The National Council of Informatics-Our Identity, Mission, and Support

2024 IHS PARTNERSHIP CONFERENCE

SPONSOR-DR. SUSY POSTAL, DNP, RN-BC, HEADQUARTERS, IHS

CHAIR-CDR DONNIE HODGE, PHARMD, M.S., OKLAHOMA CITY AREA CLINICAL INFORMATICIST, IHS

VICE CHAIR-CAPT WIL DARWIN, PHARMD, ALBUQUERQUE AREA CLINICAL INFORMATICIST, IHS

SECRETARY-CDR JOHN COLLINS, PHARMD, BCPS, OKLAHOMA CITY AREA CLINICAL INFORMATICIST, IHS

AUGUST 2024

Panelists

Allison Hardwick M.Ed.

Meghavi Naik, PMP, CTFL, CSM

Susy Postal, DNP, RN-BC

Kathy Ray, RN, CNM

CAPT Wil Darwin, PharmD

CAPT John Lester, PharmD, MAS

CDR John Collins, PharmD, BCPS

CDR Donnie Hodge, PharmD, M.S.

CDR Brian Johnston, RPh, MHA

Who is the National Council of Informatics (NCI)?

Overview

Purpose, Authority, Executive Committee & Membership

Overall NCI Activities

NCI Subcommittee Activities:
- Communication
- Clinical Decision Support (CDS)
- EHR Clinical Documentation
- Informatics Professional Specialty Group (iPSG)
- Informatics Workforce Modernization (IWM)
- Training

Purpose

National Council of Informatics (NCI): [Charter](#) approved on 8/31/2018

Purpose: Works to improve delivery of health care services for American Indian and Alaska Native people by identifying, defining, prioritizing, and advocating for the information resources management and technology needs of health care providers in Indian Health Federal, Tribal and Urban (I/T/U) facilities.

Representatives:
- One (1) Area
- One (1) Field

Note: must be federal to be a voting member

https://www.ihs.gov/ihm/circulars/2018/national-council-of-informatics-charter/

Authority

- Functions under the guidance and authority of the Indian Health Service (IHS) Chief Health Informatics Officer (CHIO).

- The NCI will interact with a wide variety of groups and committees in accomplishing its functions, as necessary.

- These include but are not limited to the IHS National Councils(s), Professional Specialty Groups of other disciplines, Information Systems Advisory Council (ISAC), Information Systems Coordinators (ISCs), IHS Developers/Programmers, and I/T/U programs.

- The NCI is a member of the National Combined Councils with a focus on Clinical Informatics.

NCI Executive Leadership Committee

Sponsor:
- Susy Postal, DNP, RN-BC

Chair:
- CDR Donnie Hodge, PharmD, M.S.

Vice-Chair:
- CAPT Wil Darwin, PharmD

Secretary:
- CDR John Collins, PharmD, BCPS

NCI Membership

Area	Name
Alaska	Diana Roberts
Alaska	Matthew Clark MD
Albuquerque	CAPT Wil Darwin
Albuquerque	CAPT(ret) Cornelius Dial
Bemidji	LCDR LaDonna Lock
Bemidji	Sharon Goldsmith
Billings	Dina Hansen
Billings	Natalie Klier
California	Steve Thibodeau
California	CDR Carolyn Pumares
Great Plains	CAPT Leslye Rauth
Great Plains	Sherlyn Swallow-Cournoyer

Area	Name
Nashville	CAPT Robin Bartlett
Nashville	CDR Abigail White
Navajo	Kathy Ray
Navajo	Thomas Reardon
Oklahoma	CDR John Collins
Oklahoma	CDR Donnie Hodge
Phoenix	CAPT John Lester
Phoenix	LCDR Noah Argual
Portland	CDR Heather Peterson
Portland	Jamie Furniss
Tucson	Bernard Howell
Tucson	CDR Crystal Eng

How to get involved.

◦ If you are interested in participating in Subcommittee activities please email CDR Donnie Hodge and he can connect you to the group.

donnie.hodge@ihs.gov

NCI Accomplishments 2023-2024

- National Combined Councils presentation and Hot topic
- Guidance and documents
- CDS Support
- Clinical Quality Measures review
- RPMS Patches – advisement, consultation, testing
- Collaboration-NPC/PSG, CCLC, ABQ/OCA areas
- Enhancement Request prioritization
- Health IT Modernization Efforts

NCI Accomplishments 2023-2024 (2)

- Policy order Authentication
- Barcode Medication Administration (BCMA)
- Social Drivers of Health (SDOH)
- Syphilis/STI
- ASQ
- Training

Accomplishment Highlights

CDR JOHN COLLINS, PHARMD

Policy Order Authentication

- Compliance with CMS Conditions of Participation, AAAHC and Joint Commission Standards

- Presented as a Hot Topic at National Combined Councils in 2023

- EHR Version 1.1 Patch 36 included the ability to document provider authentication

Bar Coded Medication Administration

- Available use inpatient use since 2011

- Need in Ambulatory settings presented at NCC in 2022

- Outpatient functionality released July 2023

- Workflow Research and Alignment Plan (WRAP) sessions and collaboration with Veteran Health Administration identifies outpatient implementation as a beneficial step to EHR modernization

- IHS wide trainings offered
https://www.ihs.gov/bcma/clinicaloverview/

Social Drivers of Health

- Social Determinates of Health / Heath Related Social Needs

- Collaborated with IHS OIT on technical implementation

- Clinical decision support via EHR Clinical Reminder (work ongoing)

- Reminder Dialog note for documentation support (work ongoing)

- Concurrent Presentation: Unpacking SDOH: Current Perspectives and Changes
  - Philippe Champagne, MD, MPH
  - Natalie Tuttle CCS-P
  - CAPT Jana Towne, MHA, BSN, RN

Syphilis / Sexually Transmitted Infections

- Alerts and Reminders
- Clinical Guidelines
- Condition-Specific Order Sets
- Focused Patient Data Reports and Summaries
- Documentation Templates
- Diagnostic Support
- Contextually Relevant Reference Information
- Case Management

- Concurrent Presentation: STI/Syphilis End-the-Syndemic Informatics Response
  - CAPT Wil Darwin, PharmD, NCPS, CDE
  - CAPT (ret) Tina Tah, MBA, BSN, RN
  - CAPT Cynthia Gunderson, PharmD
  - CAPT (ret) Theresa Tsosie-Robledo, MS, RN-BC
  - Brigg Reilly, MPH
  - Melinda Nez, BSN, RN
  - Kathy Ray RN, CNM (retired)

Ask Suicide Screening Questions (ASQ) Reminder & Dialog

- Developed National Suicide Quality Initiative Project (QIP) CDS tools

- Sponsored by National Institutes of Mental Health (NIMH) & National Suicide Prevention Consultant

- Updates requested & in Progress to include Reminder Alert

- Recommended best practice by National Behavioral Consultants
  - **> 600** patients identified as suicidal
  - Phoenix Area deployments in process

OIT Updates
RPMS Training

ALLISON HARDWICK, M.ED.

MEGHAN NAIK, PMP, CTFL, CSM, CSPO

AMANDA HISTIA

OIT Updates Presented By …

Allison Hardwick, M.Ed.
- RPMS Training Coordinator
- DDC-ITS
- IHS Office of Information Technology

Meghavi (Meghan) Naik, PMP, CTFL, CSM, CSPO
- RPMSQAPSS Project Manager
- DDC-ITS
- IHS Office of Information Technology

Amanda Histia
- IT Specialist
- Federal Lead-OIT SQA, RPMS Training, Tier3a RPMS Support
- IHS Office of Information Technology

OIT Updates Outline

- RPMS Training Activities

- Annual Needs Assessment Survey

- RPMS Training Webpage

- FY24 Training Class Data & Breakdown

- RPMS Recording and Material Library

- Recording and Material Process

- ServiceNow Training Requests

RPMS Training Activities

Resource & Patient Management System (RPMS) Training Team performs the following activities:

- **Coordinate**, schedule, & conduct various training classes related to all RPMS applications, Central Interoperability Services, & EHR topics based on identified training needs

- **Record**, edit, & maintain a robust library of recorded training sessions for on-demand viewing

- **Collect** & analyze data related to training classes, participants, and survey feedback

- **Support** end user training requests

RPMS Training Team
Needs Assessment Survey

Conducts Annual Needs Assessment Survey to capture training needs for RPMS applications and/or role

Notify users of survey availability by LISTSERV announcement

Analyze responses to create a training schedule that best meets training needs

14. Third Party Billing (ABM):	Not Needed	Training Needed
Revenue Cycle	○	○
Claims Generation	○	○
Adding and Editing Insurance Information	○	○
Editing, Approving, and Managing Claims	○	○
Posting Scenarios	○	○
Managing Aged Receivables	○	○
Commonly Used Reports	○	○
Key Business Office Reports	○	○
Secondary Billing	○	○

RPMS Training Webpage

Located at:

https://www.ihs.gov/rpms/training/

View upcoming class offerings

Register to attend upcoming training

Receive automated emails with details to join training

RPMS Training Webpage Enhancements

Improved login visibility

Quick access to Upcoming Classes and RPMS Recording and Material Library

Automated certificate delivery for registered participants

Trainer Resources tab to help with training planning and delivery for presenters

RPMS / Training

Resource and Patient Management System (RPMS)

Applications   +

Feedback

RPMS In Action   +

Standards & Conventions

Training   −

Area Training

RPMS Recording and Material Library

Upcoming Classes

Trainer Resources

Welcome to the RPMS Training Webpage

Please login to register for a class or access the training recordings and materials.

[Login for Training]

If you do not have a login, you will need to create an IHS Web Account.

[Create New Web Account]

NOTE: Resource and Patient Management System (RPMS) training events are open only to individuals affiliated with Indian Health Service, Tribal, or Urban Indian health program facilities in the United States.

Register and Attend an Upcoming Training

1. Once you have signed in successfully, click on the Upcoming Classes tab.
2. Click the gray bar for the class title you wish to attend.
3. Click **More Details** beside the class date you plan to attend.
4. Click on the **Register** button.
5. Fill out the form to successfully register.
6. You will receive an email with a calendar attachment that contains the details to join.

Watch On-Demand Recorded Training Videos

1. Once you have signed in successfully, click on the RPMS Recording and Material Library tab.
2. You must select at least one Category to search the library.
3. You can narrow down your search with Subcategories, Keywords, Titles, and Training Dates.
4. Please reference the RPMS Recording and Material Library User Guide for additional assistance.

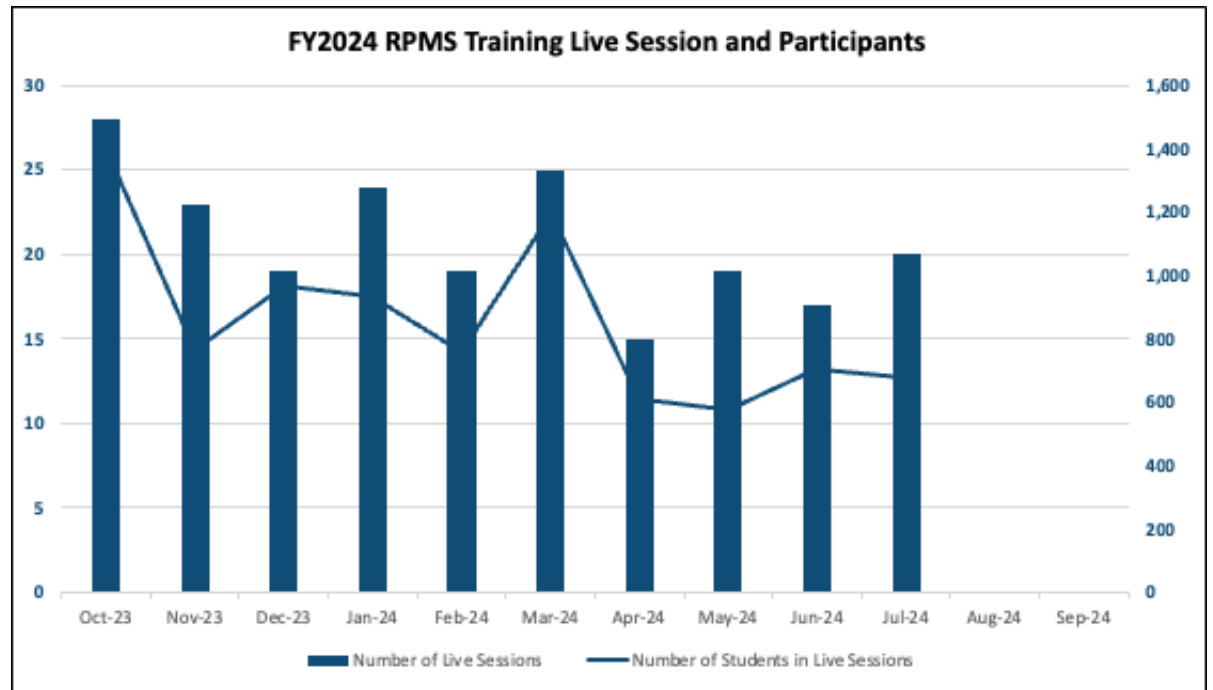# FY24 Training Class Data
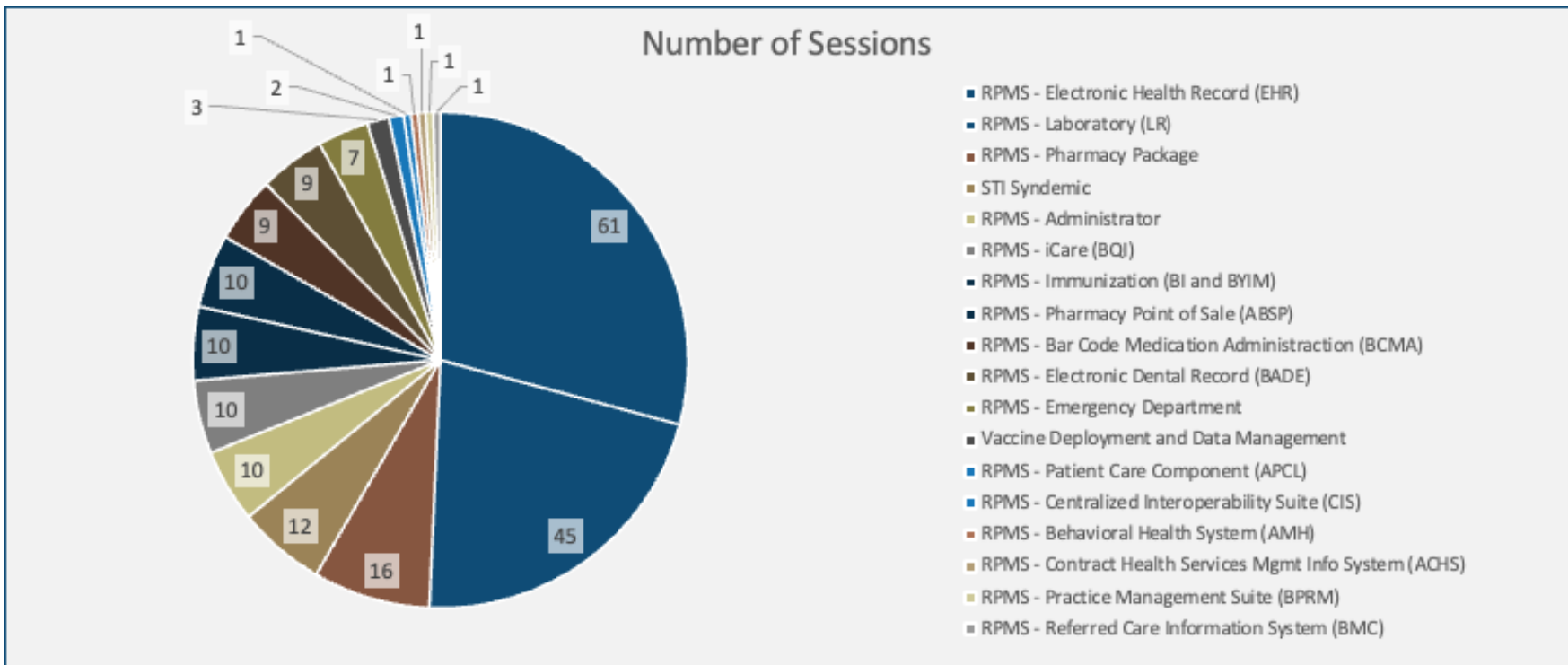
209 classes

8,582 participants

*As of 31 July 2024

FY2024 RPMS Training Live Session and Participants

Legend: Number of Live Sessions (bars) — Number of Students in Live Sessions (line)

FY24 Class Data Breakdown

Major Initiative/Package	Number of Sessions	Sum of Total Participants
RPMS - Administrator	10	179
RPMS - Bar Code Medication Administration (BCMA)	9	389
RPMS - Centralized Interoperability Suite (CIS)	1	45
RPMS - Behavioral Health System (AMH)	1	46
RPMS - Contract Health Services Mgmt Info System (ACHS)	1	59
RPMS - Electronic Dental Record (BADE)	9	420
RPMS - Electronic Health Record (EHR)	61	3475
RPMS - Emergency Department	7	159
RPMS - iCare (BQI)	10	398
RPMS - Immunization (BI and BYIM)	10	301
RPMS - Laboratory (LR)	45	511
RPMS - Patient Care Component (APCL)	2	227
RPMS - Pharmacy Package	16	419
RPMS - Pharmacy Point of Sale (ABSP)	10	729
RPMS - Practice Management Suite (BPRM)	1	1
RPMS - Referred Care Information System (BMC)	1	72
STI Syndemic	12	872
Vaccine Deployment and Data Management	3	280
Total	209	8,582

FY24 Class Data Breakdown

Number of Sessions

- RPMS - Electronic Health Record (EHR)
- RPMS - Laboratory (LR)
- RPMS - Pharmacy Package
- STI Syndemic
- RPMS - Administrator
- RPMS - iCare (BQI)
- RPMS - Immunization (BI and BYIM)
- RPMS - Pharmacy Point of Sale (ABSP)
- RPMS - Bar Code Medication Administration (BCMA)
- RPMS - Electronic Dental Record (BADE)
- RPMS - Emergency Department
- Vaccine Deployment and Data Management
- RPMS - Patient Care Component (APCL)
- RPMS - Centralized Interoperability Suite (CIS)
- RPMS - Behavioral Health System (AMH)
- RPMS - Contract Health Services Mgmt Info System (ACHS)
- RPMS - Practice Management Suite (BPRM)
- RPMS - Referred Care Information System (BMC)

RPMS Recording and Material Library

Location:
https://www.ihs.gov/rpms/training/recording-and-material-library/

Contains 1,000+ recordings and materials

Categorized by major initiatives, roles, & applications

Search & sort by category, subcategory, title, date, & keywords

Recording and Material Process

Intensive multi-step process to edit training recordings and course materials

Comply with IHS Webpage requirements

Prioritize to ensure timely delivery

Indian Health Service
Office of Information Technology

CMET Overview Objectives

- **Discuss** iCare functionality for the management of population health
- **Define** care management event tracking (CMET)
- **Use** iCare to organize, monitor, and track lab results for the management of sexually transmitted infections (STIs) in individuals and communities

to define care management event tracking, and hopefully see how using iCare we can organize,

1:51 / 29:33

STI Syndemic Response - CMET iCare Overview

ServiceNow Training Requests

Location:
https://ihsitsupport.servicenowservices.com/sp

Request information for scheduled training class

Ask for new/additional RPMS training topics

Click "Request Something"

Search for "training" and select the request that most closely matches
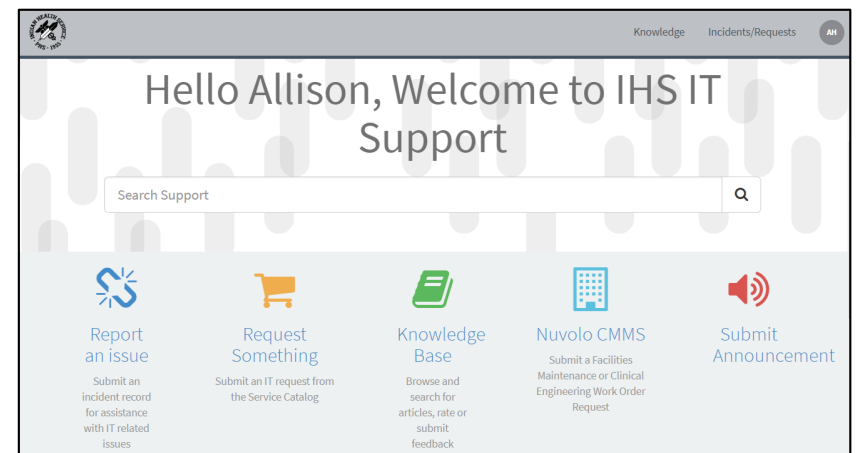
Tribal and Urban users can submit training requests via email to ITSupport@ihs.gov.

RPMS Training and Education

Provided training and office hours

- Hosted bi-weekly EHR Office Hours

- EHR Clinical Informatics Webinar Series

- Other trainings sponsored and supported:

    - Ask Suicide Questions (ASQ)

    - Sexually Transmitted Infections Syndemic Response

    - EHR Components Functionality

    - 21st Century Cures and Patch Bundle Training

    - Supported a training session for Quality Payment Program Reporting: Electronic Clinical Quality Measures (eCQM) Data Extraction

Current Projects

CAPT WIL DARWIN, PHARMD

Progress of Projects - 1

- Create an RPMS Provider Account – Best Practice Document in development

- RPMS ordering key for pharmacists – Best Practice Document in development

- NCI Monthly Health Information Technology (HIT) Systems Assessment Guide – Best Practice Document in development

- STI/Syphilis End-the-Syndemic Informatics Response
  - iCARE – Training delivered
  - CMET – Training delivered

- PXRM Clinical Reminders
  - LDCT (Low Dose Computed Tomography) - lung cancer screenings
  - SDOH (Social Determinants of Health)
  - GPRA Screening Bundle

Progress of Projects - 2

EHR Component Functionality

- 54 presentations over 3 years.
- Topics include:
  - communication tools, such as the notification component, consults, and referrals
  - clinical decision support tools such as allergy component & reminders
  - documentation of patient information such as health factors, exams, personal health, chief complaint, etc.
- All presentations have been recorded and are available for review at: https://www.ihs.gov/RPMS/training/

Progress of Projects – 3 (EHR Component Functionality)

26 tentative presentation topics identified for future presentations

- Asthma zones
- Progress notes
- Radiology component
- Discharge Summary
- Quick notes
- Eye exam
- Infant feeding
- Superbill
- CPT
- CWAD
- CIR

- Direct Mail
- Sure Scripts
- Integrated Signature Tool
- "Help On" tool
- Patient Goals
- Acute Myocardial Infarction
- Stroke
- Intervention Time
- Appointments
- Laboratory Point of Care
- Laboratory Results

Progress of Projects – 4

IHS HIT Modernization
- Staffing Capacity Awareness
- Continued effort to optimize RPMS-EHR
- IHS Four Directions Warehouse (4DW)
  - PAMPI & Migration of Data
- PAMPI and Migration of Data (revisit & optimize each and every chart)
  - Problems
  - Allergies
  - Medications
  - Procedures
  - Immunizations
- ONC SAFER Guide
  - Assist healthcare sites to optimize the safety and safe use of EHRs in various areas.

Planned Activities

What do we have planned?

- Position Descriptions from the IWF
  - Hospital Informaticist
  - Outpatient Clinic Informaticist

- Training

- VA AMIA 10x10 course

- SANE

- Supporting Modernization efforts

Informatics Training Opportunities

Brian Johnston, D.Ph., MHA, DPLA

Commander, U.S. Public Health Service

Indian Health Service, Office of Information Technology

Informatics Training through AMIA

- IHS has a Health System Membership with the American Medical Informatics Association (AMIA)

- AMIA offers a number of virtual training opportunities in Informatics, that we can access through our membership

- In 2022 & 2023, over 70 participants from I/T/U organizations took part in the Informatics Essentials courses

- For 2024, fourteen participants are currently enrolled with more availability for those that are seeking informatics training

- Anticipate AMIA expanded education opportunities in the near future and IHS renewing the AMIA Health System Membership in January 2025

HEALTH INFORMATICS ESSENTIALS

By members for members, this online series of five CME/CNE-certified courses promotes the profession of health informatics and its power to transform healthcare.

amia.org/education

HEALTH INFORMATICS ESSENTIALS - 1

Foundational Knowledge: 5.00 CEU

CME/CNE-certified course offering 18 on-demand lectures covering key health informatics concepts/skills and their relationship to practice.

Modules:

- Fundamentals

- Theories and Methods

- Standards

- The Health System

Audience: Professionals in direct or indirect patient care in a variety of educational and training pathways including nursing, medicine, pharmacy, dentistry, public health, health informatics, and computer science.

HEALTH INFORMATICS ESSENTIALS - 2

Decision Making: 5.50 CEU

CME/CNE-certified course offering 21 on-demand lectures covering the concepts and skills needed to enhance decision-making and processes within health care and public health organizations to achieve improved outcomes.

Modules:

- Decision Support Objectives

- Quality (QI Principles and Practice)

- Quality (Workflow Analysis and Re-engineering)

- Quality (Measures, Metrics, and Benchmarks)

Audience: Professionals in direct or indirect patient care in a variety of educational and training pathways including nursing, medicine, pharmacy, dentistry, public health, health informatics, and computer science

HEALTH INFORMATICS ESSENTIALS - 3

Health Information Systems: 9.25 CEU

CME/CNE-certified course offering 29 on-demand lectures covering the knowledge of concepts and skills needed to ensure that health information systems meet the needs of health care and public health organizations, health care and public health professionals, and patients.

Modules:

- Health Information Technology and Systems Basics

- Information System Science

- Interoperability

- Health Information System Management

- Health Information Systems as a Connector

- Privacy and Security

Audience: Professionals in direct or indirect patient care in a variety of educational and training pathways including nursing, medicine, pharmacy, dentistry, public health, health informatics, and computer science

HEALTH INFORMATICS ESSENTIALS - 4

Data Governance, Management, and Analytics: 7:00 CEU

CME/CNE-certified course offering 30 on-demand lectures covering concepts and skills needed to ensure data quality and analyze health data to support the processes and performance of health care and public health organizations.

Modules:

- Data Governance

- Data Management

- Health Data

- Specialized and Emerging Data

- Data Mining, Aggregation, and Analysis Techniques

- Essentials of Advanced Analytics

Audience: Professionals in direct or indirect patient care in a variety of educational and training pathways including nursing, medicine, pharmacy, dentistry, public health, health informatics, and computer science.

HEALTH INFORMATICS ESSENTIALS - 5

Leadership, Professionalism, Strategy, and Transformation: 6.50 CEU

CME/CNE-certified course offering 21 on-demand lectures covering the concepts and skills needed to lead development and implementation of health informatics plans, strategies, and policies that strengthen health care and public health organizations.

Modules:

- Organizational Leadership
- Collaboration/Project Methods
- Scanning, Strategy, and Innovation

- Business Planning, Budgeting, and Finance
- Training and Communication

Audience: Professionals in direct or indirect patient care in a variety of educational and training pathways including nursing, medicine, pharmacy, dentistry, public health, health informatics, and computer science

AMIA Higher-Level Informatics Courses*

AMIA Health Informatics Review Course (ARC)

- Intended for staff planning to sit for the AMIA Health Informatics Certification (AHIC) examination
- Comprised of the full scope of Health Informatics Essentials courses (previous slide) ~ 40 hours

Clinical Informatics Board Review Course (CIBRC)

- Intended for physicians seeking board certification in Clinical Informatics
- On-line, 30 hours, 30 CME credits

AMIA 10x10 Virtual Courses

- University-level courses, e.g. Oregon Health & Science University
- ~8 hours/week for 12 weeks
- ~45 CME credit depending on course

*Limited availability for these courses

VA Health Informatics Certification Program (AMIA 10 X10)

IHS sends **two candidates** a semester to the VA Health Informatics Certification Program
- Modeled after the AMIA 10x10 (prior slides), sponsored by VA
- No prerequisites or cost to the student
- Six month Program (virtual, one face to face meeting at AMIA Annual Symposium)
- **Time commitment is approximately 12 hours per week for 26 weeks**

Application process
- IHS Informatics Candidates submit essay to NCI
- Requires Candidate's supervisor approval

Review process
- NCI Executive Committee review essays
- OIT Senior Staff review essays
- Select candidate

IHS has participated in 10 sessions from Spring 2020 to Fall 2024

Future Opportunities

IHS is welcoming more informatics interest from the field to potentially expand opportunities

This will enable more staff to have a better understanding of informatics as electronic health record modernization moves across the agency

Please contact Brian.Johnston@ihs.gov for further information about the AMIA training opportunities

Please contact Susy.Postal@ihs.gov for further information about the VA Health Informatics 10x10 Certification opportunity

Panel discussion
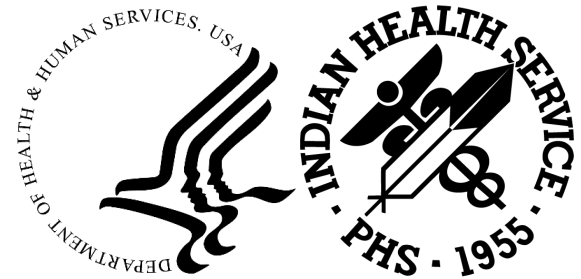
Getting Ready to Get Ready
RPMS EHR Optimization -> PATH EHR Migration

- RPMS EHR HIT Assessment
- BCMA for Inpatient, Emergency Department, Urgent Care, Walk-in Clinic, Day Surgery, Radiology, IV Infusion
- Align BCMA Effectiveness with PATH EHR (Oracle Health) – Veterans Administration Recommendation
- 24-Hour Pharmacy Support
- ADC Profiling - Inpatient, ED, Urgent Care, Day Surgery, Radiology, IV Infusion (Under Development)
- RPMS EHR for Inpatient & ED Configuration for Observation, ED Boarding, & BPM Workflows - Aignment with WRAP
- ED POCUS
- PAMPI (Problems – Allergies – Medications – Procedures – Immunizations)
- STI & ASQ Initiative RPMS EHR Reminder Standardization Initiatives
- SDOH – Social Determinants of Health
- RPMS EHR Standing Order Authentication (Patch 36)
- Provider Accounts File Standardization
- Pharmacist Ordering Key – (Under Development – NCI, NPC, & Kailee Fretland)

[RPMS Recording and Material Library | Training (ihs.gov)](ihs.gov)
Search Major Initiative -> Sub-Category

Category (Select at least one)
To view the full library: select all categories, do not

☑ Major Initiative | ☐

Sub-Category (Select all that apply)

☐ 2015 Certified EHR Health Information Technology (CHIT)
☐ 21st Century Cures Act (CCA)
☑ Clinic Barcode Medication Administration (BCMA)
☐ COVID-19
☐ COVID-19 Immunization
☐ EHR Components Functionality Series

☑ Fall Vaccines - E3
☑ Four Directions Hub (4DH)
☑ Getting Ready to Get Ready
☐ IHS Partnership
☐ National Council for Prescription Drug Programs (NCPDP)
☑ Sexual Orientation/Gender Identity (SO/GI)
☑ STI Syndemic Response

How can we help?

- What could the NCI do for <u>you</u>?

- What is important to you?

- What do you need or feel is a need for others?

Questions?

Thank You