

Focus Group: Health IT Implementation

Topic: Organizational Readiness

04/18/2024

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



Please
Use Chat
Feature



Microphone

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

Participants

Click this to access the participant list

Chat

Click to provide input during the meeting

Camera

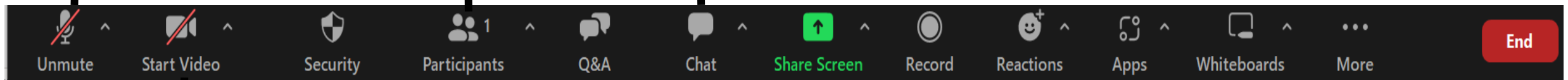
- Click to turn camera on or off
- Red slash indicates camera is off

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
- Organizational Readiness
- Challenges & Lessons Learned
- 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



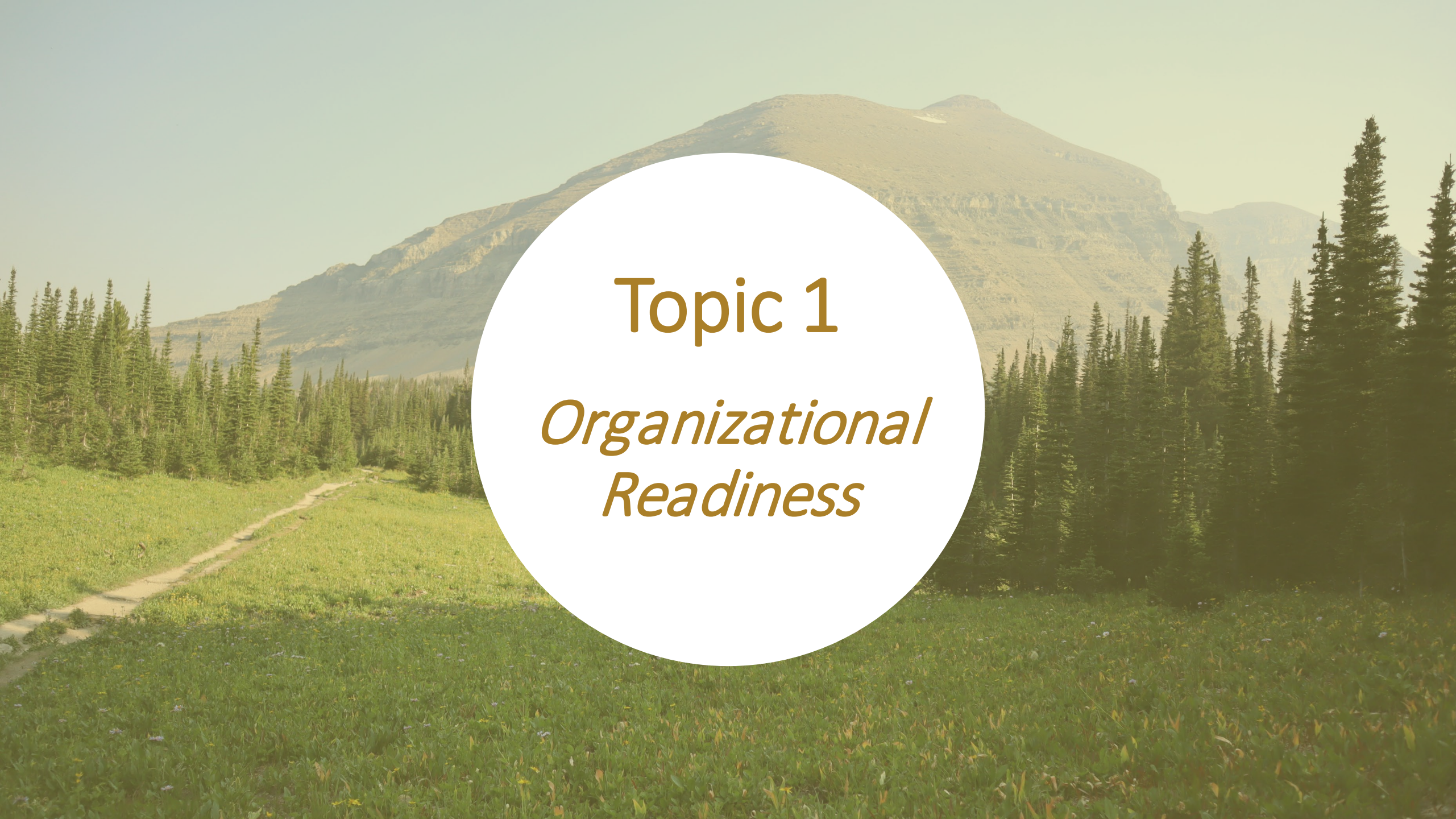
PROVIDE timely and complete communication, training and tools to support a successful deployment

Focus Group Highlights

February 27, 2024 - Focus Group Summary



- 36 Participants from 14 different I/T/U
- Many of the participants are working with different EHRs with different challenges
- Many of the participants have unique experiences in migrating to a new EHR, which brings a lot of knowledge to IHS so we can learn from your lessons learned
- The insights and information that was provided will help IHS in making better decisions and was very appreciated



Topic 1
*Organizational
Readiness*

Enabling Site Organizational Readiness

The people and tools involved in facilitating a smooth transition and sustainable success for the IHS Health IT Modernization Program.

People

Site Readiness Teams

The on-site experts who guide and implement organizational readiness activities and recommendations.

IHS Organizational Change Management Team

The Site Readiness Teams' primary contact at the IHS.



Tools

Change Readiness Surveys

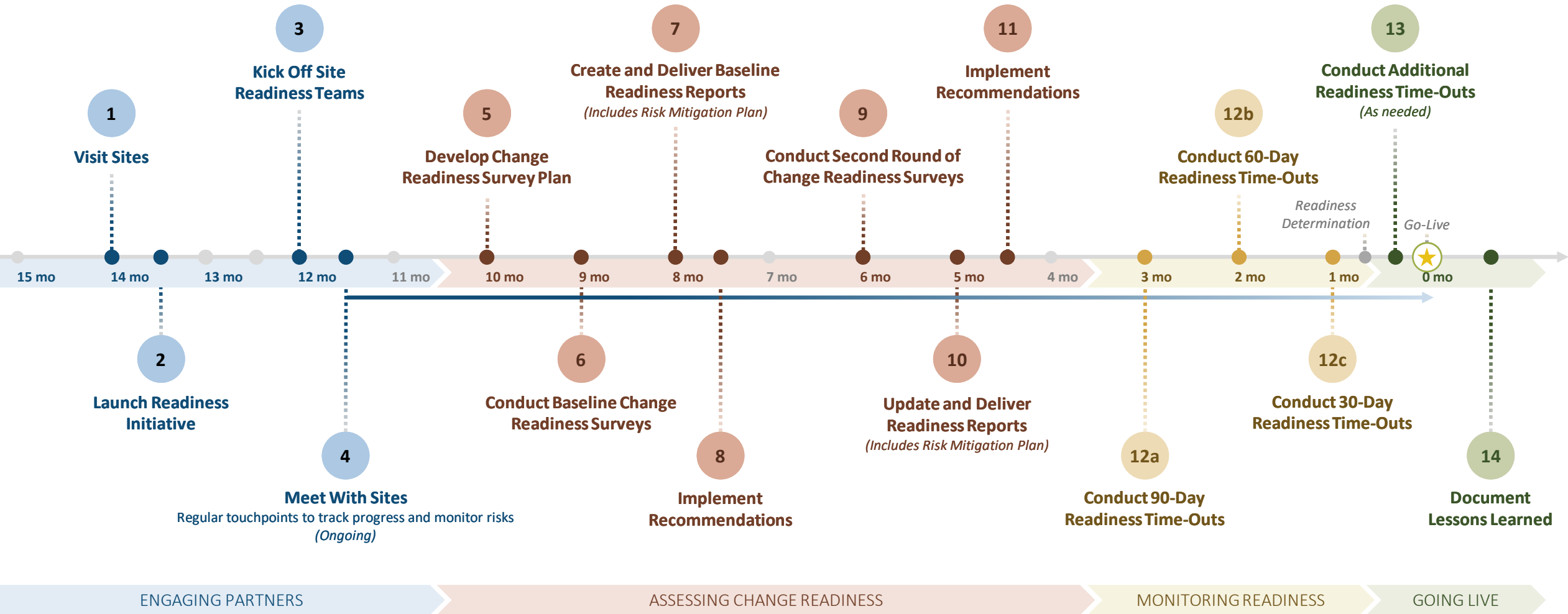
Assesses how ready and able staff and leadership are to adapt to and thrive during change.

Readiness Checklists

Tracks OCM readiness actions and activities in real time. Provides a snapshot look of where a site is in the process.

Organizational Readiness Activities Timeline

The timeline below is relative to cohort Go-Live date.



Pre-Implementation and Readiness Activities



Getting Ready to Get Ready (GRTGR) Guide

I&D related activities focus on the three areas of readiness:

- Business
- Clinical
- Technical/Infrastructure

The GRTGR guide along with other readiness tools serve as strategic assessments of an organization's preparedness for change by identifying potential risks or gaps early on.



Implementation Readiness Review (IRR)

The development of these checks have been created using best practices, lessons learned, coordination of leadership, and the experience of the I&D team to determine how readiness will be defined and project milestones and tasks determined.

Getting Ready to Get Ready Guide

The GRTGR guide is a tool provided to IHS/Tribal/Urban (I/T/U) sites to assist with preparations for implementing the new enterprise EHR.



Statement of Interest

I.

- IHS encourages sites that are considering the new enterprise EHR solution as a viable option to complete the Statement of Interest (SOI) (I. Statement of Interest, GRTGR guide) as the first step to indicate their interest in participating in the shared enterprise solution planning.

Key Staffing Positions

II.

- Validation of staffing information and the verification of leadership support.

Legacy EHR

III.

- Identification and assessment of existing Commercial Off The Shelf (COTS) EHR systems.

Getting Ready to Get Ready Guide



Continuity of Operations

IV.

- Analysis of Alternatives
- Define Mission Performance Essentials
- Establishing Resiliency

Network Connectivity & Usage

V.

- Identification of a POC who will coordinate with I&D to facilitate clear communication and assist in maintaining an efficient and secure network infrastructure in facilities.

Revenue Cycle Operations

VI.

- Verification of sites billing and revenue data.

Getting Ready to Get Ready Guide



VII.

Biomedical Devices

- Engagement with sites to collect, analyze, and refine biomedical devices data to provide infrastructure visibility.

VIII.

Agreements & Licenses

- Verification of any Memoranda of Understanding (MOU), Memoranda of Agreement (MOA), Security Agreement Summaries (SAS), and third-party license and support agreements (SLA)

IX.

Network & Security Audits

- Role based responsibilities and access
- Authority to Operate (ATO)
- Identity Access Management

Implementation Readiness Review (IRR)

The IRR formatted as a checklist, will assess a sites readiness based on pre-determined criteria for each function, utilizing data and results to give visibility into the state of a sites readiness.



Proactive Preparation:

- ✓ Enable sites to capitalize on emerging opportunities
- ✓ Efficiently allocate resources
- ✓ Improve project timelines
- ✓ Increased visibility of project and status
- ✓ Identify opportunities for improvement

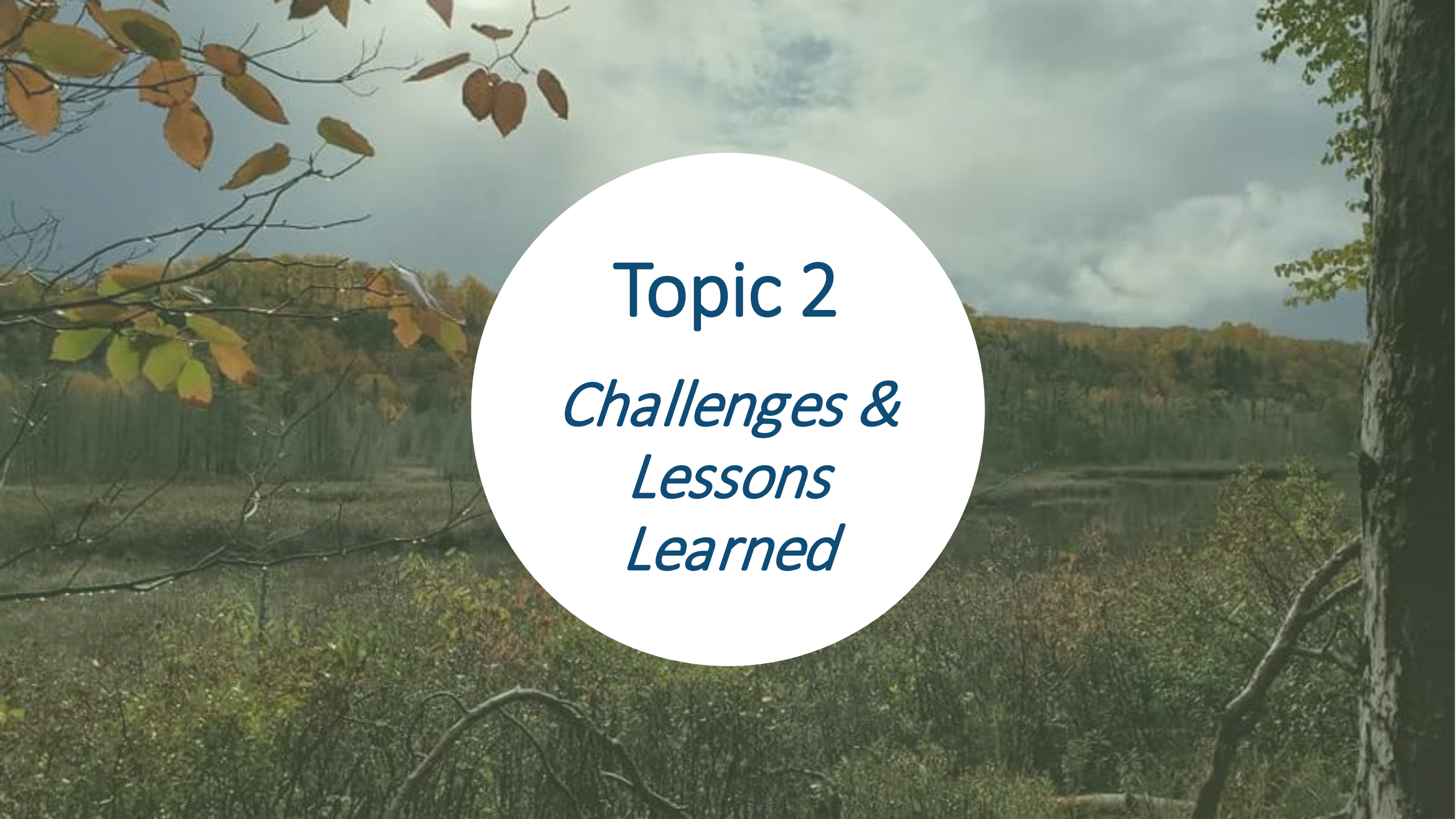


Examples of IRR Criteria:

- Site is ready to be briefed on scope and timeline of implementation activities
- Implementation Plan is in place and provides detailed information on the move of the business product into production
- Project baselines have been reviewed and revised as appropriate
- Local leaders are prepared to champion preparation and communication throughout implementation process
- Project management plans have been reviewed and updated appropriately



Topic 1 Questions

A scenic landscape featuring a forest with trees in various shades of green and yellow, a small pond in the middle ground, and a cloudy sky. The scene is framed by a white circle in the center, which contains the text. The overall mood is serene and natural.

Topic 2
*Challenges &
Lessons
Learned*



Topic 2 Open Dialogue

References



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

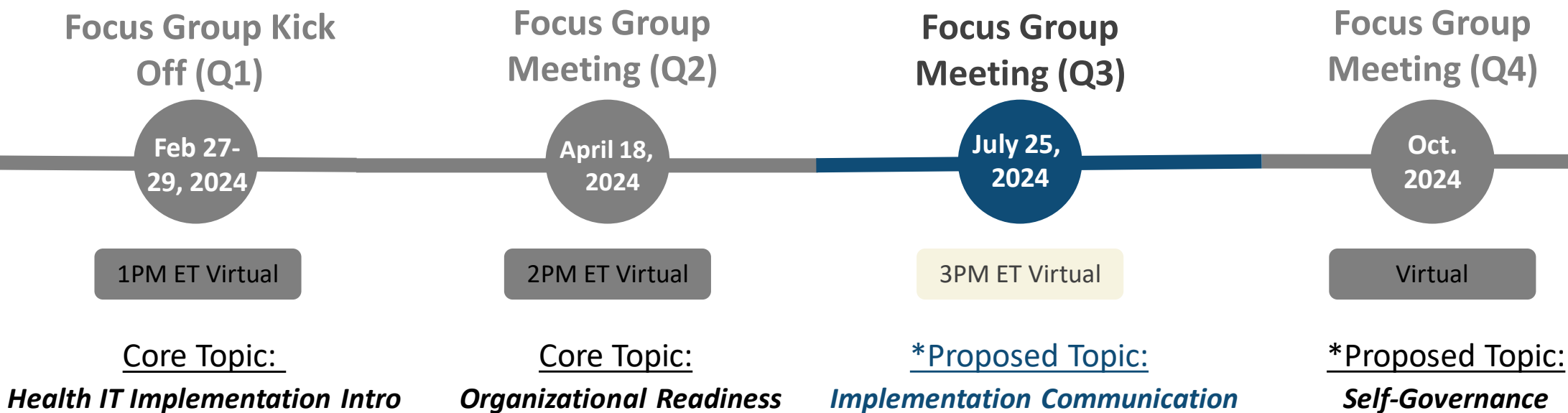


Planning for Next Meeting

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.

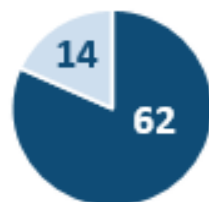
Opportunity for Tribes and urban Indian organizations to formally express interest in participating in the IHS enterprise EHR solution



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 **78** Statement of Interest documents to date.



62 tribal partners and 14 urban Indian organizations have submitted a Statement of Interest to date



46% already use commercial health IT solutions other than or alongside RPMS



78% of respondents desire to implement **early** in the Modernization Program







As of April 8, 2024

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 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

 <p>MAY 09 <small>*VIRTUAL</small></p>	<p>DEPLOYMENT AND COHORT PLANNING</p>	
 <p>AUG 08 <small>*VIRTUAL</small></p>	<p>MULTI-TENANT DOMAIN CONSIDERATIONS</p>	
 <p>NOV 07</p>	<p>SITE READINESS AND TRAINING</p>	

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