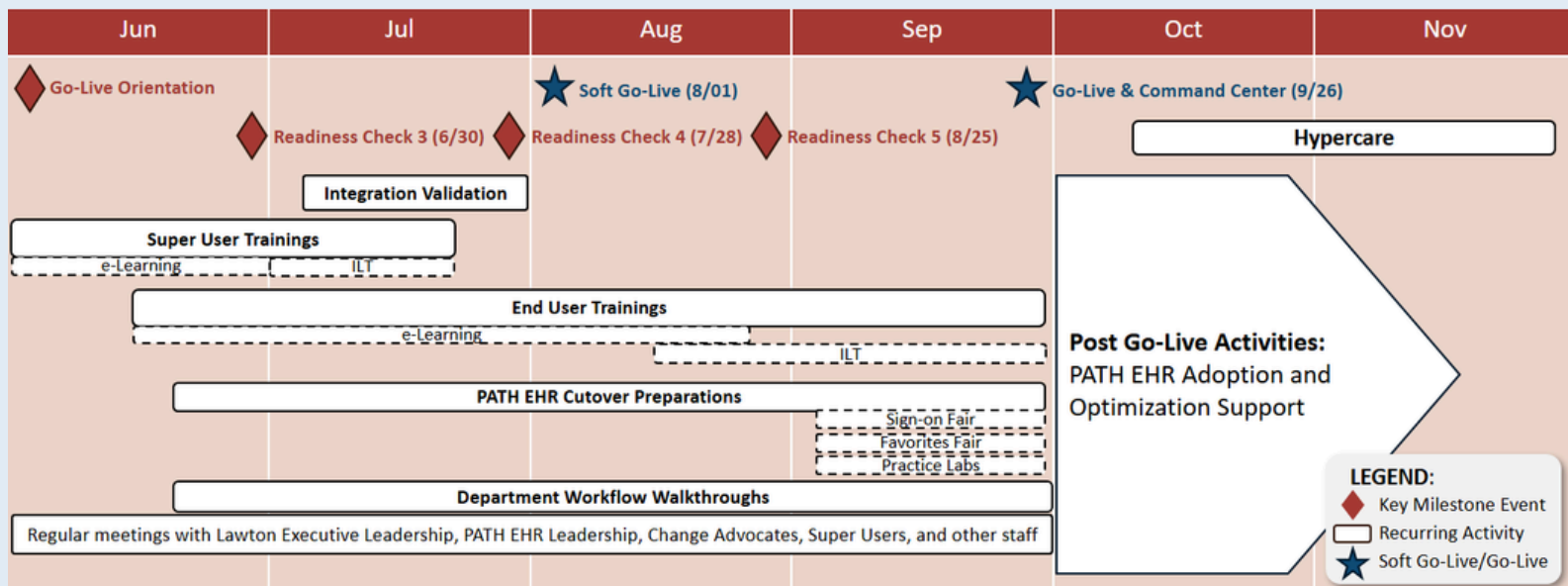
Sites can take immediate, practical steps across three key pillars to position their teams for a smooth and successful transition:

- **Organizational Readiness:** Align facility leadership, identify department leads and change champions to drive local adoption, and review local governance policies and documentation.
- **Operational Readiness:** Document and review current clinical, administrative, and business workflows, and complete initial data cleanup.
- **Technical Readiness:** Complete comprehensive hardware and peripheral equipment inventories, assess network infrastructure and connectivity, and document existing system interfaces and technical dependencies.

Insights and lessons learned from sites and early cohorts directly refine workflows, tools, and training models, supporting consistent, successful go-live experiences program-wide.

LAWTON PATH EHR TIMELINE

The Lawton Service Unit deployment follows a two-phased implementation plan targeting a full system go-live in late September 2026. Activities throughout July focus on technical verification and staff training. In August, the soft go-live phase allows trained personnel to begin key registration and scheduling tasks before the final transition. This phased implementation plan gives the team time to validate that clinical, technical, and administrative systems work reliably before the complete fall launch.



RECENT PUBLICATIONS

August 2026 TC/UC Recap

by Jeanette Kompkoff, Director of DHITMO

The Indian Health Service (IHS) Health Information Technology (IT) Modernization Program continues to prioritize direct engagement and alignment with tribal and urban indian organizations (T/UIO) through ongoing Tribal Consultation and Urban Confer (TC/UC) sessions. Participants gathered on August 6, 2026, for a session dedicated to the roadmap to cohorts, pilot site operational readiness, and strategic implementation updates...

[READ THE FULL ARTICLE](#)

Modernization Newsletter - Special Edition

Inside This Special Edition: Lawton PATH EHR Readiness & Go-Live

As the Lawton Service Unit approaches system deployment, explore key progress updates, implementation timelines, and strategic lessons in balancing people, processes, and technology. Discover how early readiness efforts, soft go-live phases, and targeted role-based training are shaping a repeatable roadmap for future sites across IHS.

[READ THE FULL ARTICLE](#)

Clinician Perspectives on PATH EHR



View the fifth video in the **Modernization Video series** to learn how the PATH EHR will improve clinical services, efficiency, and documentation.

[WATCH THE VIDEO NOW](#)

PROGRAM OVERVIEW

The Indian Health Service (IHS) is replacing its 40-year-old Resource and Patient Management System (RPMS) with PATH EHR, a modern enterprise electronic health record solution. This transition addresses technological gaps and regulatory changes to improve healthcare across all IHS, Tribal, and Urban (I/T/U) sites.

PROGRAM GOALS

The Health IT Modernization Program prioritizes human-centered design to unify health records so clinical information follows the patient. This connectivity allows care teams to coordinate effectively across all locations. Strategic priorities include:

- Unifying records for better patient access and clinical visibility
- Empowering patients with modern portals and automated reminders
- Protecting data through role-based access and privacy controls
- Providing comprehensive training and resources for successful deployment



IMPACT ON CARE

Modernization reduces administrative friction for both patients and clinicians. Providers use personalization tools like keyboard shortcuts to focus on direct patient care. Patients gain expanded access to test results and care plans at any health site.

COLLABORATIVE DEVELOPMENT

Clinicians and business users help build PATH EHR to so the system meets field needs. By focusing on usability and localized configuration, the program delivers culturally appropriate and safe care. This approach includes dedicated training to help every site manage the transition effectively.



CONNECT WITH US

PATH EHR SHAREPOINT

The PATH EHR SharePoint site provides IHS staff centralized access to information, updates, and engagement opportunities related to the Program and PATH EHR. We invite you to explore this site often, as new content will be added regularly.

[VISIT PATH EHR SITE](#)

IHS MODERNIZATION WEBSITE

The Health IT Modernization Program site on the IHS website complements the PATH EHR SharePoint site by providing access to general Program information, resources, and upcoming events for those external to IHS.

[VISIT IHS WEBSITE](#)

MODERNIZATION LISTSERV

To stay connected with the Modernization Program, we invite you to sign up for the Modernization Listserv to receive email updates, including upcoming engagement opportunities.

[SIGN UP NOW](#)

Don't see the information you are looking for or have additional questions about the Health IT Modernization Program?

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