



Thank you for joining the

VIRTUAL SUMMIT

Hosted by the IHS Health IT Modernization Program

DECEMBER 13, 2023

We will begin at 11:00 a.m. EST

Indian Health Service Health Information Technology Modernization Program

VIRTUAL SUMMIT
DECEMBER 13, 2023



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!



Opening in a Good Way

Chief Kirk Francis,

Penobscot Nation

President of United South & Eastern Tribes



Rules of Engagement

- **Before commenting or asking a question**, please state your name and the Tribe or Urban Indian Organization you are representing either verbally or in the chat box
- Active participation is welcome from Tribal and Urban Indian Organization leaders (or designees) 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



Tribal Caucus

Recommended questions to consider

- Given what you have heard here today what opportunities, concerns, or input do you have around the Health IT Modernization Program?
- What are your suggestions for engaging you in a more timely and ongoing way regarding the Health IT Modernization Program?
- What are important topics for future engagements?



Schedule

Health IT Modernization & Operations Update	Mr. Mitchell Thornbrugh Chief Information Officer	11:10 a.m. - 12:15 p.m. EST
Break	All	12:15 – 12:35 p.m. EST
Tribal Caucus	Tribal Leaders Urban Indian Organization Leaders	12:35 – 2:35 p.m. EST
Lunch	All	2:35 – 3:20 p.m. EST
Reconvene Discussion Question & Answer Session	Tribal Leaders Urban Indian Organization Leaders	3:20 – 5:20 p.m. EST
Closing	Mr. Mitchell Thornbrugh Chief Information Officer	5:20 – 5:30 p.m. EST



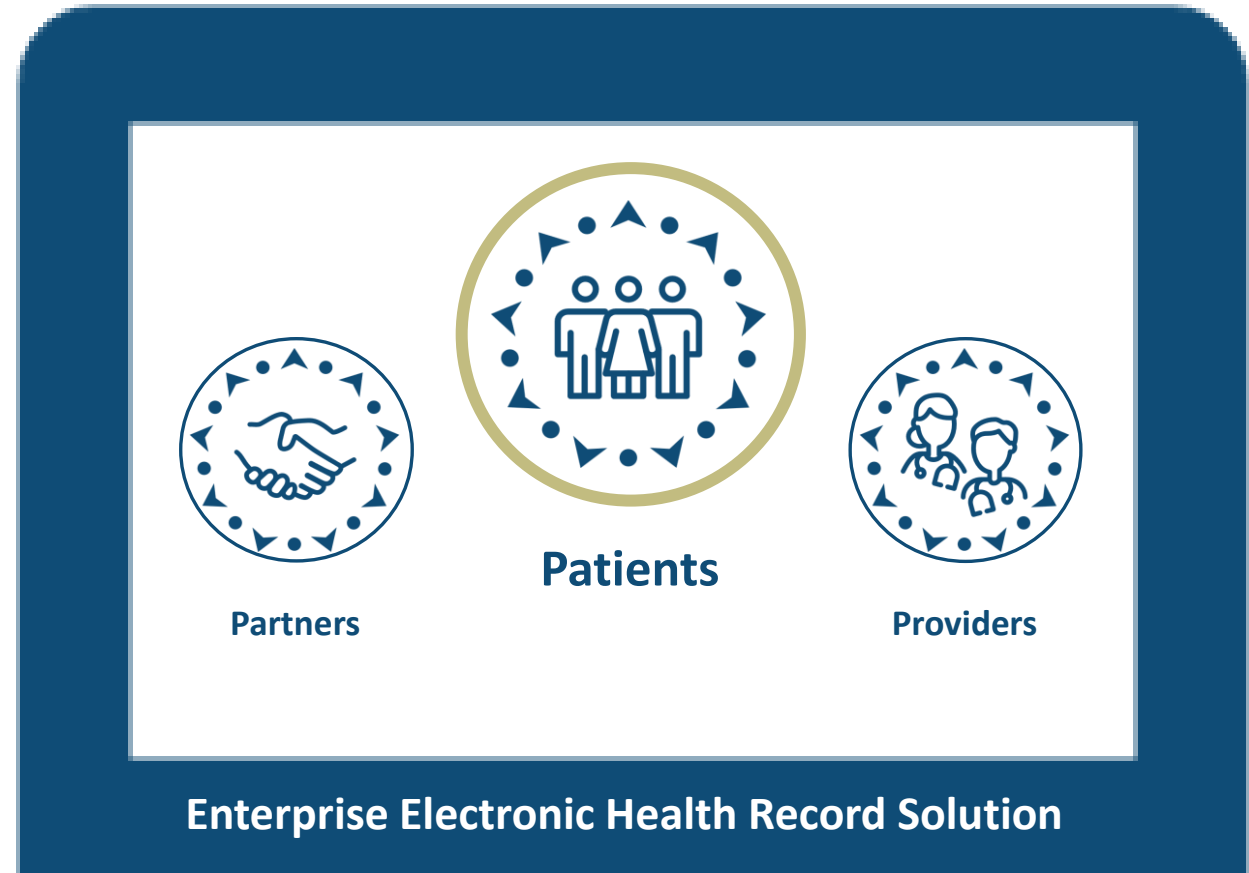


Health IT Modernization & Operations Update

Mr. Mitchell Thornbrugh – Chief Information Officer, IHS

Improve Care and Patient Coordination

Modernization Program Vision: An enterprise health IT system built together with Tribal and Urban partners that enables clinicians to consistently and easily provide high-quality care across Indian Country with integrated data on a modern platform



Health IT Modernization Executive Summary

To fulfill its mission to deliver comprehensive health care across Indian Country, IHS will provide an enterprise Electronic Health Record system to Tribes, Urban Indian Organizations, and IHS sites of care

This infrastructure must be modernized - the legacy Resource and Patient Management System (RPMS) is nearly 40 years old, outdated, and unsustainable

Replace RPMS with modern, industry-leading, health IT and EHR solutions deployed and managed on an enterprise level

Stabilize the support system through an enterprise approach that includes staff training, business processes, and technology maintenance

Liberate data so it is accessible across the enterprise by clinicians, patients, and partners alike to improve patient outcomes



Benefits of a Modernized Electronic Health Record

The IHS Health Information Technology (IT) Modernization Program will support consistent patient management across Indian Country



Promote **increased data integration and usability** across IHS, Tribal, and Urban Indian (I/T/U) providers



Support **patient-centered care** across state lines



Provide **easy access** to comprehensive, patient-centered health care for AI/AN people



Have operational processes, clinical efficiency and effectiveness, and other considerations that **honor AI/AN culture and traditions**



Need for Health IT Modernization

After system-wide analysis and Tribal Consultation & Urban Confer, the IHS determined to fully replace RPMS to fulfill its mission

- The Resource and Patient Management System (RPMS) has served the I/T/U for nearly 40 years

Technology advances, the regulatory environment, and the distributed deployment model created **significant challenges** for RPMS development and operations

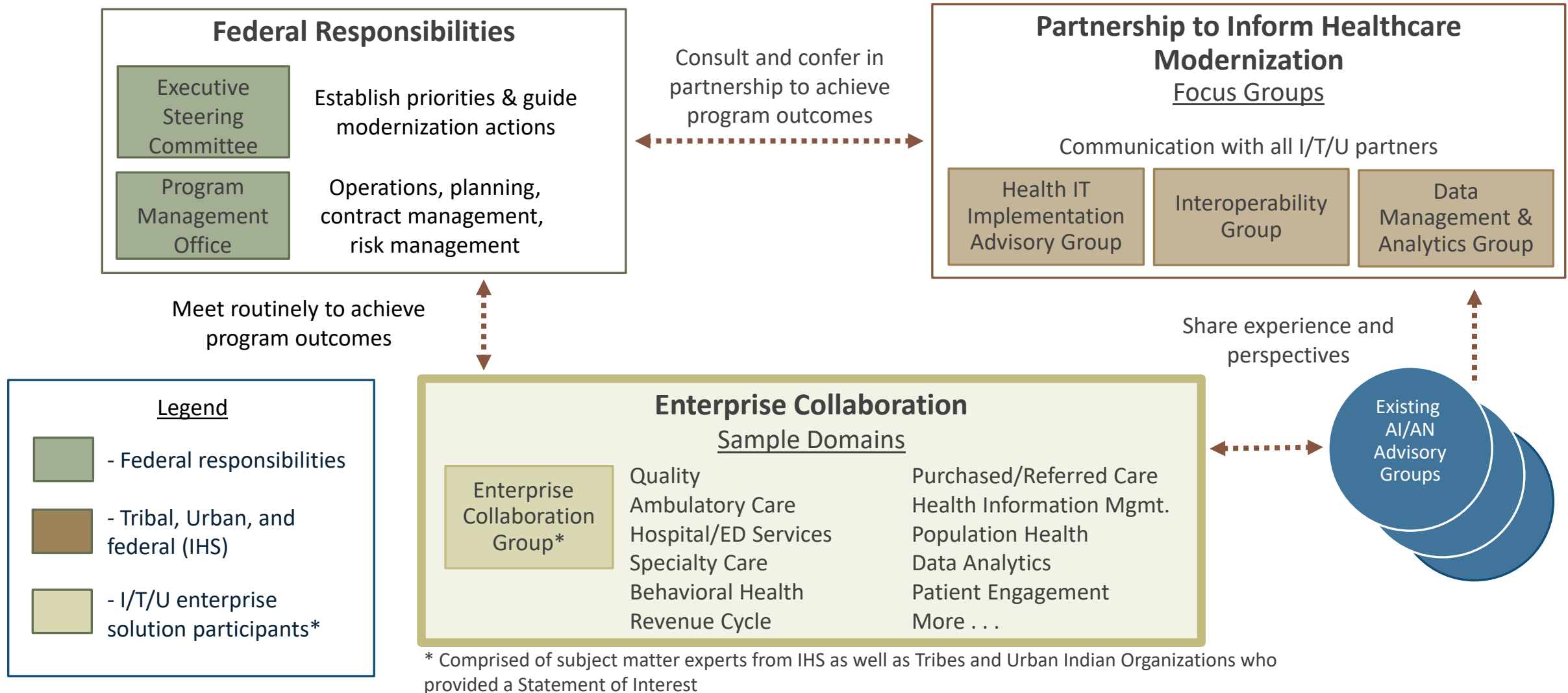
The U.S. Department of Veterans Affairs' **VistA system is scheduled for replacement – affecting IHS dependencies**

The HHS/IHS Health IT Modernization Research Project (2018-19) confirmed that **RPMS is unsustainable**

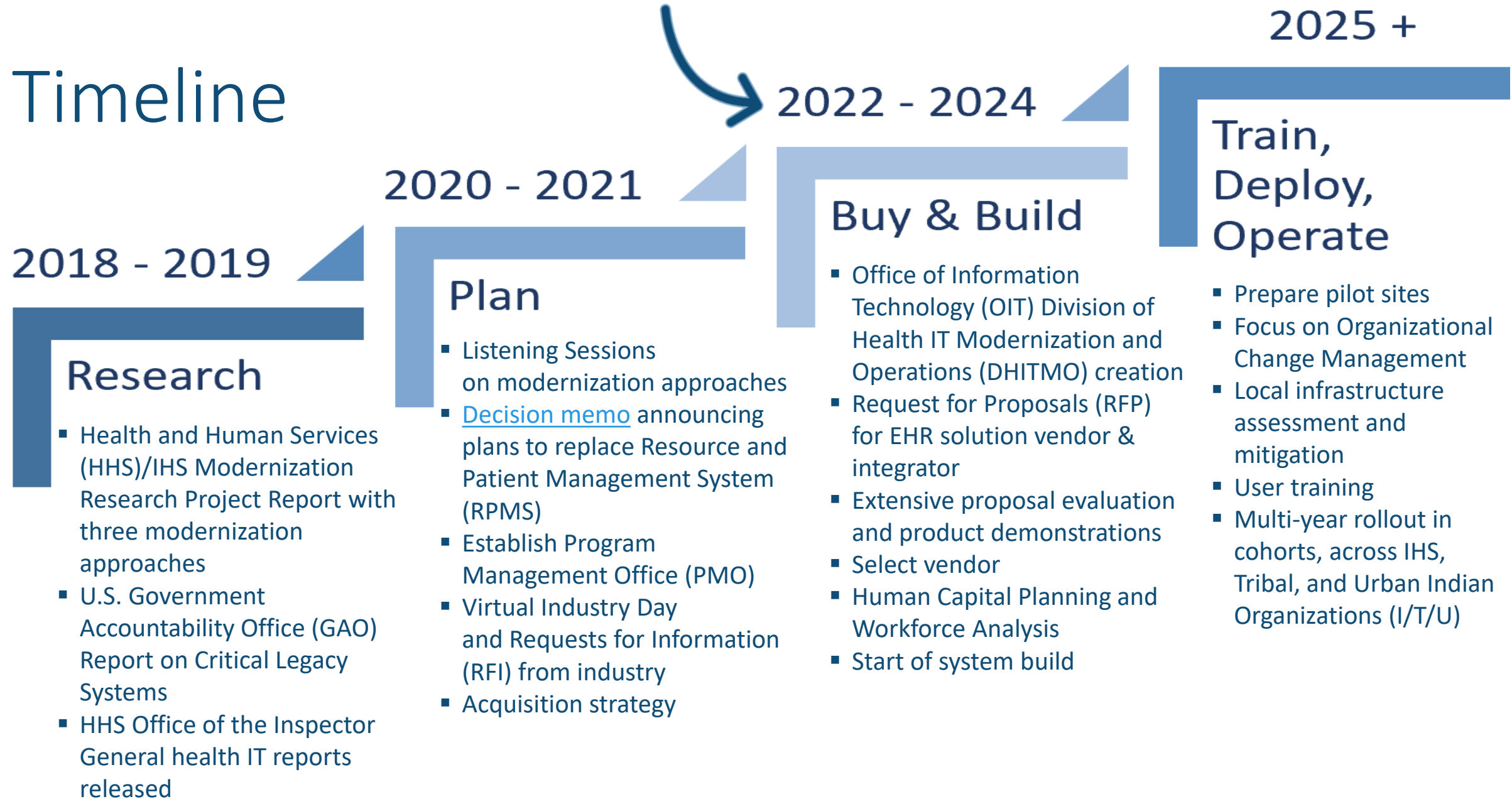
Several independent audits **identified challenges in the current health IT systems** to inform future Modernization efforts



Governance Model for IHS Health IT Modernization



Timeline





Enterprise EHR Procurement

Statement of Objectives

Offerors proposed services and solutions to meet IHS' modernization objectives, as stated in the IDIQ Request for Proposals (RFP)

Usability of Solution Capabilities: Information should be quick and easily accessible through an integrated Electronic Health Record solution

Planning and Implementation of Solution Capabilities: All solutions are rigorously planned, including risk identification and mitigation planning

Training: Training will include system training, certifications, and end-user training

Data Management: All data will be available to IHS, Tribal, and Urban Partners in accessible and non-proprietary formats

Interoperability: IHS will maximize interoperability to ensure that patient care is enhanced with the right information at the right time to support the delivery of high-quality care



Statement of Objectives

Offerors proposed services and solutions to meet IHS' modernization objectives, as stated in the IDIQ Request for Proposals (RFP)

Quality Assurance and Testing Strategy: Minimize the occurrence of significant schedule delays, adverse patient safety events, and risks due to insufficient testing

Operations and Support: IHS and its systems will have continuous support as business process, technologies, regulations and reporting requirements evolve

Cyber Security and Access: Proposed solutions to ensure that security and privacy requirements are met and included with applicable Task Orders

Project Management: Develop an integration process in accordance with rigorous project management requirements



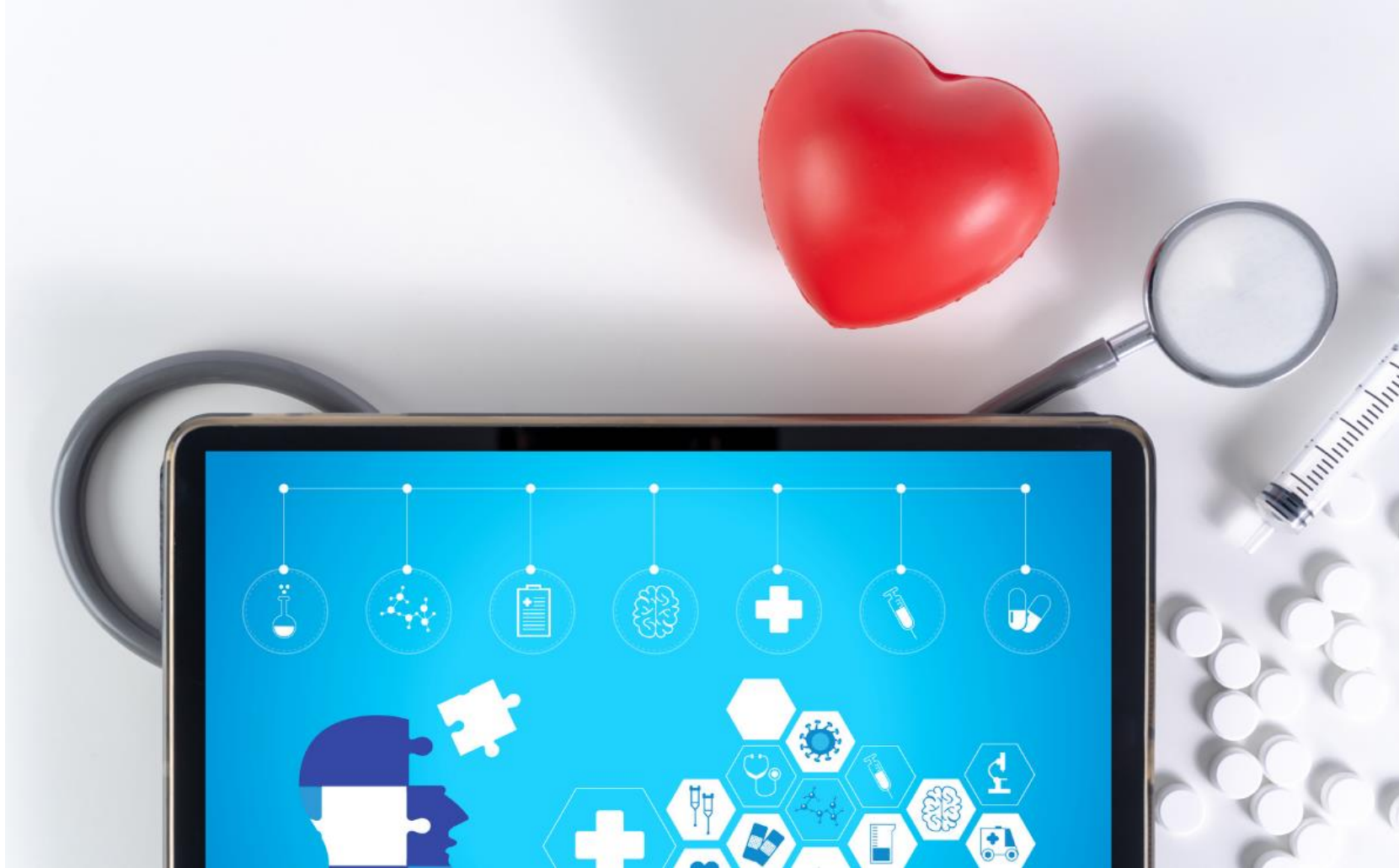
Statement of Interest



Opportunity for Tribes and Urban Indian Organizations to formally express interest in participating in the IHS enterprise EHR solution

- IHS desires to learn which Tribal and Urban health care entities have an interest in becoming a tenant on the shared system
- IHS circulated a “[Statement of Interest](#)” form where Tribal and Urban health care entities can indicate their interest in partnering with IHS on the shared enterprise solution
 - **80%** of responses desired to implement “**early**” in the Modernization Program
 - **50%** already use commercial health IT solutions other than or alongside RPMS
- 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
- IHS has received **60 Statement of Interest documents** to date





Acquisition Update

Mr. Mitchell Thornbrugh – Chief Information Officer, IHS

Selected Enterprise EHR Vendor

The IHS selected **General Dynamics Information Technology, Inc.** (GDIT) to build, configure, and maintain the new IHS enterprise EHR solution that uses Oracle Health technology



EHR Vendor Selection Summary

1

Procurement Process

Federal process; Industry involvement;
Open to all vendors

2

Vendor Selection

Selection criteria; Partner input with vendor
demonstrations; Federal evaluation panel

3

Vendor Management

Executive Steering Committee; DHITMO;
Contract Integrator; Performance
Management



Procurement Process

- Followed the **federal acquisition process**
- Opened the opportunity to **all vendors**
- **Applied lessons learned** from other federal agencies and experience from our Tribal and Urban partners
- **Engaged with Tribal and Urban Indian Organization partners** (i.e., Listening Sessions, Industry Day, Tribal Consultation and Urban Confer, vendor demonstrations)
- Leveraged a **cross-disciplinary technical evaluation panel**, with additional subject matter experts, that evaluated proposals



Vendor Selection

- The IHS awarded the contract to **General Dynamics Information Technology, Inc. (GDIT)**
 - As the system integrator, General Dynamics IT will manage its large team of subcontractors to bring the **Oracle Health line of EHR** and related products to the IHS and its Tribal and Urban partners
- General Dynamics Information Technology
 - Had the **strongest overall technical approach**
 - **Demonstrated experience** deploying complex information technology systems for the federal government
 - Showed a record of **strong past performance**
 - Offers a **widely adopted EHR product** that was **well-received by users** who participated in scenario-based demonstrations



Vendor Management

- The **IHS Division of Health Information Technology Modernization and Operations** manages the Modernization and associated contracts
- GDIT, as the **system integrator**, is accountable to the IHS for the overall performance of the EHR replacement
- The IDIQ contract structure includes Task Orders, each with its own **success criteria and potential penalties** to hold the vendor accountable



Partner Engagement in the Process

2

Listening
Sessions

1

Industry Day

11

Dear Tribal Leaders
Letter & Dear UIO
Leaders Letter

7

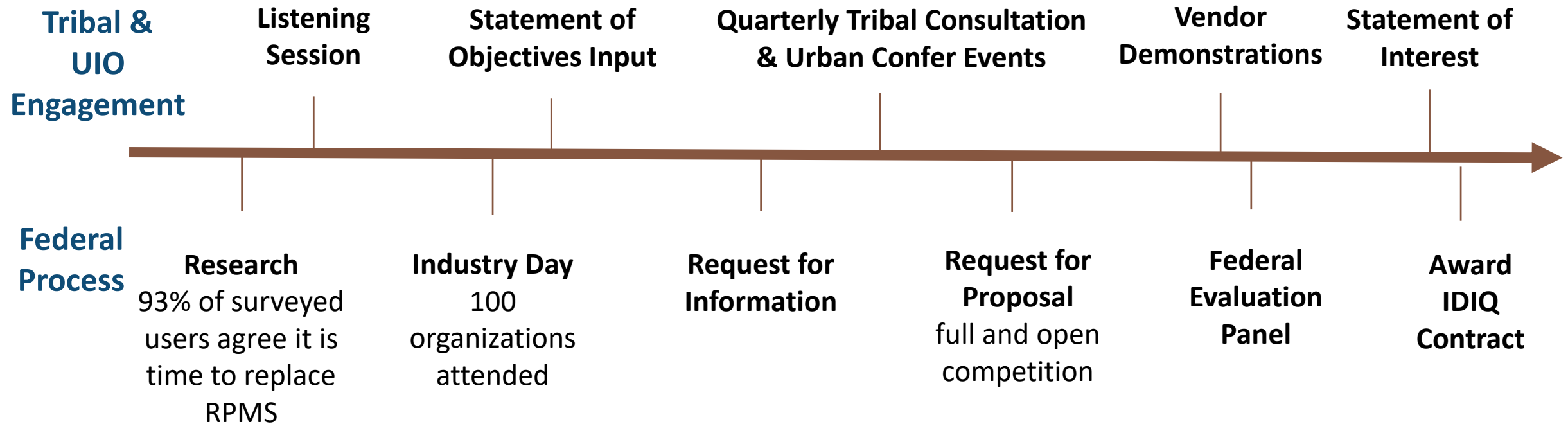
Tribal Consultation
and Urban Confer

10

Vendor product
demonstrations attended
by hundreds



Procurement Process & Partner Involvement



EHR Vendor Evaluation Criteria

Order of Importance	Evaluation Factor
1 st	EHR Capability and Experience
2 nd	User Acceptance Technical Architecture Implementation and Support Plan Management Approach
3 rd	Past Performance Subcontracting Plan
4 th	Price

Hundreds of Tribal and Urban Indian Organization partners attended 10 scenario-based product demonstrations and provided input the IHS used in evaluation



Value of a System Integrator

As the system integrator, GDIT will be accountable to the IHS for the overall performance of the EHR replacement

- GDIT will serve as systems integrator to pull together multiple aspects of the EHR solution
 - Manage team of subcontractors
 - Monitor that the new system works with other hardware, software, and operational components at each site
- Oracle Health will provide its enterprise EHR solution as a member of the GDIT team



Next Steps

TRIBES & URBAN INDIAN ORGANIZATIONS

- Maintain current health IT system and keep data up-to-date to support EHR replacement if desired

INDIAN HEALTH SERVICE

- Begin system build and configuration informed by subject matter experts from IHS, Tribal, and Urban Indian Organizations
- Rigorous security assessments, end-to-end testing, and documentation to meet federal standards and requirements
- Begin organizational change management and planning for implementation and training
- Continue regular Tribal Consultation and Urban Confer events
- Initial go-live(s) expected to occur late FY2025





Partner Collaboration on the Modernization

2023 Partner Collaboration

Across the Health IT Modernization Program, the IHS seeks ways to actively share updates with, listen to, and obtain inputs from partners to build the new enterprise EHR solution

Partner Engagement

1,059

attendees at TC/UC events to share Modernization progress and receive input from partners

5

Health IT breakout sessions hosted at the 2023 Partnership Conference

75

attendees at the Health IT Modernization Summit

28

I/T/U partners interviewed to establish a baseline understanding of Modernization awareness

6

Dear Tribal Leader Letters / Dear Urban Indian Organization Leader Letters published to promote engagement opportunities

Communications

4,817+

unique visitors to IHS.gov Modernization-focused webpages

200

products created including presentations, press releases, blogs, social media posts, and newsletters

93

partner communications published

80+

listening interviews conducted to understand informational needs



Enterprise Collaboration Group (ECG)

Purpose

A user-focused body that informs system configuration in key clinical and administrative areas.

Examples of clinical topics may include medication management and patient registration/check-in; administrative examples may include revenue cycles and billing



Scope

Review preferred, evidence-based practices and recommendations for the following operational aspects of EHR implementation and deployment:

- Workflows
- System Configurations
- System Policy



Outcomes

The enterprise EHR system is configured collaboratively by expert users from participating IHS federal facilities, Tribes, and Urban Indian Organizations (I/T/U)*

- Replace local EHR committee
- Address accreditation
- Address patient safety and quality of care

*Statement of Interest provides IHS notice of Tribal/Urban partners who may join as tenants on the new enterprise EHR solution



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 the EHR solution

Initial focus groups are planned around these three topics:



Interoperability Group

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



Data Management & Analytics Group

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



Implementation Group

Help 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

Invitation to Join Focus Groups

Focus Groups

- Tribes and UIOs are encouraged to engage in modernization strategy via focus groups
- Participation will be open to all I/T/U organizations:
 - Subject matter experts in interoperability, data and analytics, and health IT implementation
 - Partners with a range of health IT experience in RPMS or other EHRs

Note: Participation is not limited to one focus group

Tribal and Urban Indian subject matter experts can email Modernization@ihs.gov to join a focus group of interest

Submit the person's name, title, credentials, Tribe or Urban Indian Organization, email address, and focus group(s) they would like to support

Vendors cannot participate





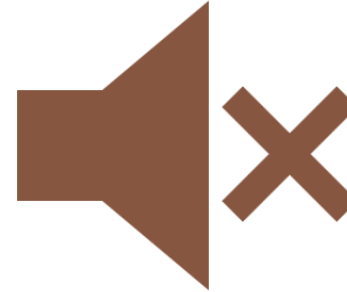
Questions?



If you joined us via dial-in...



If your phone number has not been renamed, please do not leave and one of our team members will assist you



Please "**mute yourself**" in lieu of leaving the meeting or putting the meeting on hold

If you joined us via dial-in...



- If your phone number has not been renamed, please do not leave and one of our team members will assist you
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Break



Tribal and Urban Indian Organization Caucus

Rooms Available for Tribal Caucus

- Virtual Zoom Rooms

Time (Eastern Standard Time)	Activity
12:25 -2:35 p.m.	Tribal Caucus
2:35 - 3:20 p.m.	Lunch
3:20 - 5:20 p.m.	Reconvene Discussion, Question & Answer Session
5:20 - 5:30 p.m.	Closing Comments

Caucus Hosts



TRIBAL CAUCUS

Nicole Fields

Tribal Council Woman from Penobscot Nation



URBAN INDIAN ORGANIZATION CAUCUS

Dr. Kimberly Fowler

National Council on Urban Indian Health



Tribal Caucus

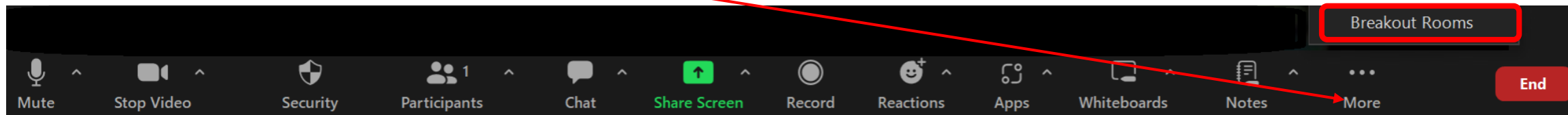
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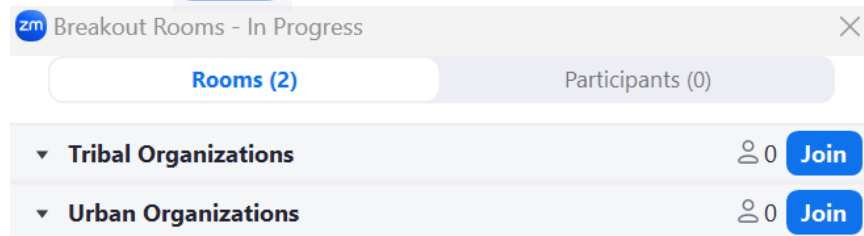


Joining/Leaving Break Out Rooms

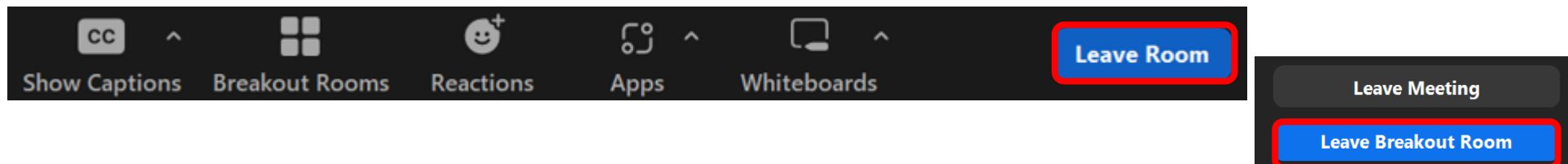
1. Find the **Breakout Rooms** button on the toolbar at the bottom of your Zoom screen and click on that selection. **NOTE:** You may have to click on the **More** button to see that option.



2. Click the **Join** button next to the room you would like to join for the Caucus.



3. To leave the breakout room, click **Leave Room**, then click **Leave Breakout Room**.





Tribal and Urban Indian Organization Caucus

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Break for Lunch

Reconvene at 3:20 p.m. EST



Welcome back!

Meet our Panelists



Mitchell Thornbrugh
Chief Information Officer, IHS



Andrea Scott
*Deputy Chief Information Officer,
IHS*



Dr. Howard Hays
*Chief Medical Information Officer,
IHS*



Jeanette Kompkoff
*Director, Division of Health IT
Modernization and Operations, IHS*



Discussion/Q&A Session

Please review the information below on details for the Summit:

Rules of Engagement

- Before commenting or asking a question, please state your name and the Tribe or Urban Indian Organization you represent
- Active participation is welcome and encouraged by Tribal and Urban Indian leaders

Questions for Consideration

- Given what you have heard here today what opportunities, concerns, or input do you have around the Health IT Modernization Program?
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Health IT Modernization Tribal/Urban Engagement



Scan the QR code above to access the complete list of DTLL/DUIOLLS on the IHS Health Information Technology Modernization homepage

- **November 2023** – [DTLL/DUIOLLS published](#) to invite Tribal and Urban Indian Organization leaders to the 2023 Virtual Summit on December 13, 2023
- **November 2023** – Tribal Consultation and Urban Confer focused on Program updates
- **August 2023** - [2023 IHS Partnership Conference](#) focused on unity and collaboration in health care
- **August 2023** - [Tribal Summit](#) facilitated collaboration for Tribal and Urban Indian Organization leaders and IHS leadership
- **August 2023** – [Tribal Consultation and Urban Confer](#) focused on leaders engaging in governance
- **July 2023** - Announcing the planned [Health IT Modernization Summit](#)
- **June 2023** – Announcing release of the [Statement of Interest](#) for Tribes and Urban Indian communities
- **May 2023** – [Tribal Consultation and Urban Confer](#) session on funding, technical business models, and shares
- **March 2023** – [Tribal Consultation and Urban Confer](#) session on preparing for change and program milestones
- **February 2023** – [Announcing registration for four Tribal Consultations and Urban Confers](#) in 2023
- **January – February 2023** – Product demonstrations hosted, 5 clinical scenarios each



Thank you

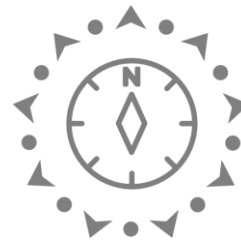
Stay informed on the Health
IT Modernization Program at
www.IHS.gov/hit

Questions?

Mitchell Thornbrugh

Chief Information Officer

Mitchell.Thornbrugh@ihs.gov



IHS Mission

To raise the physical, mental,
social, and spiritual health of
American Indians and Alaska
Natives to the highest level



IHS Vision

Build healthy communities and
quality health care systems
through strong partnerships and
culturally responsive practices



