# Office of Information Technology (OIT)
## Partnership Conference Roundtable

AUGUST 2023

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# Health IT Modernization Executive Summary

To fulfill its mission to deliver comprehensive healthcare across Indian Country, IHS will provide an enterprise Electronic Health Record system to tribes, urban Indian organizations, and IHS sites of care

- IHS provides comprehensive healthcare to American Indian and Alaska Native people to raise their physical, mental, social, and spiritual health to the highest level
- Health Information Technology (IT), including the Electronic Health Record (EHR), is critical infrastructure for every aspect of healthcare
- This infrastructure must be modernized - the legacy Resource and Patient Management System (RPMS) is nearly 40 years old, outdated, and unsustainable
- The Health IT Modernization Program will
  - **Replace RPMS** with modern, industry-leading, health IT and EHR solutions deployed and managed on an enterprise level
  - **Stabilize the support system** through an enterprise approach that includes staff training, business processes, and technology maintenance
  - **Liberate data** so it is accessible across the enterprise by clinicians, patients, and partners alike to improve patient outcomes
- Modernization will support all of Indian country – sovereign tribes will determine whether they participate in the IHS enterprise solution or adopt their own
- Health IT Modernization is a 10-year initiative that will be transformational in its impacts nationwide

# Need for Health IT Modernization

After system-wide analysis along with Tribal Consultations and Urban Confers, the IHS determined to fully replace RPMS in order to fulfill its mission

- **People**
  - **Patients** need better interoperability and communication among their health care providers, and access to their own health information
  - **Providers** and other users surveyed during the IHS Health IT Modernization Research Project overwhelmingly favored deploying new health information technology – 93%
  - **Partners** - throughout the consultation/confer process, no tribal or urban partners have raised objections to moving away from RPMS

- **Process**
  - The legacy model for development and support of RPMS is unsustainable
  - The workforce needed to support hundreds of independent RPMS databases in the field does not exist

- **Technology**
  - The IHS is not a software development organization and does not have the depth or agility to respond to an ever-changing technology and regulatory environment
  - The underlying code base for RPMS is outdated, and there are few developers capable of supporting it
  - Office of Inspector General (OIG), Government Accountability Office (GAO), and IHS' own research called out an urgent need to modernize our health IT infrastructure

# Procurement

While procurement is an inherently federal function, the IHS actively sought ways to include tribal leaders and tribal health systems in the process

- Third-party research validated the technical issue
  - U.S. Government Accountability Office Report 19-471 listed RPMS as a "critical federal legacy system in need of modernization"
  - Two HHS Office of the Inspector General reports offered ways to improve systems (A-18-16-30540 and A-18-17-11400)
- IHS obtained industry input through two Requests for Information
  - Held Industry Day with 300+ attendees from 193 companies and organizations
  - Invited comments on draft Statement of Objectives and draft Sample Task Order for future Request for Proposal
- IHS released a Dear Tribal and Urban Leader Letters(DTLL/DUIOLL) with associated listening sessions held by the IHS in December 2020 with request for comments leading to the April 2021 announcement to replace RPMS with a commercial product
- A DTLL/DUIOLL announcing Program updates and asking for written feedback to the RFI containing the Statement of Objectives in August 2021
- Tribal participation in enterprise EHR vendor demonstrations generated 30,000 data elements that informed the current acquisition process

# IMPROVED CARE COORDINATION

**Modernization Phases**

**Deployment Begins**

**Multiple Cohorts**

## Research (2018-2019)

- Culminated with HHS/IHS Modernization Research Project Report with three modernization approaches
- U.S. Government and Accountability Office Report on Critical Legacy Systems
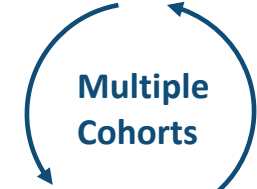- HHS Office of the Inspector General health IT reports released

## Plan (2020-2021)

- Listening Sessions on modernization approaches
- [Decision memo](#) announcing plans to replace RPMS
- Program Management Office established
- Virtual Industry Day and Requests for Information from industry
- Acquisition strategy

## Buy and Build (2022-2024)

- RFP for EHR solution vendor & integrator
- Extensive proposal evaluation & product demonstrations
- Contracts for Program Management Office and Organizational Change Management support
- EHR solution award pending
- Begin system build

## Train, Deploy, Operate (2025+)

- Focus on change management
- Local infrastructure assessment and mitigation
- User training
- Multi-year rollout in cohorts, across I/T/U

# Health IT Modernization Tribal/Urban Engagement

- **August 2023** - DTLL/DUIOLL published  announcing the Technology and Partnership Conference and Summit

- **June 2023 –** DTLL/DUIOLL published announcing release of the Statement of Interest for tribes and urban Indian communities

- **May 2023 –** Tribal Consultation and Urban Confer session on funding, technical business models, and shares

- **March 2023 –** Tribal Consultation and Urban Confer session on preparing for change and program milestones

- **February 2023 –** DTLL/DUIOLL announcing registration for four Tribal Consultations and Urban Confers in 2023

- **January – February 2023 –** Product demonstrations hosted, 5 clinical scenarios each

- **December 2022 –** DTLL/DUIOLL published announcing Modernization Product Demonstration Sessions that will begin in late January.

- **November 2022 –** Tribal Consultation and Urban Confer session on lessons learned from the commercial EHR implementations at the Muscogee Creek Nation Department of Health, American Indian Health & Services Santa Barbara Urban Program, and Alaska Native Tribal Health Consortium

- **August 2022 –** DTLL/DUIOLL published announcing the release of a Request for Proposals seeking commercial products to replace the Resource and Patient Management System (RPMS)

- **August 2022 –** Tribal Consultation and Urban Confer session about the Program's data management strategy and focus group participation

- **July 2022 –** DTLL/DUIOLL invitation to participate in conversations around the effectiveness of current engagement efforts in the Health IT Modernization Program and provide insight to support continued engagement with partners

- **May 2022 –** Tribal Consultation and Urban Confer session around the Modernization Program's governance approach, effective IT governance, and promotion of focus groups for I/T/U clinical and technical SMEs

- **March 2022** - Tribal Consultation and Urban Confer session around the benefits of the EHR Modernization Program, Program trajectory, and acquisition strategy

- **February 2022 –** DTLL/DUIOLL announcing a series of upcoming Tribal Consultation/Urban Confer sessions around the Health IT Modernization, in particular Program updates, opportunities for participation, and next steps

- **August 2021 –** DTLL/DUIOLL announcing Program updates and asking for written feedback to the RFI containing the Statement of Objectives

- **May 2021 –** DTLL/DUIOLL announcing a data call to inform Tribal Health Programs and Urban Indian Organizations' experiences with electronic health record acquisitions and costs

- **April 2021 –** DTLL/DUIOLL announcing IHS decision for full replacement of the Resource and Patient Management System after significant tribal and urban engagement and input

- **December 2020 –** DTLL/DUIOLL announcing Listening Sessions for input on next steps in the Health IT Modernization

- **November 2019 –** DTLL/DUIOLL announcing the Strategic Options for the Modernization of the Indian Health Service Health Information Technology Roadmap Executive Summary and Strategic Options for the Modernization of the Indian Health Service Health Information Technology Final Report

- **October 2018 –** DTLL/DUIOLL announcing the IHS Health IT Research Project and first steps in evaluation options in modernizing Health IT

- **July 2017 –** DTLL/DUIOLL announcing two additional listening sessions for further input and recommendations around how to best modernize the RPMS EHR

- **June 2017 –** DTLL/DUIOLL announcing two listening sessions for input and recommendations around approaches to modernize the RPMS EHR

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Several independent reviews identified **opportunities** for Health IT to improve AI/AN patient care

- The U.S. Government Accountability Office Report 19-471 listed RPMS as a "critical federal legacy system in need of modernization"
- Two U.S. Department of Health and Human Services Office of Inspector General reports cited deficiencies (A-18-16-30540 and A-18-17-11400)

# Let Us Talk Modernization

The Division of Health IT Modernization & Operations (DHITMO) Organizational Change Management Team will conduct Modernization Awareness interviews throughout the Partnership Conference.

- **Sign-up**
  – Registration Table (subject to change)
- **Everyone is invited to participate**
  – IHS Employees
  – Tribal Leaders/Tribal Organizations
  – Urban Leader/Urban Organizations
- **Want to learn more about Modernization?**
  – Join us for the *"Organizational Change Management: How to Ensure EHR Implementation Success"* session

# Health IT Modernization Summit

## Tribal and Urban Indian Leaders

Date: Friday, August, August 25th

Time: 8:30 – 3:00 pm

Room: Salon

# Thank you

Stay informed on the Health IT Modernization Program at **www.IHS.gov/hit**, and check out the "**Stay Connected**" option on that page.

# Questions?

Please email the Modernization Program at

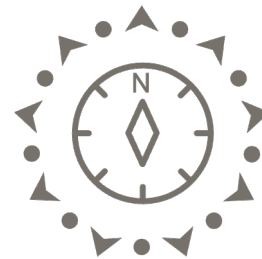[Modernization@ihs.gov](mailto:Modernization@ihs.gov)

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**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