

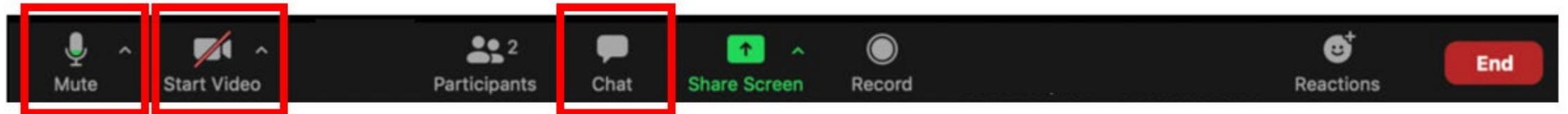
The IHS Health Information Technology Modernization Program

TRIBAL CONSULTATION / URBAN CONFER
MAY 3, 2022



Technical Notes and Support

- If you lose connectivity during the Session simply **re-click your access link** to re-join the meeting
- If you experience technical difficulties, **send a note using the chat box** on the bottom menu bar - we'll assist you from there



- Enjoy the Session!



Rules of Engagement

- **Before commenting or asking a question**, please state your name and the tribe or organization you are representing either verbally or in the chat box.
- Active participation is welcome from Tribal Leaders and Urban Indian Organization Leaders **only**.
- Members of industry and other participants are invited to **listen only** unless directly addressed.
 - Questions asked on behalf of vendors will not be answered.



A top-down photograph showing a circle of hands of various skin tones reaching towards a central spoon on a sandy surface. The spoon has a blue handle and a silver bowl. The hands are positioned around the spoon, with some fingers pointing towards it. The background is a light-colored, textured surface, likely sand or a similar material. The overall scene suggests a communal activity or a shared goal.

Opening in a Good Way

Agenda

- Introductions
- Health IT Modernization Summary
- Why Governance? - Leadership Roles in IT Governance
- Role of Focus Groups
- Q&A - Governance



Question

What does Governance mean to you?

How do T/U govern their current IT investments?

How can we contribute to effective IT Governance? Individually and together?

What tools will we be using to receive and share information?

What do you see as effective IT governance?

Governance Questions for the Group



IHS Health IT Modernization Summary

- In consultation with tribes, the Indian Health Service (IHS) has begun a multi-year Health Information Technology (IT) Modernization
- At the center of the Modernization is the replacement of the Resource and Patient Management System (RPMS) with a commercial electronic health record (EHR) solution that meets or exceeds existing capabilities
- The new system will support consistent patient management across Indian country through a user-centered governance model, infrastructure enhancements, and data integration
- This enterprise approach to health information technology can drive multi-generational improvements to the health and well-being of American Indian and Alaska Native (AI/AN) people

Health IT Modernization Program Funding

IHS used both one-time and recurring funding to kick off the early stages of Health IT Modernization

Recurring Appropriations

- FY2020 appropriations included **\$8M** to initiate modernization and establish the Program Management Office
- FY2021 appropriations increased to **\$34.5M** for the Health IT Modernization Program
- The FY2022 Omnibus appropriation added \$110M for a total of **\$144.5M** in recurring funding for EHR modernization

One-Time Funding

- The CARES Act of 2020 provided **\$65M** in one-time funding to accelerate the Program
- The American Rescue Plan Act (ARPA) provided **\$70M** of one-time funding in FY2021 for the IHS Electronic Health Record
- **IHS also distributed \$141M from the CARES ACT and ARPA to federal, tribal, and urban sites in FY2021 for telehealth and technology needs**



Program Major Milestones

2018

- HHS/IHS Modernization Research Project initiated to identify approaches for IHS Health IT modernization

2019

- [Final report published](#), representing extensive research and tribal consultations providing four approaches to modernization

2020

- Health FFRDC Task Order and Kickoff
- Program Management Office stand-up
- Listening Sessions on modernization approaches

2021

- [Decision memo](#) for replacement of RPMS
- Listening Sessions
- Initial Acquisition Strategy
- PMO Design & Phased Implementation
- Request for information (RFI)
- Initiated Executive Steering Committee
- Virtual Industry Day (300+ attendees)
- Congressional Data Call Inquiry Analysis
- Statement of Objectives through two listening sessions and the [August 9, 2021, Tribal and Urban Leader Letter](#)



March Tribal Consultation/Urban Confer

- Provided overview of Health IT Modernization Program
- Discussed:
 - Benefits of Modernization
 - Program trajectory
 - Acquisition strategy
 - Invited feedback on focus groups
 - Opened focus group participation for I/T/U clinical and technical SMEs

The IHS Health Information Technology Modernization Program

TRIBAL CONSULTATION / URBAN CONFER
MARCH 10, 2022

RPMS Challenges and Benefits of Modernization

Current RPMS Challenges	Health IT Modernization Solutions
<p>Outdated Technology Does not support modern interfaces, mobile devices; difficult to recruit developers, and support staff</p> <p>Decentralized RPMS is implemented and managed locally, with considerable variability in support, user experience, and data quality; little interoperability</p> <p>Unsustainable Development & Support Model Constantly evolving technology & regulatory environment; development distracts from IHS core mission</p>	<p>Improved Capabilities & Usability Fill gaps in legacy system functions, modern user interfaces, improved patient-provider communication and access to information</p> <p>Improved Interoperability Facilitate data sharing within the I/T/U, with VA and private sector partners for care coordination & patient safety</p> <p>Enterprise Operations Simplify the system support, improve collaboration, improve data management, and leverage a user-driven governance model</p>

Acquisition-Related Activities to Date

Health IT Modernization Solution		PMO/OCM	
Request for Information #1	Virtual Industry Day	Request for Information #2	Request for Information #3
<ul style="list-style-type: none"> Closed April 19, 2021 Invited industry to make recommendations regarding IHS Health IT modernization approach 	<ul style="list-style-type: none"> Held on May 21, 2021 Presented slides on the modernization initiative, answered questions during and following event Over 300 attendees representing 193 companies and organizations 	<ul style="list-style-type: none"> Closed September 3, 2021 Invited comments on draft Statement of Objectives and draft Sample Task Order for future Request for Proposal 	<ul style="list-style-type: none"> Closed December 3, 2021 Sought information from qualified companies about program management office (PMO) and organization change management (OCM) service offerings

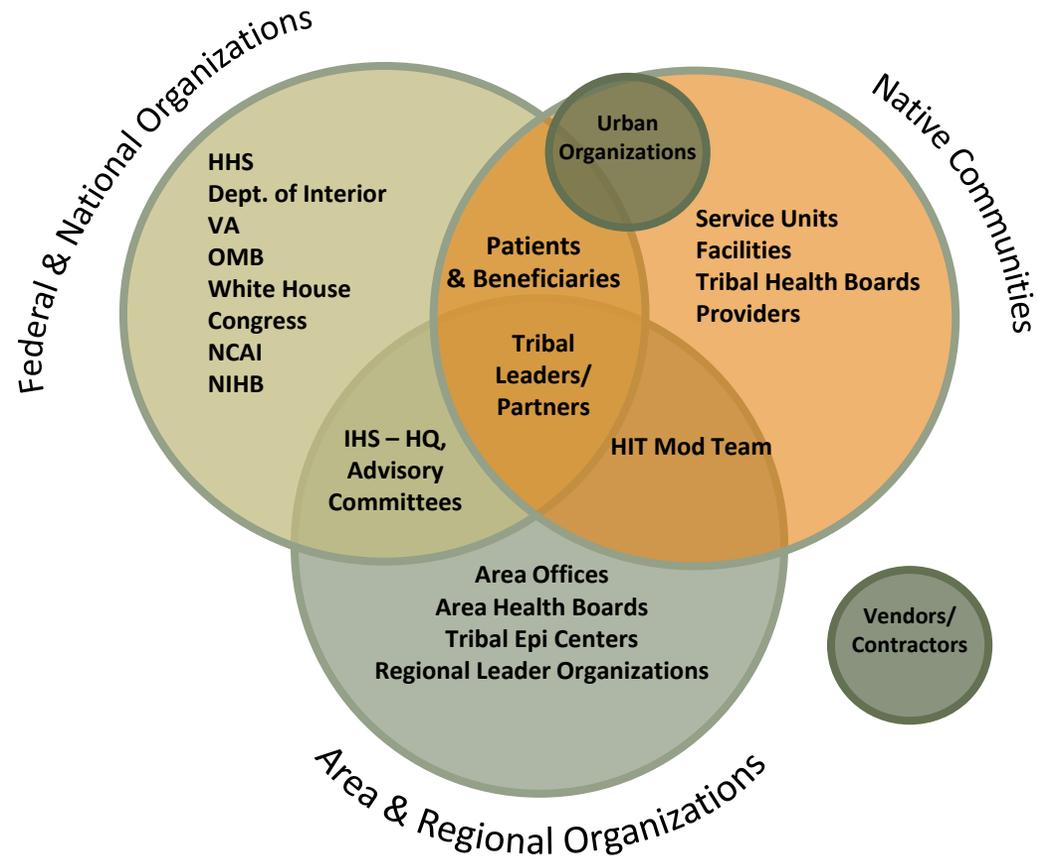




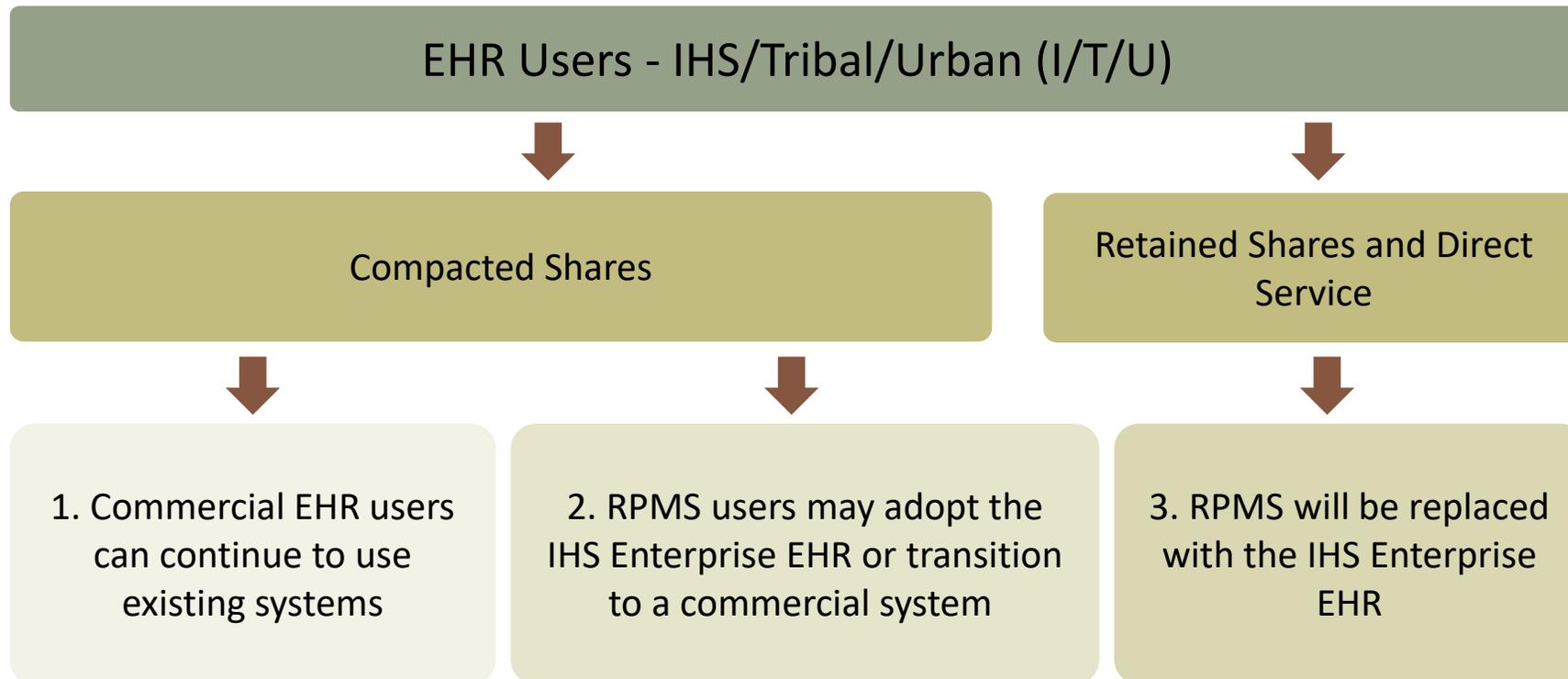
Why Governance?

DECISION-MAKING AND RESULTS

Operating in a Complex Environment



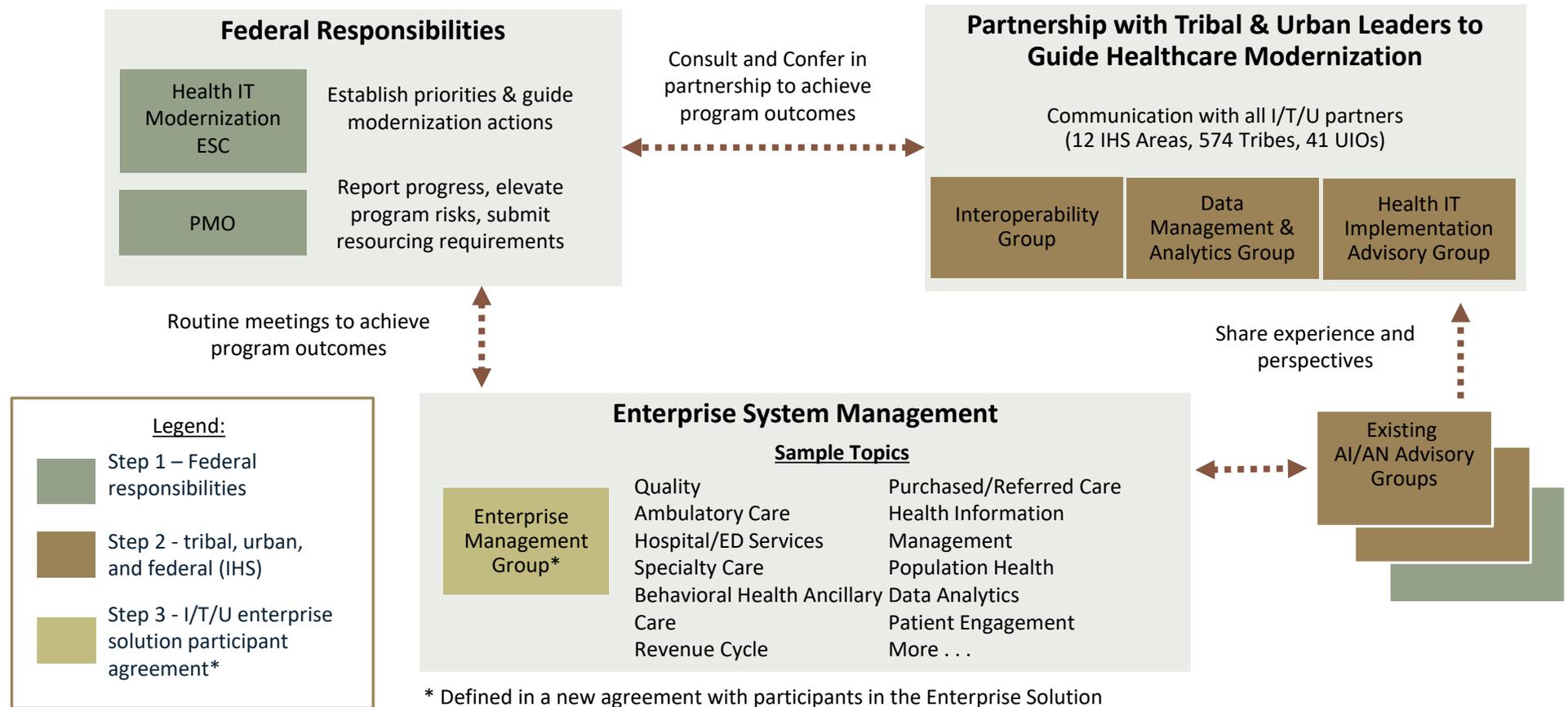
RPMS Replacement Impact on I/T/U Programs



The options and flexibilities guaranteed in P.L. 93-638 remain available



Governance Increases Collaboration & User Input



Improved decision-making has proven critical for EHR rollout



ScienceDirect
Procedia Computer Science 124 (2017) 544–551



Procedia
Computer Science
www.elsevier.com/locate/procedia

4th Information Systems International Conference 2017, ISICO 2017, 6-8 November 2017, Bali, Indonesia

Barriers to Electronic Health Record System Implementation and Information Systems Resources: A Structured Review

Jaillah Mae Gesulga^a, Almarie Berjame^b, Kristelle Sheen Moquiala^c, Adrian Galido^{d*}

^{a,b,c,d} School of Computer Studies, MSU-Iligan Institute of Technology, 9200 Iligan, Philippines

“We’re really saying this (EHR) is not about IT, it’s about health care transformation.” –
Washington Post



- **Use evidence** to build understanding of progress and challenges in Health IT Modernization Program
- **Inform decision making** for the Executive Steering Committee (ESC) in execution of its responsibilities
- **Engage partners** to develop a human-centric solution that contributes to improving the health status of AI/AN people
- **Facilitate broad contribution** across tribes and I/T/U healthcare facilities
- **Gain knowledge** to support clinical and business decisions

Five Leadership Roles Critical to IT Governance

- 1. Representation** Representing all key partner organizations required to provide strategic input and identify key health care changes that guide what success looks like
- 2. Focus** Maintaining a relentless focus on the “core business” on healthcare delivery and care with absolute clarity on critical gaps, key outcomes, and vulnerable groups
- 3. Data** Using quality data and information, including local intelligence, to inform resource allocation and monitor and review progress
- 4. Partnership** Ensuring the partnership is working, with its frameworks, roles and responsibilities; focusing on challenges and support, rather than blame
- 5. Results** Creating accountability for key results

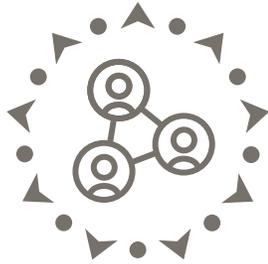




Focus Groups

DRIVING MODERNIZATION THROUGH I/T/U SUBJECT MATTER EXPERTS

Focus Group Priorities



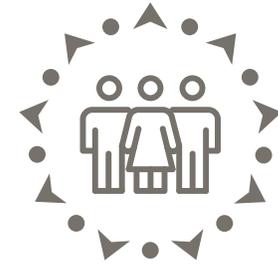
Interoperability Group

Responsible for reviewing and suggesting strategies, operational requirements, clinical practice standards, and performance measures that inform the interoperability solution design and project planning



Data Management & Analytics Group

Responsible for reviewing and suggesting strategies that support effective data use, security and privacy controls, and standards



Implementation Group

Responsible for helping the ESC understand the lessons learned, challenges, and strategies used by other federal agencies, tribes, and urban Indian organizations to modernize their Health IT capabilities



Call to Action: Identify Subject Matter Experts



- If you would like to identify someone from your organization for the Focus Groups, please contribute your selections via IHSITModernization@ihs.gov. Include the following information in the email:
 - Name
 - Title
 - Credentials
 - Organization
 - Email address, and
 - Focus Group(s) participation





Questions & Answers

INPUT ON HEALTH IT MODERNIZATION GOVERNANCE

Question

What does Governance mean to you?

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Closing

- Please submit written comments on Health IT Modernization following the session by **E-MAIL** to consultation@ihs.gov or urbanconfer@ihs.gov, respectively. Please use the SUBJECT LINE: **Health IT Modernization**.
- Please provide written comments by June 3, 2022.
- Next Tribal Consult/Urban Confer:

DATE: Tuesday, August 2, 2022

TOPIC: Health IT Modernization Data Management Strategy

TIME: 2:00 p.m. – 3:30 p.m. (Eastern Time)

REGISTER AT: <https://www.zoomgov.com/meeting/register/vJltdO-pqTMpH1V4kw5nhRspvB1iUVXyqs>





To learn more about the IHS Health Information Modernization Program visit the [IHS website](#)

Or contact:

Mitchell Thornbrugh – mitchell.thornbrugh@ihs.gov

Andrea Scott – andrea.scott@ihs.gov

Dr. Howard Hays – howard.hays@ihs.gov

To sign up for Program updates visit the [Sign Up page](#) on the IHS website

Health IT Modernization Dear Tribal/Urban Indian Leader Letters

- **February 2022** – Dear Tribal/Urban Leader Letter (DTLL) [announcing a series of upcoming Tribal Consultation/Urban Confer sessions](#) around the Health IT Modernization, in particular Program updates, opportunities for participation, and next steps
- **August 2021** – DTLL [announcing Program updates](#) and asking for written feedback to the RFI containing the Statement of Objectives
- **May 2021** – DTLL [announcing Listening Sessions on the draft Statement of Objectives for the Modernization](#)
- **May 2021** – Hosted a virtual [Industry Day](#) event on May 21, 2021
- **May 2021** – DTLL [announcing a data call](#) to inform Tribal Health Programs and Urban Indian Organizations' experiences with electronic health record acquisitions and costs
- **April 2021** – DTLL [announcing IHS decision for full replacement](#) of the Resource and Patient Management System after significant Tribal and Urban engagement and input
- **December 2020** – DTLL [announcing Listening Sessions for input on next steps](#) in the Health IT Modernization
- **November 2019** – DTLL announcing the [Strategic Options for the Modernization of the Indian Health Service Health Information Technology Roadmap Executive Summary and Strategic Options for the Modernization of the Indian Health Service Health Information Technology Final Report](#)
- **October 2018** – DTLL [announcing the IHS Health IT Research Project](#) and first steps in evaluation options in modernizing Health IT
- **July 2017** – DTLL [announcing two additional listening sessions for further input and recommendations](#) around how to best modernize the RPMS EH
- **June 2017** – DTLL [announcing two listening sessions for input and recommendations](#) around approaches to modernize the RPMS EHR

