Tribal Consultation/Urban Confer
Multi-Tenant Domain Considerations

August 8, 2024

Indian Health Service
Health Information Technology
Modernization Program

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

Elizabeth Sunnyboy

Yup'ik Tribe

Rules of Engagement

- **Before commenting or asking a question,** please state <u>your name</u> and the <u>Tribe or urban Indian organization you are representing</u> 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

Agenda

Health IT Modernization Overview & Updates	**Andrea Scott** *Office of Information Technology (OIT) Deputy Director, Deputy Chief Information Officer (CIO)*	**1:40 p.m. - 1:50 p.m. ET**
Modernization Focus: Shared EHR Considerations	**Michael Gabrick** *Chief Architect*	**1:50 p.m. - 2:10 p.m. ET**
Open Dialogue	**Jeanette Kompkoff** *Director, Division of Health IT Modernization & Operations*	**2:10 p.m. - 2:50 p.m. ET**
Upcoming Engagement Opportunities	**Kimberly Shije** *Senior Organizational Change Manager, DHITMO*	**2:50 p.m. - 2:55 p.m. ET**
Closing	**Andrea Scott** *OIT Deputy Director, Deputy CIO*	**2:55 p.m. - 3:00 p.m. ET**

Health IT Modernization Overview & Updates

Andrea Scott
OIT Deputy Director, Deputy CIO

Timeline

2018-2019
Research

- ✓ Health and Human Services (HHS)/IHS Modernization Research Project Report with three modernization approaches
- ✓ U.S. Government Accountability Office (GAO) Report on Critical Legacy Systems
- ✓ HHS Office of the Inspector General health IT reports released

2020-2021
Plan

- ✓ Listening Sessions on modernization approaches
- ✓ Decision memo announcing plans to replace Resource and Patient Management System (RPMS)
- ✓ Establish Program Management Office (PMO)
- ✓ Virtual Industry Day and Requests for Information (RFI) from industry
- ✓ Acquisition strategy

2022-2024
Buy & Build

- ✓ Office of Information Technology (OIT) Division of Health IT Modernization and Operations (DHITMO) creation
- ✓ Request for Proposals (RFP) for EHR solution vendor & integrator
- ✓ Extensive proposal evaluation and product demonstrations
- ✓ Vendor selection

- ▪ Human Capital Planning and Workforce Analysis
- ▪ Start of system build
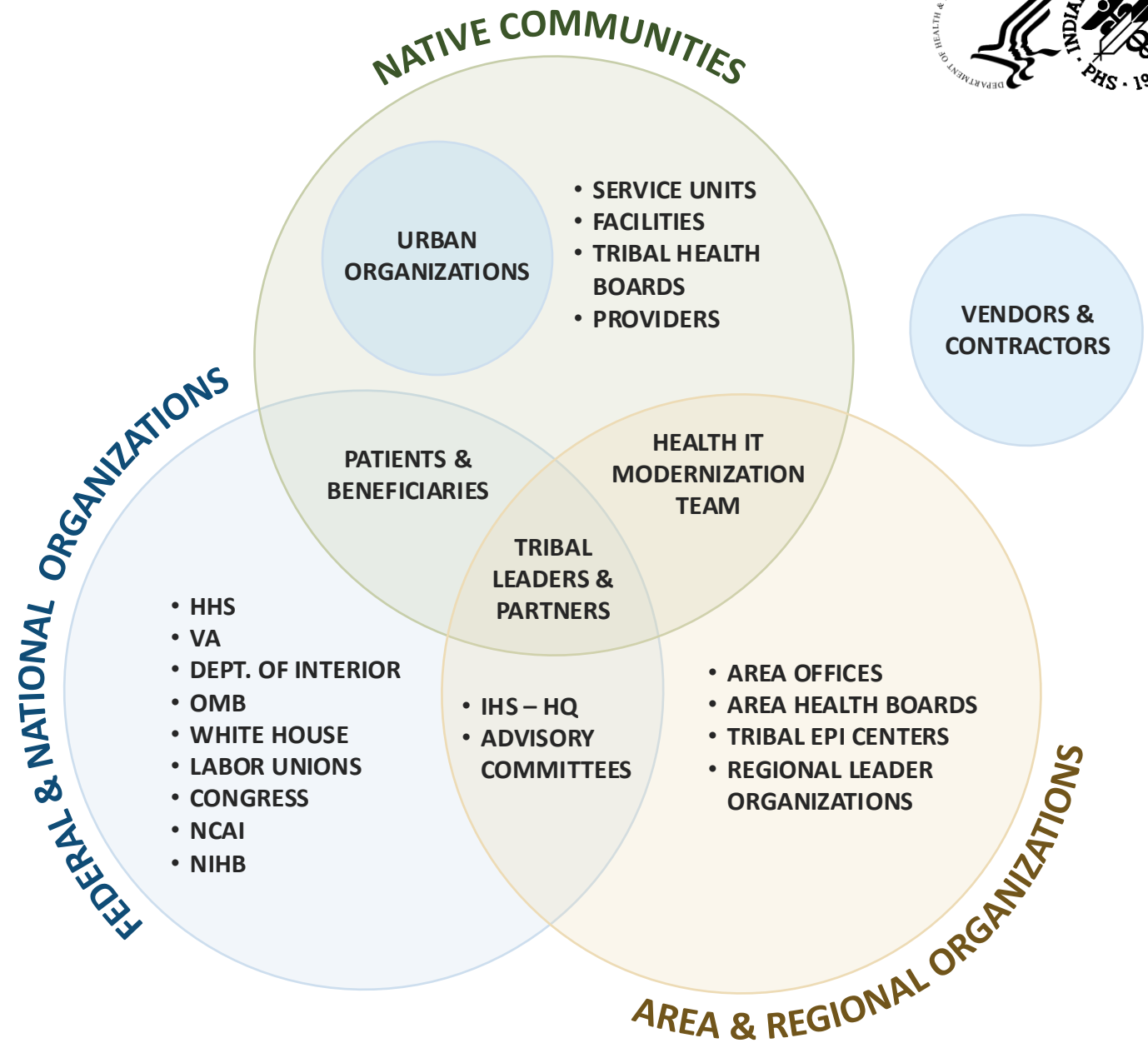
2025+
Train, Deploy, Operate

- ▪ Prepare pilot sites, with production use of PATH EHR expected to occur in summer 2026
- ▪ Focus on Organizational Change Management (OCM)
- ▪ Local infrastructure assessment and mitigation
- ▪ User training
- ▪ Multi-year rollout in cohorts, across IHS, tribal, and urban Indian organizations (I/T/U)

Above dates are estimates and subject to change

Operating in a Complex Environment

The IHS works with tribal, urban, and federal partners to help deliver high-quality care across Indian Country.

NATIVE COMMUNITIES

URBAN ORGANIZATIONS

- SERVICE UNITS
- FACILITIES
- TRIBAL HEALTH BOARDS
- PROVIDERS

VENDORS & CONTRACTORS

FEDERAL & NATIONAL ORGANIZATIONS

PATIENTS & BENEFICIARIES

HEALTH IT MODERNIZATION TEAM

TRIBAL LEADERS & PARTNERS

- HHS
- VA
- DEPT. OF INTERIOR
- OMB
- WHITE HOUSE
- LABOR UNIONS
- CONGRESS
- NCAI
- NIHB

- IHS – HQ
- ADVISORY COMMITTEES

- AREA OFFICES
- AREA HEALTH BOARDS
- TRIBAL EPI CENTERS
- REGIONAL LEADER ORGANIZATIONS

AREA & REGIONAL ORGANIZATIONS
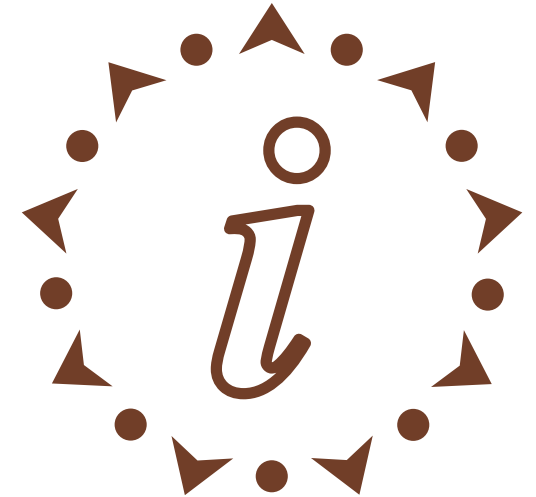
EHR Branding Announcement

EHR Branding

Using PATH as the name of our EHR solution will evoke themes of guidance, connection, and holistic well-being. It signifies our commitment to supporting individuals on their healing journeys, fostering a sense of empowerment, and promoting health and wellness in harmony with nature and community values. PATH represents "Patients at the Heart" which further ties the branding to our Program vision statement.

Consultation and Confer Questions

1. What can we do to increase the value proposition for tribal and urban partners to participate in PATH EHR?

2. What do you perceive to be challenges and risks that your facilities may face when transitioning from your current EHR to the shared PATH EHR?

3. What should we consider when preparing end users to operate within a shared EHR environment with a single patient record?

Modernization Focus: Shared EHR Considerations

Michael Gabrick
Chief Architect

Benefits of PATH EHR

PATH EHR using Oracle Health technology offers a secure, scalable, and configurable solution to support seamless health care delivery across multiple organizations.

Modern Commercial Solution

Provides a proven configurable system with optimized workflows for patient care delivery.

Cloud-Hosted and Centrally Managed

Supports logical separation of organizations in a single, secure, and scalable cloud-hosted infrastructure for our shared EHR.

Comprehensive Support Services

Includes implementation, new functionalities, issue resolution, application support, and secure cloud management.

Overview of PATH EHR:
Key Features and Capabilities

Comprehensive clinical, financial, and operational solution supporting the end-to-end continuum of care.

CLINICAL	FINANCIAL	OPERATIONAL	INTEROPERABILITY	REPORTING
Full Continuum of Care	**End-to-End Revenue Cycle**	**Monitoring and Backend Support**	**Data Interoperability**	**EHR and Enterprise-Wide**
▪ **Robust patient chart application, with full suite of applications across the continuum of health and care**	▪ **From registration to claims and beyond; revenue cycle capabilities driven from clinical workflows**	▪ **End-user adoption, event and error logging, auditing, and performance improvement capabilities inherent within PATH EHR**	▪ **Data can be shared in multiple ways and multiple formats, securely, quickly, and through industry-standard methods**	▪ **Pre-packaged reports, ad hoc queries, from single patient record; enterprise-wide analytics based on EHR and external data sources**

A Single Patient Record in our Shared EHR

Multi-tenancy allows multiple organizations to share a single software solution while keeping data secure.

Benefits

- Single patient health record
- Care coordination
- Sustainable
- Scalable
- Centralized maintenance
- Robust security
- Training and onboarding support

How PATH EHR Approaches Patient Privacy

Secure data access across health care settings, improving patient safety and better outcomes.

Auditing

Encounter/ Organization Security	**Role-based Access**	**Sensitive Record Functionality** **(if applicable)**

- Supports logical separation of users and their assigned locations
- Ensures secure data access across health care venues
- Providers see relevant patient data at the right time and place

- Configurable access to patient data based on role
- Optimized workflows and business processes
- Simplifies end-user support

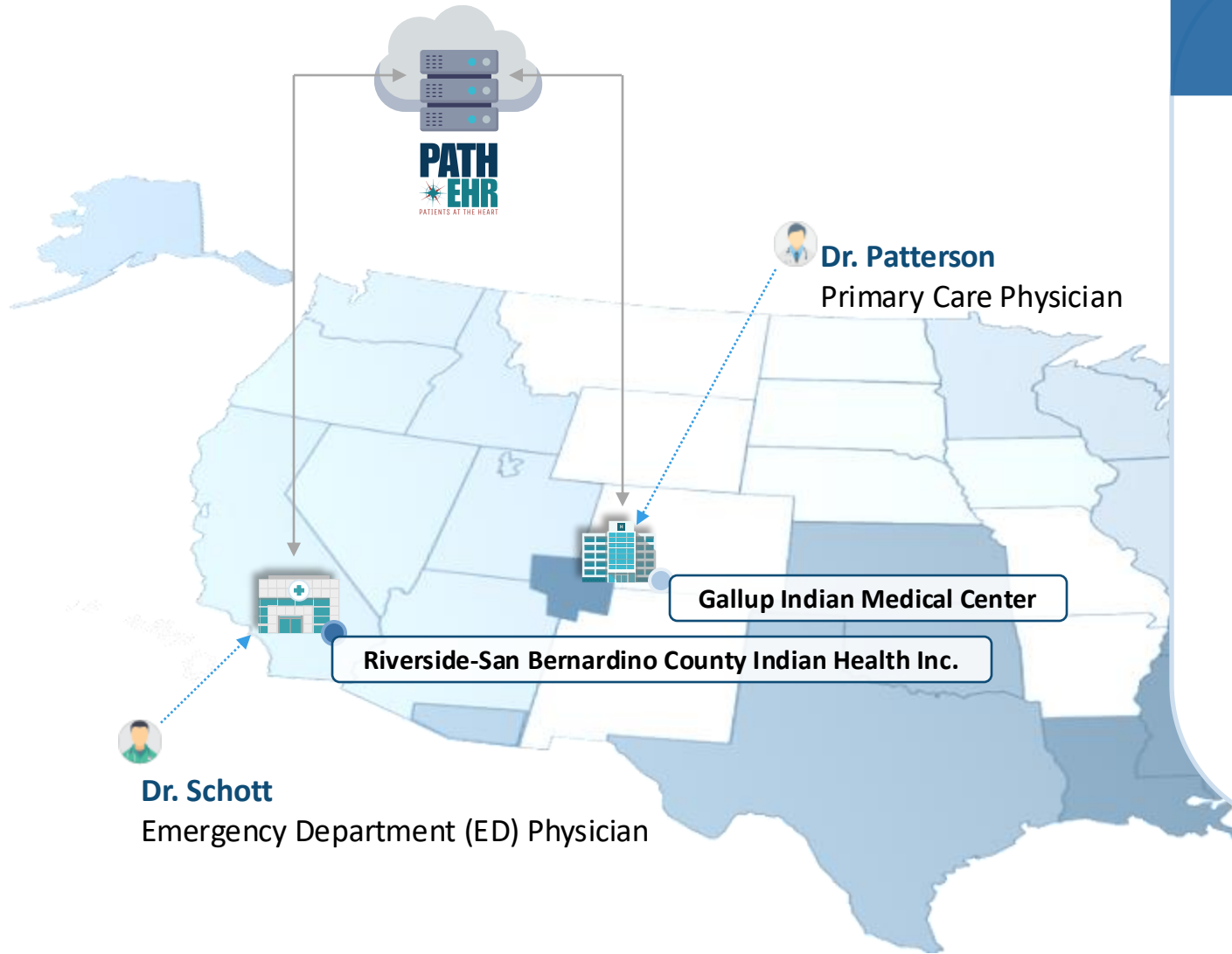- Granular level of access at patient chart level
- Supports behavioral health situations, substance use, etc.
- Compliance with regulatory standards (42 CFR Part 2)

Example of a Single Patient Record in Action

PATH EHR
PATIENTS AT THE HEART

Dr. Patterson
Primary Care Physician

Gallup Indian Medical Center

Riverside-San Bernardino County Indian Health Inc.

Dr. Schott
Emergency Department (ED) Physician

Scenario
HYPOTHETICAL

Patient Background:
- "Lisa", Gallup Indian Medical Center, NM

Scenario Overview:
- Vacation in Riverside, CA
- ED visit for severe abdominal pain

EHR Benefits:
- ED access to complete medical history
- No need for patient to provide records
- Seamless follow-up

Patient Experience:
- Reduced burden
- Improved care coordination

PATH EHR Access and Security

Encounter/ Organization

Example of our PATH EHR Environment

User

Facility

Encounter

Riverside-San Bernardino County Indian Health Inc.

Gallup Indian Medical Center

Dr. Schott

Dr. Patterson

Dr. Otte

Facility A

Facility B

Behavioral Health Services B

Encounter 1

Encounter 2

Encounter 3

Patient Data

Key Concepts

User-Location Assignment

- Users must be assigned to a clinical location to view patient records

Patient Encounter (Visit)

- A patient visit to a facility creates an Encounter

Provider/Patient Relationship

- Provider can view a patient chart when a relationship has been established
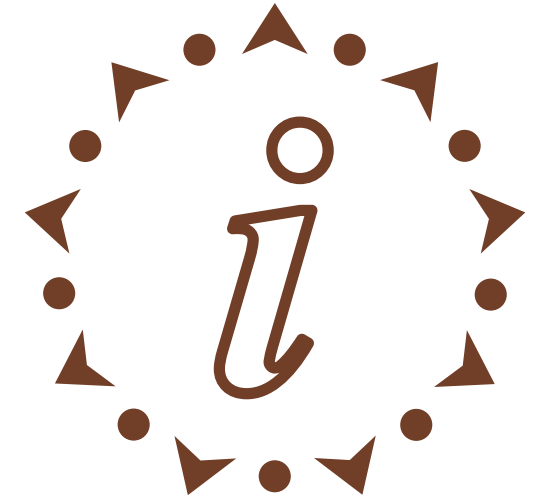
Open Dialogue

Jeanette Kompkoff

Director, DHITMO

Consultation and Confer Questions

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Upcoming Engagement Opportunities

Kimberly Shije
Senior Organizational Change Manager, DHITMO

IHS Health IT Modernization Program

TRIBAL CONSULTATION AND URBAN CONFER

Site Readiness and Training

NOVEMBER 7, 2024
1:30-3:00 p.m. ET

📍 *Hybrid event via Zoom or in person at the IHS Headquarters located in Rockville, MD.*

TC/UC
Satisfaction Survey

Your input will allow the IHS to improve future events, communications, and programming.

Closing
Andrea Scott
OIT Deputy Director, Deputy CIO

Key Leadership

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

Mitchell Thornbrugh

Office of Information Technology (OIT) Director and Chief Information Officer (CIO)
Mitchell.Thornbrugh@ihs.gov

Andrea Scott

OIT Deputy Director, Deputy CIO
Andrea.Scott@ihs.gov

Dr. Howard Hays

Chief Medical Information Officer (CMIO)
Howard.Hays@ihs.gov

Jeanette Kompkoff

Director, Division of Health IT Modernization & Operations (DHITMO)
Jeanette.Kompkoff@ihs.gov

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