

National Database Services

Core Package 1 - Workload Statistical Information

(Includes Core Packages 2 & 3)

Reports

A wide variety of pre-defined reports exist that are used for determining budgets, billing, health care needs, and trends analysis. This includes an On-Line Analytical Processing (OLAP) tool called “data cube,” which allows a three-dimensional look at a spreadsheet through graphic reporting.

Web-based Posting of Data

- On-request web-based patient registration, user population, workload, Standard Code Book, NECOP (equipment), STORES, Public Health Nursing (PHN), and error reporting.

*Consult with your Area Statistical Office on obtaining these reports. Currently the ability for SU-to-SU data is not available.

- Over 80 workload and statistical reports have been developed and may be viewed/printed from the NPIRS web site. The following are some examples of these reports:

- Eligibility Analysis Report by County/Tribe
- Social Security Number Verification
- Medicare Roster
- APC Visits to Service Location by Provider and Month of Service
- Inpatient Tabulation - Number of Hospital Discharges
- CHS Visits by Male, Female, Diagnosis, and Age Groups by Area
- Export Files Status Report.

This report identifies the export files that have been received the number of records processed by Area and facility, and can be used as a management tool to identify which facilities are not routinely exporting their data.

- Data is posted for viewing on the web site within 24 hours from time export files are sent.

Special Request

- Provide User Population information to the Census Bureau.
- Process the annual User Population reports, which are based on patient registration and visit data and are used to establish the distribution of Tribal shares and determine facility planning needs.

Data Extracts for Statistical Purposes

- Assist the Area Statistical Officers in their review and approval of these reports.
- Receive and transmit data to ORYX database for Areas participating in the ORYX program.

Core Package 2 - Process National Applications

(Includes Core Package 3)

Data Management

- Daily automated movement and merging of export files for both Area and Tribal sites using RPMS or non-RPMS applications.
- Automatic e-mail confirmation sent identifying total number of records received for each export file, including a breakdown of total number of records by facility.
- Transmit data on a quarterly basis to the Social Security Administration in order to validate patients' social security numbers and provide accurate information via RPMS to the Areas for distribution at the local level.
- Transmit data on a quarterly basis to the Health Care Financing Administration in order to validate or identify patients' health insurance claims numbers and provide this information to the Areas for distribution at the local level.

Evaluation

- We have expanded our software reporting licenses to accommodate an unlimited number of concurrent users, thus increasing access to users.
- Security is in place, which allows Areas to view only their own data.

Data Integrity Checks

- Conduct a thorough review of export files being sent to NPIRS and the programs used to process the export files. Identify problems and work with I/T/Us to correct them.
This is not to be confused with the quality of the data. The quality of the data is the responsibility of the Tribe. What NPIRS does, is check to make sure that
 - 1) The number of records matches the expected number of records.
 - 2) The field data matches the system data and maps correctly to the target data. In other words, ASUFAC records are not being inserted in Location of Encounter.
 - 3) None of the data is truncated.
- Review existing data in the NPIRS database and identify problems and work with I/T/Us to correct the data.

- Monitoring services are available to run reports that identify errors with data that would impact workload and/or user population counts, and notify/work with the Areas and Tribes to correct data so that the corrections can be counted for reporting purposes.

Feedback

- OIT Help Desk
- E-mail troubleshooting
- Phone support

Conversion of Data from Non-RPMS Systems

- Manually process export files for non-RPMS users, who are unable to implement requirements for automated data movement, and assist users when they are ready to implement those requirements.

**Assist users in understanding the file structure of the HL7 Messaging or, if their system is non-HL7, the requirements of the flat file (which produces just user population/workload reports)*

Core Package 3 - Maintenance/Management of Central DB

Aggregate Data Input for Reporting to Congress/Other Sources

- Management of the DB2 relational database, including utilization of development and database management tools, to ensure maximum efficiency of the database engine and the programs used by the database.
- Historical data kept for future reporting.

Optional Packages

Value Added Services provided by the NPIRS Team:

- Disaster Recovery Assistance
**Partial recovery is based on the data received from the Tribe and what is in the database.*
- Federal Compliancy
**Federal Compliancy is in relation to HIPAA, FISMA, and other federal regulations.*
- Security (C & A)
**Security of the NPIRS database has been certified and accredited according to standards, including the platform it is running on and the DB software being used.*

Telecommunications Management

Core Package 1 – Provide Technical Support and Assistance

(Includes Core Packages 2 & 3)

Wide Area Network (WAN)

- Provide network connectivity for the specific sites requested. Included in this support is Internet Access from the Office of Information Technology in Albuquerque, NM.

Note: The Backbone network is composed of a fully meshed redundant network, which allows continued operation even when some locations are inoperable.

**This supports the entire IHS WAN.*

**NOSC is taking place of the WAN team at IHS. If you are on HHSNET, it monitors your edge router.*

The edge router is the router that sits between HHSNET and your internal network. The NOSC will monitor the connectivity of your connection to HHSNET and your network. All support issues are covered through the NOSC support team.

RPMS Software Assurance

- Assures that all software is developed and integrated with all other RPMS packages per the development standards described in the IHS *RPMS Programming Standards and Conventions* manual, which is available on the intranet.

**Since RPMS is tightly integrated, this guarantees that any RPMS package development adheres consistently to the same standards and conventions.*

RPMS Server Support

- Provide support for the configuration and implementation of both AIX and NT hardware and operating systems. In addition, develop and implement all utilities associated with hardware operating systems, such as AIX and NT transmission scripts.

**This includes AIX Maintenance Support for the HW/OS, if you are on HHSNET. The scripts are patches to update the AIX box, when there are issues that arise with RPMS, or patches for the AIX OS are issued by IBM.*

Local Area Network Technical Support (LAN)

- Provide support and design of Local Area Networks.
- Provide support for national e-mail gateways, Windows 2003 Server, and Active Directory.

- Provide office automation guidelines and assistance with solutions such as Thin Clients, Fax Servers, and Remote Access (VPN) technology.

Security

- Provide network security through Firewall programming and monitoring, including intrusion detection and http blocking of non-productive addresses monitoring.

**Security of HHSNET is now done by the NOSC*

IP Address and Radio Frequency Allocations.

- Assure that adequate subnetting of IP Address from IHS's Class "B" license is available to all requesting entities, and assure radio frequencies are correct for use within the IHS Technology.

Core Package 2 - Provide for data transport throughout IHS via Wide Area Network

(Includes Core Packages 3)

WAN Technical Support

- Provide configuration and programming of all routers on the IHS network. In addition, assure that all communications links are active, operational, secure, and have necessary bandwidth to meet customer's needs.

**This is done through the NOSC.*

E-Mail Routing

- Provide e-mail routing throughout the IHS by providing the central routing mechanism.

FTS Implementation Support

- Provide the ordering and updates of all FTS services, which include voice, data, cards, and video services. Provide cost breakouts for I/T/U sites.

**HQ can place the orders for your voice and data circuits.*

Internet Gateway Services

- Provides a centralized Internet access point consisting of high-speed Internet access, and protection via Firewall (security systems).

**This is down through a central connection in Albuquerque, NM.*

Core Package 3 - Provide Telecommunications Infrastructure and Network

Network Design

- Provides for the design and problem determination for Local and Wide Area Network voice and data system.

**Provides technical expertise in design of a LAN or WAN.*

WAN Security and Traffic Monitoring

- Provide a secure infrastructure for the transportation of patient and billing data for the National Patient Information Reporting System (NPIRS). Included in the data transport are NIPRS data, Patient and Finance data, RPMS patches and new software releases, antivirus software distribution and updates, USAC-RC.

**A secure infrastructure is provided through the NOSC monitoring security events on routers to RPMS/Domain Controllers, implementation of Active Directory in the Enterprise, and antivirus installed on all computers. This allows secure movement of data and downloads of RPMS patches/updates. Antivirus software and updates are available to all users.*

- Provide security area firewall configuration and management operation, as well compression to increase utilization of the currently installed network links.

**Provides technical expertise in design of a LAN or WAN.*

Operating Systems Implementation and Conversion Support

- Provide expertise in development of Templates in PCC++ applications.

Value added services provided by the Telecommunications Services Team

- Provide expertise and telecommunication tools for the design and implementation of telemedicine and Tele-Radiology infrastructure for integration within the IHS network, and with non-IHS consulting hospitals located throughout the United States.
- Provide expertise in helping tribes design their telemedicine project. Examples: the AFCAN project, a telemedicine initiative that the Alaska Area is involved in with the Coast Guard, to provide telemedicine to their facilities; participation in the JOSHLN project (Tele-Optometry); participation in projects with Shiprock SU and University of New Mexico.

Software Development & Maintenance Services

Core Package 1 - RPMS Related Support

(Includes Core Packages 2 & 3)

This package provides users with access to all RPMS software packages, including version upgrades and patch releases.

- Tribes receive Tier III technical development support as well as maintenance for RPMS software.
- Support includes Tier III remote access.
- Subscribers receive training on any RPMS package provided at the ITSC training facilities in Albuquerque and at IHS Area offices.
- Subscribers are eligible to participate in Beta and Alpha testing of new and/or modified software applications provided they are committed to giving feedback on the Alpha/Beta applications.
- Additional software support for Graphical User Interfaces.
- Periodic technical updates, assistance with interfaces to COTS/GOTS products, and free attendance to national conferences sponsored by the ITSC are also provided.
**OIT provides the technical information necessary for companies to develop third-party COTS/GOTS products. Technical information is limited to documentation. It is the responsibility of the company (who develops the third-party interface) to read and interpret the technical documentation.*
- Core Package 1 includes all services provided in Core Packages 2 and 3.

Core Package 2 - Software Upgrades/Patch Distribution

(Includes Core Packages 3)

This package provides Tribes with all RPMS software upgrades and patch releases.

- Subscribers to this service receive patch distribution, updates, and maintenance support. If needed, OIT will help the subscriber with the installation of the patches/updates.
- This package includes training on any RPMS package provided at the OIT training facilities in Albuquerque.
- Core Package 2 includes all services provided in Core Package 3.

Core Package 3 - Operating System/Software Licenses Coordination

This package provides Tribes with operating system-related technical support as well as software license coordination.

- Licensing support includes Average Wholesale Pricing of Pharmaceuticals (AWP), Current Procedural Technology (CPT), Immunizations (IMM) software, ICD-9 Codes, Patient Education (with Pharmacy Packages), and, if on HHSNET, access to the Clinical Information Resources (items such as Cochran Library and UpToDate).

**Put information on UpToDate Medical Reference Tool. All these Clinical Information Resources can be used to satisfy JACHO accreditation.*

Optional Packages

Value Added Services provided by the Software Development Team.

System Support/Training Services

Core Package 1 - Support Distributed Application Systems

(Includes Core Package 2)

Support

- Operating System and RPMS technical support and training is available by contacting the OIT Support Center from 6:30 am to 6:30 pm M–F.
- Application development support and maintenance for RPMS software.
- Additional software support for Graphical User Interfaces.
- Tier III Remote access.
- Provide for the distribution of software updates, patches, and general maintenance requirements.

**Onsite assistance is provided for projects that require Tier III onsite assistance and in cases of Exceptional Need (e.g., hospital burns down), as determined by OIT Executive Management.*

Training

- Training is available on any RPMS package provided at the OIT training facilities in Albuquerque, as well as at the various IHS Area Offices.

Core Package 2 - Process National Applications

Distribution of applicable MSM, CACHE, AIX & other utility upgrades

- Includes first level system upgrades and maintenance agreements.

**Maintenance agreements for AIX HW/OS. MSM is being phased out*

Optional Packages

Value Added Services provided by the Systems Support/Training Services Team.