

Indian Health Service

Preparing for Modernization Success: The Getting Ready to Get Ready Guide

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Agenda



- Introduction to Organization Change Management (OCM)
- The Getting Ready to Get Ready Guide
- Change Advocates
- Next Steps

The Health IT Modernization Program



VISION

Provide the best possible EHR, managed by its users, for its users, that will drive high-quality health care through sustainable, modern, and easy to use tools.



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.



Readiness Considerations

Technical Considerations



Solution

- Software
- Interfaces
- Infrastructure
- Data
- Security & Privacy



Site

- Facility
- Computing Devices
- Biomed Devices
- Resources



Supporting People

- Leadership
- Local Project Team
- Staff
- Patients
- Incident Command Center
- Governance
- Optimization Team

Organization Change Management (OCM)

OCM works to support the people side of change throughout the Modernization Program's lifespan. The OCM Strategy offers practices that are:



The Five Key Pillars

Engagement

- Engage partners early to inform, build buy-in, and increase trust
- Engage programs to plan for change
- Deliver timely feedback
- Identify Change Advocates
- Facilitate engagement



Communication

- Standardize communications for partners and organizational entities
- Establish common terminologies and limit acronym use
- Provide clear, consistent, frequent, and transparent messaging



Leadership

- Prioritize transformation and lead with a positive outlook
- View the Program as a service transformation, not a technology project
- Remain committed to achieve critical success



Readiness

- Listen intently to concerns and understand preparedness to reduce anxiety
- Assess comfort and mitigate fear
- Evaluate readiness
- Standardize and monitor activities



Training

- Standardize training for various roles and professions
- Provide lead time to schedule and prepare training
- Foster continuity of support and training
- Offer multiple modalities for training





Getting Ready to Get Ready

The Getting Ready to Get Ready Guide

Indian Health Service
Health Information Technology
Modernization Program



Discover essential steps to prepare your site for modernization with the

GETTING READY TO GET READY GUIDE

A guide to assist sites with preparations for implementing the new enterprise EHR solution



Scan the QR code to view



Purpose

To share suggested actions sites can take today to prepare to implement the new enterprise EHR solution, PATH EHR.



Importance

May help preemptively identify challenges that could impact a site's implementation of PATH EHR.



Benefit

Offers sites a head start to work through any challenges identified prior to implementation.

The Getting Ready to Get Ready Guide

1 Statement of Interest (SOI)

2 Key Staffing Positions

3 Legacy Electronic Health Record Systems

4 Continuity of Operations Plan (COOP)
or Downtime Procedure

5 Network Connectivity and Usage

6 Revenue Cycle Operations

7 Biomedical Devices

8 Contracts and Agreements

9 Network Security Audits and Reviews

10 Policies and Guidelines for Electronic
Protected Health Information (ePHI)

11 Stay Connected

1 Statement of Interest (SOI)



Submit an SOI to indicate interest in partnering with the IHS on the shared enterprise solution.



Are you a leader within a tribal/urban Indian organization?

Fill out the Statement of Interest and email it to **Modernization@ihs.gov**

- The SOI is non-binding
- There is no deadline to submit an SOI
- The IHS IT Modernization Program will reach out to organizations that submit an SOI with additional information and to learn more about the site

2 Key Staffing Positions



Ensure any staffing vacancies are filled early so that the workforce can participate in planning for EHR transition and training.

Identify Key Staffing Positions

Key staffing positions may differ for each site.

They are the positions that help an organization have the stability and support needed to successfully implement PATH EHR.

Review Staffing Model

Make note of vacant positions and prioritize filling key positions. Key clinical and ancillary staff positions may include:

- Providers
- Clinical applications coordinators and informaticists
- Revenue cycle personnel
- PRC personnel
- Nurses
- Radiology technicians
- Lab personnel
- Pharmacists and pharmacy technicians
- Operational leadership
- IT support staff

3 Legacy Electronic Health Record System



Identify and update your current EHR to improve the transition to PATH EHR.

Updating your system helps:

- Keep your data secure and your systems running smoothly
- Align the fields and data from your system to PATH EHR

RPMS:

- View the latest IHS certified applications to make sure up to date

Commercial EHR:

- View the most recent certified version of your software from the ONC Certified Product List website
- Ensure it meets the Certified Health Information Technology (CHIT), 2015 Edition CURES requirements

4 Continuity of Operations Plan or Downtime Procedure



Develop or update your Continuity of Operations Plan (COOP) or Downtime Procedure.

A COOP (also known as a Downtime Procedure) defines what to do and how to document patient care during the outage to keep patient care going.

IHS has an existing Continuity of Operations Planning Program.

- Sites without a COOP in place should refer to the IHS's Continuity of Operations Planning Program when developing their plan.
- Sites with an existing COOP should refer to the Continuity of Operations Planning Program to validate the plan for adequacy and completeness.

Visit the **IHS Continuity of Operations Planning Program** for more guidance concerning how to develop a comprehensive COOP.

5 Network Connectivity and Usage



Assess local area network (LAN) and wide area network (WAN) connectivity to ensure it is available and functions at a high capacity.

PATH EHR is a cloud-based solution.

Network connectivity must be robust and function at a high capacity everywhere documentation is created or reviewed to work appropriately and give end users the experience it is designed to deliver.

Reviewing the activity and status of your facility's network allows you to identify and address potential issues, such as network congestion, security vulnerabilities, or hardware failures.

Check out the [GRTGR Guide](#) for more information on how to complete this action.

6 Revenue Cycle Operations



Review revenue cycle operations to ensure billing and accounts receivable are current.

Backlogs impact the amount of time sites work in a hybrid environment running two separate EHR billing systems. Prolonging the amount of time spent in the hybrid environment increases the possibility of errors in billing, which can negatively affect site revenue and the patient experience.

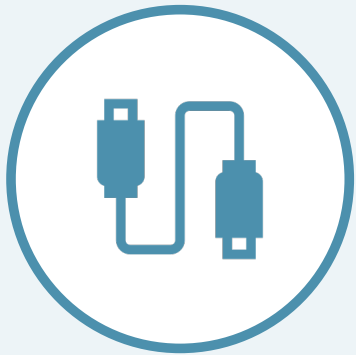
IHS Facilities:

- Reach out to your IHS RPMS support team for assistance

Non-IHS Facilities:

- Work with your Revenue Cycle manager(s) to determine how revenue cycle operations can be completed for your EHR system

7 Biomedical Devices



Identify and inventory all biomedical equipment to capture a full picture of your infrastructure.

A complete asset inventory of biomedical devices is vital to the integration and interoperability of the PATH EHR and a prerequisite for an effective assessment of infrastructure visibility.

RPMS:

The inventory should contain details of both **network-attached** and **non-network-attached** devices, such as:

- Make
- Model
- Age
- Patch history
- Software version

8 Contracts and Agreements



Assess all agreements and licenses with states, federal or private organizations to determine any impacts with EHR transition.

Contracts and agreements that need to be reviewed for accuracy and currency include:

- Memoranda of Understanding (MOU)
- Memoranda of Agreement (MOA)
- Security Agreement Summaries (SAS)
- Third-party license agreements including, but not limited to, software licenses and biomedical device maintenance contracts

The agreements are an IHS security requirement. They ensure all affected parties understand their technical and data roles and responsibilities for the partnership between the IHS and the site.

9 Network Security Audits and Reviews



Conduct a National Institute of Science and Technology (NIST) Framework Analysis for Security Hardening audits and review.

Network Security audits and reviews are essential for the IHS infrastructure to be secure, compliant, and resilient against cyber-attacks.

Maintaining a consistent hardening system is vital in reducing risk associated with network traffic manipulation, data breaches, and unauthorized access.

Address any vulnerabilities identified such as flaws in the software or weaknesses.

10 Policies and Guidelines for Electronic Protected Health Information (ePHI)



Review NIST Federal Information Security Management Act (FISMA) for policies and guidelines concerning ePHI and resolve any discrepancies or issues.

You can use the NIST Cybersecurity Framework to assess your current cybersecurity postures, describe your target state for cybersecurity, prioritize improvement opportunities, progress toward your target state, and communicate with relevant stakeholders about cyber risks.

Check out the GRTGR Guide for more information on how to complete this action.

11 Stay Connected



Check out the IHS Health IT Modernization Program's website, blog, and social media, and attend events including TC/UCs and summits for the latest updates.

Modernization Program Resource Hub



- LinkedIn
- Facebook
- X (Twitter)
- Modernization Blog
- And more



Change Advocates

Identify Your Change Advocates



Change Advocates help create a **positive, supportive, and motivating environment** for partners as they transition from the legacy enterprise EHR solution to PATH EHR. Change Advocates are **points of contact and build trust, provide resources, and function as ambassadors of change**. They work in tandem with other IHS and site roles.

What can you do now?
Begin to identify leaders in your organization who can help champion the EHR implementation.

A Change Advocate is:

Enthusiastic

An Influencer

Culturally Connected

A Relationship Builder

Committed



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

Questions?

Please email the Modernization Program at Modernization@ihs.gov

Stay Connected with IHS

Stay informed on the Health IT Modernization Program at www.IHS.gov/HIT

Resource Hub



Participate in

THE HEALTH IT MODERNIZATION PROGRAM AWARENESS SURVEY



WE WANT YOUR
FEEDBACK

SCAN ME



