

Focus Group: Health IT Implementation

Topic: Implementation Communication

07/25/2024

Indian Health Service
Health Information Technology
Modernization Program



Zoom Meeting Guide

Meeting Technical Notes

If you lose connectivity during the session, simply re-click on the **Join** link to re-access meeting

If you experience technical difficulties, please send an Email to Modernization@ihs.gov to speak with a **Coordinator**

Please
MUTE



Microphone

- Click to mute or unmute yourself
- Red slash indicates you are on mute.

Please
Use Chat
Feature



Chat

Click to provide input during the meeting

Participants

Click this to access the participant list

Camera

- Click to turn camera on or off
- Red slash indicates camera is off

Share Screen

Click this to share a presentation/document or your desktop screen

Reactions

Click to select an emoji to share in the meeting instead of speaking



Disclaimer



Focus Groups (FGs) inform and support decisions and governance of the Health Information Technology (IT) Modernization Program. FGs are NOT decision-making bodies and at NO time will focus groups provide consensus, recommendations or advice to the Agency that would trigger Federal Advisory Committee Act (FACA), 5 U.S.C. App. § 1-16 additional legal requirements.

Meeting Courtesies

- Participation in the focus group is voluntary and has no term limits
- Be prompt, be prepared, and be ready with constructive feedback
- Share constructive individual feedback via engagement during the meeting
- Communicate with grace and respect for all participants
- Be engaged, listen attentively and actively, share ideas, ask questions, contribute
- You may refrain from discussing specific topics if you are uncomfortable
- All responses are valid—there are no right or wrong answers
- Maintain others' privacy by not discussing details outside the group
- Any topics or ideas not directly related to the current agenda will be 'promptly parked' and revisited at an appropriate time



Welcome & Introductions

Dave Zimmerman – *HIT Implementation Focus Group
Facilitator*

Adrian Haven – *HIT Senior Deployment Program
Manager*

Kimberly Shije – *Organizational Change Senior Program
Manager*



Overview

Purpose

The Focus Group will help the Executive Steering Committee (ESC) to understand the strategies used by other Federal agencies, Tribes, and Urban Indian Organizations to modernize their Health IT capabilities resulting in performance changes in healthcare delivery. Individual input from participants of this group inform decisions regarding implementation planning and organizational readiness.

Agenda

- Introduction
- Implementation Communication
- Open Discussion
- Closing Remarks

Desired Outcomes

- Improve shared understanding among Focus Group Participants
- Capture issues and lessons learned data
- **Improve the system and tool** to support the patient's and healthcare teams' utilization of a new electronic health record
- Your **input** is important and provides valuable information and understanding the end-user needs necessary to support the modernization efforts

Health IT Modernization Guiding Principles



DESIGN solutions that deliver culturally appropriate care, quality, safety and improved patient outcomes



PARTNER across I/T/U for collaborative decision-making that is fully informed by clinical and business users in the field



EMPHASIZE usability and human-centered design



CONFIGURE solutions to meet organizational requirements with minimal customization



ENGAGE patients in their health journey through improved patient access



UTILIZE recognized best practices across clinical and business processes



ADOPT enterprise technology solutions that support continuity of care




PROVIDE timely and complete communication, training and tools to support a successful deployment



April 2024 Focus Group Highlights

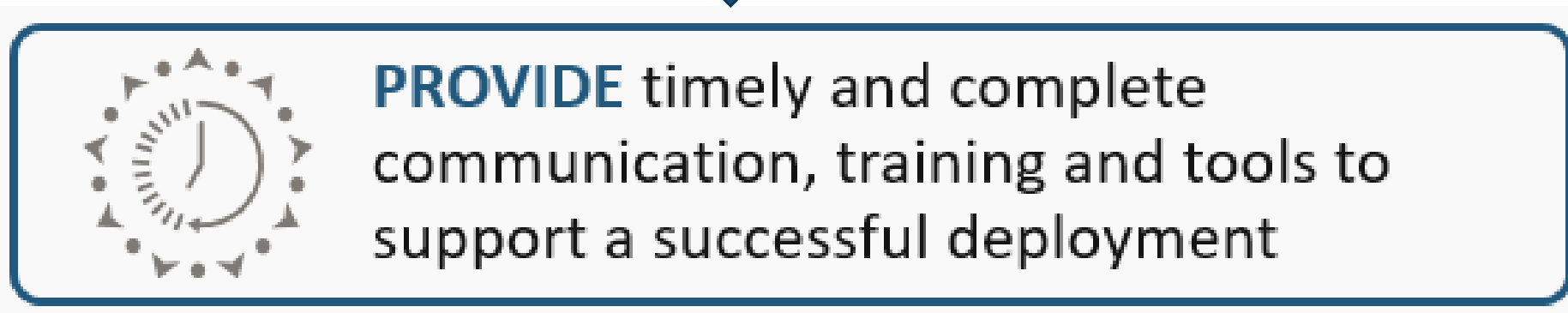
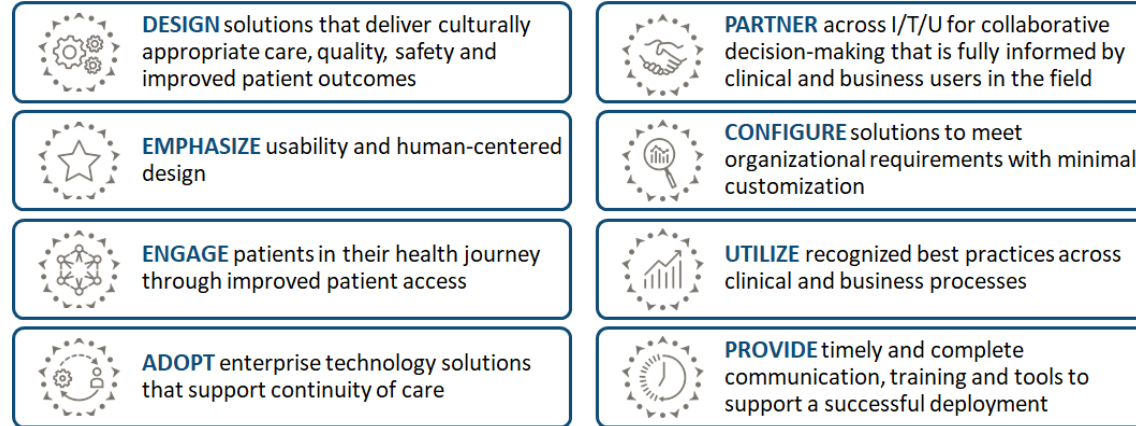
April 18, 2024 – Focus Group Summary

- 27 Participants from 7 different I/T/U's
- Enabling Site Organizational Readiness
- Pre-Implementation and Readiness Activities
- Getting Ready to Get Ready Guide



Topic 1
*Implementation
Communication*

Health IT Modernization Guiding Principles



Communication Planning

Feedback and input on effective communication for your site.



Content: What key questions do partners at your site most want answered about the EHR and Health IT Modernization Program?



Current Engagement: Are you getting the information you need about the EHR? How would you like to receive information about the EHR and Program (*e.g., frequency, types of information, feedback opportunities*)



Channels: What channels and methods do you use to get information out effectively at your site?



Best Practices: What have you seen work well in communicating with and engaging partners at your site? What has not worked well?



Topic 1 Discussion & Questions

A scenic landscape featuring a calm lake in the middle ground, surrounded by dense green and autumn-colored trees. In the background, rolling hills are visible under a sky filled with soft, grey clouds. The foreground is dominated by the branches and leaves of trees, some showing early autumn colors. A large white circle is centered over the image, containing the text 'Topic 2', 'Open', and 'Discussion' in a blue serif font.

Topic 2
Open
Discussion



Topic 2 Discussion & Questions

References



- IHS Health Modernization webpage:
<https://www.ihs.gov/hit/>

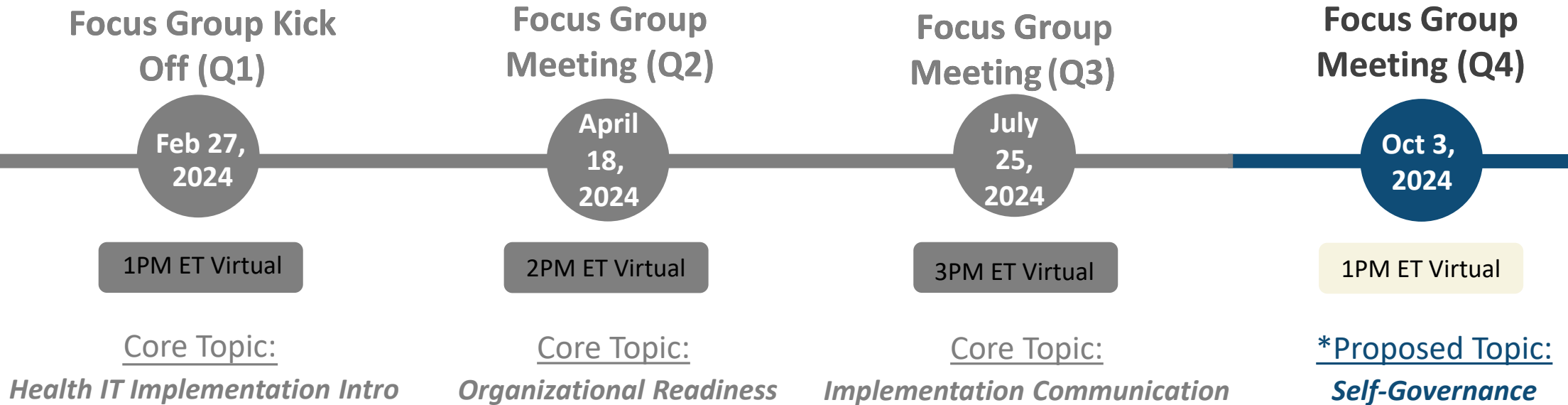


Planning for Next Meeting

Dave Zimmerman – *HIT Implementation Focus Group Facilitator*

Upcoming 2024 Focus Group Sessions

Each Focus Group session is held every 3 months (quarterly)



**Subject to change based on participation*

Submit Topic Requests to Modernization@ihs.gov



Upcoming Engagements

Dave Zimmerman – *HIT Implementation Focus Group*
Facilitator

Statement of Interest

The IHS desires to learn which tribal and urban health care entities have an interest in becoming a tenant on the shared system.

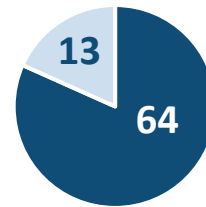
Opportunity for Tribes and urban Indian organizations to formally express interest in participating in the IHS enterprise EHR solution



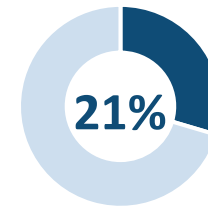
The IHS shared a Statement of Interest form where tribal and urban health care entities can indicate their interest in partnering with the IHS on the shared enterprise solution. The Statement of Interest is **NON-BINDING** and will connect partners to support system configuration, organizational assessment, 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.

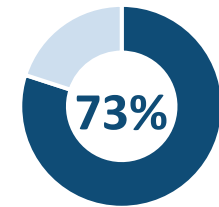
The IHS has received **77** Statement of Interest documents to date.



64 tribal partners and 13 urban Indian organizations have submitted a Statement of Interest to date



21% already use commercial health IT solutions other than or alongside RPMS



73% of respondents desire to implement **early** in the Modernization Program

As of July 10, 2024



AUGUST

TRIBAL CONSULTATION AND URBAN CONFER

Multi-Tenant Domain Considerations

Hosted by the IHS Health IT Modernization Program

AUGUST 8, 2024

1:30-3:00 p.m. ET

📍 VIA ZOOM



EXCLUSIVE BREAKOUT SESSIONS

Transforming Health Care IT with Modern Solutions

Gain exclusive insights from IHS leaders and hands-on experts of the Health IT Modernization Program. Learn how the Program and new EHR solution will enhance the efficiency and effectiveness of health care IT throughout Indian Country.

THE 2024 PARTNERSHIP CONFERENCE: HEALTH IT MODERNIZATION TRACK

- PREPARING FOR MODERNIZATION SUCCESS: THE GETTING READY TO GET READY GUIDE
- IMPLEMENTATION & DEPLOYMENT: THE PATHWAY TO EHR MODERNIZATION
- HEALTH IT MODERNIZATION PROGRAM LEADERSHIP ROUND TABLE
- A DAY IN THE LIFE OF A CLINICIAN/PATIENT
- FOUR DIRECTIONS WAREHOUSE



2024 TRIBAL CONSULTATION AND URBAN CONFER

with the Health IT Modernization Program

Tribal Consultation and Urban Confer (TC/UC) events provide an opportunity to work with our partners to provide and connect technology, business systems, and data to help providers and patients make informed decisions to improve care and health outcomes across Indian Country.

Scan or click the QR codes to register



MULTI-TENANT DOMAIN CONSIDERATIONS



SITE READINESS AND TRAINING



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Stay informed on the Health IT Modernization Program at www.IHS.gov/HIT
or by following us on social media



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X (formerly Twitter)

