RESOURCE AND PATIENT MANAGEMENT SYSTEM

EHR Clinical Informatics Webinar Series Text Integrated Utility (TIU)

Announcement and Agenda

November 1st – 5th, 2021

IHS Office of Information Technology (OIT)
National Council of Informatics (NCI)
IHS Area Clinical Informaticists

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1.0　Course Information

1.1　Background CHIT2015

The 2015 Certified Health Information Technology (CHIT) required an upgrade to HealthShare 2017 as well as an update to the Electronic Health Record (EHR) and other applications in order to adhere to criteria established by the Center for Medicare and Medicaid Services (CMS) and Office of the National Coordinator (ONC). By utilizing this upgraded software, Indian Healthcare facilities meet the CMS and ONC certification requirements and be able to participate in the CMS incentive programs.

1.2　21st Century Cures Act

The 21st Century Cures Act (21 CCA) requires progressive enhancements to support the meaningful use of the electronic health information technology established by the Health Information Technology for Economic and clinical Health (HITECH) Act of 2009. 21 CCA ensures that IHS RPMS EHR will (a) advance interoperability, (b) support seamless exchange, (c) provide access, (d) increase use of electronic health information to inform clients in their care and assist providers with efficient coordination of care, and (e) address information blocking.

One of the goals of HIT certification is standardization. Benefits of standardization include: (a) simplified training, (b) simplified error identification & remediation, (c) economics of scale realized for processes, (d) reduction of resources dedicated to operation and maintenance, (e) increased operability, (f) reliability of reporting, (g) pathways to clinical decision support (CDS) from multiple sources, and (h) increased ability of the Electronic Health Record to span episodes of care allowing EHR to be more patient-centric and enhancing continuity of care amongst providers.

1.3   IHS RPMS EHR Modernization

After significant Tribal Consultation and Urban Confer, the IHS has recommended that Full Replacement of RPMS represents the most appropriate, realistic, and sustainable option for IHS HIT modernization. Assisted by our engagement with the MITRE Health Federally Funded Research and Development Center (FFRDC), the IHS has several modernization project activities currently ongoing, including, but not limited to:

- Regular conversations with officials from the Department of Defense and the Department of Veterans Affairs Federal Electronic Health Record Modernization Program Office, gathering valuable lessons learned from the experience in those Departments.

- Establishment of an overall governance structure for the HIT modernization initiative, including appropriate representation of and participation by partners across the IHS, Tribal, and Urban landscape.

- Hiring and onboarding of Federal and FFRDC staff to support the Project Management Office and related bodies.

- Distribution of a Request for Information (RFI) to give vendors insight into the upcoming solicitation(s) and to further inform our requirements.

- Initiation of the broader acquisition process, including identifying an appropriate acquisition vehicle, developing acquisition artifacts, including cost estimates, and observing congressionally mandated reporting requirements before issuing a solicitation

1.4   Purpose of Training

2015 CHIT EHR Text Integration Utility (TIU): The primary goal of the course is to provide knowledge, understanding and best practice of RPMS EHR Text Integrated Utility (TIU) to promote standardization with documentation principles. This course targets Clinical Informaticists, Health Information Management (HIM) professionals, Information Technology (IT) specialists, Pharmacy Informaticists, Laboratory Information Specialists, and other applicable individuals responsible for the maintenance and utilization of the Resource Patient Management System Electronic Health Record (RPMS EHR). Participants will equipped with the knowledge, skills, and abilities to (a) promote standardization, (b) fully utilize the EHR, (c) instruct other clinicians in EHR use, (d) utilize the basic tools necessary for maintenance, and (e) discourage unique local solutions.

1.5   eLearning/Remote Only

This course is offered through eLearning/Hands-on Monday - Friday. Supplementary topics, consultation, and "hands-on" support will be. The primary purpose of eLearning setting is to provide training safety in an environment that accommodate social distancing. Learners are encourage to follow along during the hands-on presentation with a training database for optimal benefit. This course is offered in conjunction with EHR office hours to help learner maximize their learning experience.

1.6   Prerequisites

Clinical and Health Informaticists, Health Information Management (HIM), Pharmacy Informaticists, Information Technology (IT) Specialists with a background in the Resource Patient Management System Electronic Health Record (RPMS-EHR). Each participant must have access to a computer with internet connection and a separate telephone line to dial into the web conferencing number. Participants must have access to their facility's RPMS EHR system or a training RPMS EHR system (roll and scroll, EHR GUI) as the Clinical Applications Coordinator [CAC] and/or Chief, MIS User Class. Participants are strongly encouraged to connect using a computer that has two monitors attached.

1.7   Continuing Education Information

No Continuing Education Credit is available.

1.8   Guidelines for Receiving Certificate of Attendance

Certificates of attendance will be awarded upon completion to those who have registered for this activity, "signed-in" to the Adobe Connect Session Attendance Pod with **Last Name**, **First Name**, **Credentials**, **and Location** AND completed the course evaluation.
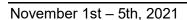
1.9   Course Materials

Course materials will be distributed through the Adobe Connect File Pod each day.

2.0   Learning Objectives

At the end of the course, participants should be able to manage:

- Examine TIU, CPRS, Printing, and CIA Parameters
- Configure Basic Document Parameters
- Review Document Definition Hierarchy
- Plan TIU Document Class/Title Structure
- Manage User Class
- Manage Business Rules
- Manage note title associations
- Manage TIU templates
- Retract Documents Entered in Error
- Reassign Documents to a Different Patient or Visit
- Amend a Signed Document
- Use the TIU Reports Option
- Access Statistical Reports
- Manage Patient Record Flags
- Configure patient data objects
- Review documentation principles and best practice

3.0 Instructors, Facilitators and NCI Informatics Training Committee

Disclosure Statement: As a provider accredited by ACCME, ANCC, and ACPE, the IHS Clinical Support Center must ensure balance, independence, objectivity, and scientific rigor in its educational activities. Course directors/coordinators, planning committee members, faculty, and all others who can control the content of this educational activity are required to disclose all relevant financial relationships with any commercial interest related to the subject matter of the educational activity. Safeguards against commercial bias have been put in place. Faculty will also disclose any off-label and/or investigational use of pharmaceuticals or instruments discussed in their presentation. The course directors/coordinators, planning committee members, and faculty for this activity have completed the disclosure process and have indicated that they do not have any significant financial relationships or affiliations with any manufacturers or commercial products to disclose.

3.1 IHS Office of Information Technology (OIT)

- CAPT (ret) David Taylor, MHS, RPh, PA-C, RN - Clinical Informatics Training and Deployment Lead

- Tammy Crazy Bull, RHIT, Acting Health Information Management Lead, IHS Headquarters & Health Information Management Coordinator, Division of Information Technology, Office of Information Technology

3.2 Bemidji Area Indian Health Service

- Teresa Chasteen, RHIT, Area Clinical Informaticist

- Kristin Haley, RHIT, Health Information Manager, Clinical Applications Coordinator, Privacy Officer, Little Traverse Bay Bands of Odawa Indians

3.3 California Area Indian Health Service

- Michelle Martinez, Information Technology Specialist

3.4 Great Plains Area Indian Health Service

- Johnathon Largo, Health System Specialist, Standing Rock Indian Health Service Hospital

3.5 Oklahoma City Area Indian Health Service

- CAPT Amy Rubin, PharmD, MMI, CHTS-IS, Area Clinical Informaticist

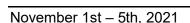- CDR John Collins PharmD, BCPS, Area Clinical Informaticist

- Jennifer Farris, MHSA, MJIL, RHIA, CHPS, Area Health Information Management Consultant & Area Privacy Officer

3.6   Phoenix Area Indian Health Service

- CAPT Elvira Mosely, MSHS, BSN, RN, Area Clinical Informaticist

- CDR John Lester, PharmD, Area Clinical Informaticist

- CDR Nicholas Laughton, PharmD, MPH, Clinical Informaticist

- Leah Westover, MSN, RN, Clinical Informatics, Whiteriver Service Unit

- Patricia F. Cerna, RHIT, Area HIM Consultant , Privacy Coordinator, FOIA Coordinator

3.7   Portland Area Indian Health Service

- CAPT Katie Johnson, PharmD, Integrated EHR Coordinator, Acting Area Clinical Informaticist

- LCDR Michael Paul Kelly, Clinical Applications Coordinator, Western Oregon Service Unit

- CDR Heather Peterson, PharmD, Health Informaticist/Clinical Pharmacist, Yakama Indian Health Center

- Gretchen Ladue, Clinical Informatics, Cowlitz Indian Tribe

4.0   Detailed Agenda

All times are Mountain Time!
Monday

Start	Topic	Day 1
9:30 AM	**Adobe Connect Open for Sign-In**	
10:00 AM	**Adobe Connect Sign-In & Assistance** **Announcements & Instructions** **Introductions** **Participant Needs and Expectations** **Questions & Answers**	Tab 1
10:30 AM	**TIU Overview, Definition and Terms** CAPT Amy Rubin CAPT Katie Johnson *At the end of the session participants should be able to:* • Examine Text Integrated Utility (TIU) Software Tools purpose & use • Define components of TIU • Identify common terms	Tab 2
11:00 AM	**Documentation Principles** Tammy Crazy Bull Tammy Brewer *At the end of this session participants should be able to:* • Examine Principles, Practices, and Techniques of Clinical Documentation • Identify Responsible Parties for Documentation • Recognize ICD-10 Specificity Requirements	Tab 2
12:30 PM	**Break**	
1:00 PM	**TIU Parameters** CAPT Elvira Mosely Tammy Brewer *At the end of this session participants should be able to:* • Describe basic TIU setup • Demonstrate how to configure co-signature option • Understand the differences between a co-signer and additional signer • Identify and configure business rules related to surrogates • Execute setup of tasks associated with overdue signatures • Review Management of TIU chart deficiencies • Discuss multi-division TIU setups	Tab 3

Start	Topic	Day 1
9:30 AM	**Adobe Connect Open for Sign-In**	
2:00 PM	**Printing Options** CAPT Elvira Mosely Tammy Brewer *At the end of this session participants should be able to:* • Identify various printing options offered for TIU notes • Compare and contrast pros and cons related to printing notes • Examine how to configure batch printing • Review TIU Special Print routine	Tab 4
	Questions and Discussion	
3:00 PM	**Adjourn**	

Tuesday

Start	Topic	Day 2
9:30 AM	**Adobe Connect Open for Sign-In** **Adobe Connect Sign-In & Assistance** **Questions & Answers**	
10:00 AM	**User Class** Leah Westover CAPT Elvira Mosely *At the end of this session participants should be able to:* • Distinguish between user class, TIU, New Person file, and Person Class • Review Inheritance properties of User Class along the lines • Examine when it is appropriate to create new user class • Evaluate the relationship of user class as it relates to business rule and parameters	Tab 5
11:00 PM	**Managing Business Rules** Leah Westover CAPT Elvira Mosely *At the end of this session participants should be able to:* • Describe how Business Rules affect Document Definition behavior • Define and describe anatomy of Business Rules • Identify elements and process that create solid Business Rules • Outline hierarchical nature of Business Rules • Discuss the importance of aligning Business Rules with Site Policies	Tab 6
12:30	**Break**	

Start	Topic	Day 2
1:00 PM	**Interdisciplinary Notes** CAPT Elvira Mosely Leah Westover *At the end of session participants should be able to:* • Demonstrate how to set up interdisciplinary (ID) notes • Review Business Rules and user class associated with ID notes • Examine ID report • Review pro and cons of implementing ID notes • Illustrate the process for creating an ID note	Tab 7
	Questions and Discussion	
3:00 PM	**Adjourn**	

Wednesday

Start	Topic	Day 3
9:30 AM	**Adobe Connect Sign-In & Assistance** **Announcements & Instructions** **Questions & Answers**	
10:00 AM	**Template Management** Jennifer Farris CAPT Amy Rubin *At the end of this session participants should be able to:* • Discuss Forms Committee role in TIU Templates review process • Develop structure for approval of TIU Templates • Provide instructions to users on proper use of TIU Templates • Review TIU templates following EHR Patch updates • Monitor facility records for appropriate use of TIU Templates	Tab 8
10:30 AM	**TIU Data Object and Health Summary Object** CAPT Amy Rubin CDR John Collins *At the end of this session participants should be able to:* • Define data object types that can be created locally • Demonstrate creation of data objects • Discuss utility of data objects	Tab 9
12:30 PM	**Break**	

Start	Topic	Day 3
1:00 PM	**TIU Templates** CAPT Amy Rubin CDR John Collins ***At the end of this session participants should be able to:*** • Identify the various parameters used for template creation and editing • Distinguish between the various types of TIU Template Fields • Design a TIU Template • Demonstrate how to import and export TIU Templates • Recognize tools to optimize workflow using TIU Templates	Tab 11
	Questions and Discussion	
3:00 PM	**Adjourn**	

Thursday

Start	Topic	Day 4
9:30 AM	**Adobe Connect Sign-In & Assistance** **Announcements & Instructions** **Questions & Answers**	
10:00 AM	**Patient Record Flag** CAPT Amy Rubin Teresa Chasteen Jennifer Farris *At the end of this session participants should be able to:* - Describe Patient Record Flag functionality - Compare & contrast Patient Record Flags and Postings - Explain importance of governance for Patient Record Flag use - Identify steps to configure Patient Record Flag functionality - Examine assignment of Patient Record Flags - Outline available report options	Tab 12
12:30 PM	**Break**	
1:00 PM	**Health Record Note Administrative Closure** Tammy Crazy Bull CAPT Elvira Mosely *At the end of this session participants should be able to:* Delineate a process which facilitates Administrative Closure of Incomplete EHR (TIU) notes in a systematic and consistent manner	Tab 13
2:00 PM	**Health Record Note Correction Processes** CAPT Elvira Mosely Teresa Chasteen *At the end of this session participants should be able to:* - Review and demonstrate how to correct TIU errors: - Retract a note - Change additional signer - Change expected co-signer - Change note title - Re-assigned and promote addendum - Review best practice for error corrections	Tab 14
	Questions and Discussion	
3:00 PM	**Adjourn**	

Friday

Start	Topic	Day 5
9:30 AM	**Adobe Connect Sign-In & Assistance** **Announcements & Instructions** **Questions & Answers**	
10:00 AM	**TIU Reports** CAPT Katie Johnson Johnathon Largo *At the end of this session participants should be able to:* • Review TIU Taskman tasks that generates mailman messages • Identify TIU mailman groups • Discuss various TIU reports available • Review active TIU Note Titles list • Define who is responsible for monitoring TIU chart deficiencies	Tab 15
11:00 AM	**Quick Notes** CDR Heather Peterson CAPT Elvira Mosely *At the end of this session participants should be able to:* • Define Quick Notes and appropriate uses • Configure quick notes • Delineate steps for implementation and training of quick notes	Tab 16
12:30 AM	**Break**	
1:00 PM	**Open Discussion**	
3:00 PM	**Questions, Discussion & Adjourn**	

5.0 Biographical Sketches

Tammy Brewer, CPC
Clinical Informaticist
Cheyenne River Health Center

Tammy began her career with Indian Health Service as a Data Entry/Coder in 1991. She became a Certified Professional Coder (CPC) through the American Academy of Professional Coders (AAPC) in 2001. In 2008, Tammy became the HIM-CAC at the Pine Ridge Hospital and was a member of the Outstanding Coding Team that received a National Directors award. In 2012, she advanced her career by accepting the position of the Clinical Applications Coordinator for the Cheyenne River Health Center in Eagle Butte, SD and to progress even further in her career by accepting a position in Phoenix Area as a Clinical Applications Coordinators (CAC) in 2014. Tammy currently serves as one of the Clinical Informaticists at the Cheyenne River Health Center after her 3 year stent in Phoenix. She is a member of the Oglala Lakota Tribe located in Pine Ridge, South Dakota and brings 30 years of HIM experience to the table.

Teresa Chasteen, RHIT
Clinical Informaticist
Bemidji Area Office

Teresa is the Bemidji Area Clinical Applications Coordinator. Her previous position at the Cass Lake Indian Health Service was the Director of Health Information, where she was the Project Lead for EHR Implementation. She served as one of the Bemidji Area Health Information Management Consultants. She started her Health Information Management career in 1984 and has been in the health care field since 1980. Teresa has worked in Indian Health Service since 1996. She obtained the Registered Health Information Technician (RHIT) in 1992 from the College of Saint Catherine Saint Mary's campus.

CDR John Collins, PharmD, BCPS
Clinical Informaticist
Oklahoma City Area Office

CDR John Collins is a Commissioned Officer in the United States Public Health Service and has served in the Indian Health Service since 2006. He began his career at Claremore Indian Hospital where he served in turns as an intern, staff pharmacist, clinical pharmacist, pharmacy clinical coordinator, and clinical informaticist. CDR Collins graduated from the University Of Oklahoma College of Pharmacy with a Doctor of Pharmacy degree in 2008 and attained his Board Certified Pharmacotherapy Specialist (BCPS) and National Clinical Pharmacy Specialist (NCPS) certifications in 2011. He currently serves as a clinical informaticist for the Oklahoma City Area Indian Health Service.

Jennifer Farris, MHSA, MJIL, RHIA, CHPS
Area Health Information Management and Privacy Consultant Oklahoma City Area Office

Ms. Farris has been with the IHS since 2007 in various positions within the Oklahoma City Area Office and Nashville Area Office, as well as in the field. Ms. Farris' qualifications include B.S.'s in Marketing, Business Administration and Health Information Management, along with a Masters in Health Service Administration. Additionally, she is a Registered Health Information Administrator (RHIA) and is certified in Healthcare Privacy and Security (CHPS) through AHIMA. Previous assignments include: Contract Specialist, Management Analyst, and (A) CEO. Ms. Farris is from the Otoe-Missouria, Creek and Cherokee tribes.

Kristin Haley, RHIT
Health Information Manager | Clinical Applications Coordinator | Privacy Officer
Little Traverse Bay Bands of Odawa Indians

Kristin holds a BS degree in Health Care Systems Administration from Ferris State University and an Associates in Health Information Technology from Rochester Community and Technical College. Before joining the Little Traverse Bay Bands of Odawa Indian in 2019, she has worked in varies Health Information roles since 2004.

CAPT Katie Johnson, PharmD, MHIIM
Integrated EHR Coordinator
Northwest Portland Area Indian Health Board

Katie Johnson graduated from the University of Kansas School of Pharmacy with a PharmD in 2004. She then joined the United States Public Health Service as a Commissioned Corps Officer and completed an ASHP Pharmacy Practice Residency at Warm Springs Health and Wellness Center in 2005. She was able to start working with RPMS EHR and informatics during her time as Warm Springs was an early adopter of RPMS EHR. She continued to work with the Indian Health Service in Whiteriver Indian Hospital where she worked as both a pharmacist and Clinical Applications Coordinator, gaining experience implementing RPMS EHR in new settings (Emergency Room and Inpatient) and furthering and optimizing use in the Outpatient setting. She then moved to the Northwest Portland Area Indian Health Board in 2011 to take on Meaningful Use and EHR support for the 43 Tribes in Oregon, Washington and Idaho. She continues this rewarding work and is enjoying life in the Pacific Northwest.

Gretchen LaDue
Clinical Informatics
Cowlitz Indian Tribe

Gretchen LaDue has 35 years of experience working in private sector health care in various roles. She has a MS in exercise physiology which allowed her to work in Cardiac Rehab and other cardiac related roles. She has a MS in Instructional Design and Technology allowing her to create eLearning and other education material as well as lead of a staff learning and development department. Her passion is working with employees so they may be successful in their roles. She has worked for her tribe, Cowlitz Indian Tribe, for 5 years as a CAC. In the beginning, she had never seen RPMS or the EHR. Her experience was with Cerner. She has learned a great deal about being a CAC thanks to her Portland Area CACs, Katie Johnson and Ron Won, and the courses and office hours offered by IHS by the various area CACs and experts. They have offered great support to smooth the rough ride of learning RPMS, EHR, and the many other packages/GUIs.

Johnathon Largo
Health System Specialist
Standing Rock Indian Health Service Hospital

Mr. Johnathon Largo currently serves as a Health System Specialist for the service unit in Standing Rock with the Great Plains Area. Mr. Largo has been in Indian Health Service for ten years with stints in Minne-Tohe Health Center, Elbowoods Memorial Health Center, and Ft Yates IHS. In serving roles of Medical Records Technician, Clinical Applications Coordinator, Information Technology Specialist, and Health Systems Specialist. Mr. Largo holds a Bachelor of Science degree in Information Technology from the University of Mary in Bismarck, North Dakota.

CDR Nick Laughton, PharmD, MPH, BCPS
Clinical Informatics – Health Systems Specialist
Phoenix Area Office Indian Health Service

CDR Nicholas Laughton is an officer in the Commissioned Corps of the Public Health Service and has served the Indian Health Service for 10 years. CDR Laughton currently serves as a clinical informatics officer at the Phoenix Area Office. Prior to serving at the Phoenix Area Office, CDR Laughton served as a pharmacy informaticist at the Phoenix Indian Medical Center and before that CDR Laughton served as Chief Pharmacist of the Pyramid Lake Tribal Health Clinic. CDR Laughton earned both his Doctor of Pharmacy and Master of Public Health degree from University of Maryland in 2010. While at the Phoenix Indian Medical Center CDR Laughton has helped roll out and manage a variety of clinical and administrative packages related to pharmacy including but not limited to AudioCARE ScriptPro, and Pyxis. CDR Laughton is currently the Chair of the Indian Health Service Pharmacy Specialty Group.

CDR John Lester, PharmD, NCPS
Clinical Informatics – Health Systems Specialist
Phoenix Area Office

CDR John Lester is a Commissioned Officer in the United States Public health Service and has been in the Indian Health Service since 2003. CDR Lester received his Doctor of Pharmacy from Nova Southeastern University in Florida, holds an NCPS in ambulatory care and Diabetes and completed a PGY1 residency in Ambulatory care at Cherokee Indian Hospital. He has been assigned to Omak, Washington, FCC Coleman, FL, Western Oregon Service Unit, OR, Sells Hospital, AZ, Sells Service unit, AZ, and Phoenix Area Office as a pharmacist/CAC, chief pharmacist/CAC, advanced practice pharmacist/co-pharmacy informatics officer and clinical informatics officer. CDR Lester Currently serves as the Clinical Informatics/Health Systems Specialist for the Phoenix Area Office.

CAPT Elvira Moseley, MSHS, BSN, RN
Clinical Informaticist
Phoenix Area Office

Elvira Mosely, RN, is the Clinical Program Consultant for the Electronic Health Records (EHR) for the Phoenix Area Indian Health Service. She received her BSN degree in 1988 from Jacksonville University in Jacksonville Florida and received her MSHS degree in 2006 from Touro University California. Elvira worked as the Clinical Application Coordinator for the Hopi Health Care Center for one year before she applied and was accepted to be the Clinical Program Consultant for the Phoenix Area Indian Health Services in June 2006. Prior to the Indian Health Service CAPT Mosely served 11 years in the US Air Force on active duty status in a wide range of nursing positions. In 2004 Elvira transferred to the US Public Health Service and is presently on Active Duty status assigned to Phoenix Area Office. Elvira has been the lead project manager for the implementation and coordination of the RPMS EHR for all Phoenix Area Indian Health Services since June 2006.

CAPT Amy Rubin, PharmD, MMI, CHTS-IS
Clinical Informatics Coordinator
Oklahoma City Area Office

CAPT Amy Rubin began her career with the United States Public Health Service Commissioned Corps and the Indian Health Service in 1999 as a pharmacist with the Clinton Service Unit. She obtained her Pharmacy Doctor degree in 2003. She served in various pharmacy roles for 10 years within the Clinton Service Unit. She began a transition into an informatics role when the service unit started to implement the RPMS Electronic Health Record. She was the project lead for this initiative which resulted in successful implementation at 3 facilities. CAPT Rubin started as the Area Clinical Informatics Coordinator for Oklahoma City Area in 2009 and still serves in this position. In 2011, she completed her Masters in Medical Informatics. She served as Vice-Chair of the National Council of Informatics (NCI) from 2019 to 2021. Starting in 2021, she transitioned to serving as the Chair of NCI. She will serve in this capacity until 2023.

CAPT David Taylor, MHS, RPh, PA-C, RN
Informatics Training & Deployment Lead
IHS Office of Information Technology

Captain (ret) Taylor is a retired Commissioned Officer in the United States Public Health Service and is a certified physician assistant, registered pharmacist, and registered nurse. He holds more than 39 years of public health, clinical, and clinical-administrative experience in the IHS as both a Commissioned Officer and Federal Employee. Mr. Taylor has served as a pharmacist, physician assistant, quality manger, risk manager, and compliance officer for the Pine Ridge, South Dakota and Cherokee, North Carolina Indian Hospitals. He has also served as an HIV/AIDS/STD consultant, performance improvement consultant, pharmacy consultant, diabetes clinical consultant, and RPMS health informatics consultant for the Nashville Area Indian Health Service. Since 2002 David Taylor has been assigned to the Indian Health Service Office of Information Technology as a National Medical Informatics Consultant and has been charged with both training and deployment of the Meaningful Use of an Electronic Health Record throughout the entire Indian Health Care system. David was awarded the PHS Meritorious Service Medal in recognition for his accomplishments in the EHR arena during his Commission.

Leah Westover, MSN, RN
Clinical Informatics Coordinator
Whiteriver Service Unit
Whiteriver, Arizona

Leah Westover, MSN, RN, is a Clinical Applications Coordinator for the Whiteriver Service Unit. She received her AND in 2000 from Northland Pioneer College, In Show Low, Arizona; her BSN degree in 2015 from University of Phoenix in Arizona, and her Masters in Health Care Education in 2017 from University of Phoenix in Arizona. Leah has worked for the Whiteriver Service Unit for the past 12 years. The first 10 years she has in the Outpatient Department. During that time, she helped design the Clinical Care Coordination position for which she held for 8 of those 10 years. She started as a Clinical Application Coordinator in October of 2019. During her time at Whiteriver, Leah has helped design the Clinical Care Coordination program for the outpatient department. She also has designed their iCare education program and iCare implementation program. Leah was the winner of the 2012 Carruth Wagner Nurse of the Year.