PRE-NEGOTIATION MEETING

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Bemidji Area Office

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Agenda

- Staffing
- Programs, Functions, Services and Activities (PFSA)
- Vista Imaging
- Helpdesk
- HEAT
- Health Information Technology (HIT)
- Tech Conference
- Critical Elements
- Conclusion
- Questions

Staffing

- **Vacant/Jesse Martell Acting**
  Chief Information Officer

- **William Daniels**
  IT Programmer\RPMS

- **Michael Fairbanks**
  Information Systems Security Officer (ISSO)

- **William (Steve) Bird**
  IT Specialist

- **Jesse Martell**
  IT Specialist\Telecom\USAC

- **Alberta Kodaseet-Jones**
  IT Specialist\RPMS Support

- **Fabian Wind**
  IT Specialist\Helpdesk Manager

- **Jason Douglas**
  Statistician/Health Planner

- **Teresa Chasteen**
  Clinical Applications Coordinator

- **Phillip Talamasy**
  Health Information Management

PFSA Manual

Three PSFAs currently managed by CIO

- MIS-Health Statistics/Planning & Evaluation Management Information Systems
    - IT Specialist for Helpdesk Management will be included in the existing PFSA
    - IT Specialist for Vista Imaging may require additional support funds
- Clinical Applications Coordinator
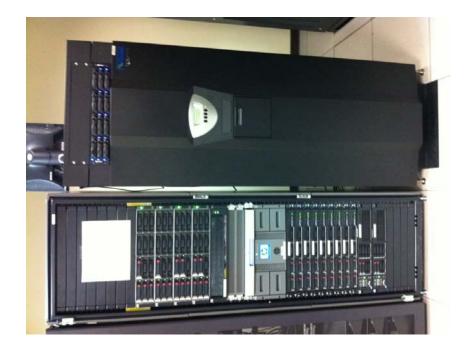
Health Information Management

- Critical support element in successful Vista Imaging implementation and support
- Critical for ICD-10 transition, code set versioning & management of EHR policy.

VistA Imaging

- Equipment for regional VistA Imaging has been purchased with the use of ARRA funds.
- Bemidji Area Office – Data Center has been upgraded with a backup generator a new UPS system.
  - This will allow the data center continual operations in the event of regional power failure
- Three federal service Units have gone live with Vista Imaging.

What is Vista Imaging?

- VI is a multimedia component of RPMS.

- Allows for storage and retrieval of electronically scanned records into RPMS.

- Records are stored and archived through the Vista Imaging Equipment located at Bemidji Area Office.

Vista Imaging Requirements

- Dedicated always on network connection to Bemidji Area Office.
  - Point to Point Circuit (T1, VBNS)
  - Lan – to – Lan Firewall VPN
- Sites using Vista Imaging will need to purchase Fujitsu document scanners separately.
- Area will manage the VI server hardware.

Helpdesk Automation

- Average daily email volume for Bemidji Area IT/RPMS Support group
  - 140 email messages daily.
- A tracking system is necessary to ensure all support requests are addressed in a timely manner.

Quality process improvement – Helpdesk & HEAT

- RPMS customer initiates a support request
- Helpdesk assigns a ticket
- Tier 2 performs work or involves Tier 3 if necessary
- Tier 2/Tier updates ticket
- Technical team verifies problem has been resolved
- Ticket is closed

1. Customer initiates a ticket.

2. Help Desk assigns ticket.

3. Technician performs work.

4. Technician updates ticket.

5. Technician verifies resolution of problem, or completion of service with customer.

6. Technician closes ticket.

HEAT and Helpdesk

- Improved tracking and turn around time on support requests.

- Better data on more common support issues for the region to assist Bemidji IT to develop improved solutions.

- Potential to provide data and reports on the volume and type of support being delivered to I/T/U customers

Health Information Technology (HIT)

- Initial discussion started with MI Health Directors.

- Definite need for dedicated IT staff for health care delivery.

- Struggle to convince Tribal council, Tribal IT, or casino IT of the need and to dedicate resources.

- Requested I develop material for use in defining the role of HIT for them to use.

What is Health Information Technology (HIT)?

- Highly specialized IT support position that requires strong IT technical skills and in depth knowledge of IT's role in clinic operations.

- Individual must have in depth knowledge of:
  - EHR software
  - network capabilities to support health delivery
  - IT security
  - role IT plays in health care delivery system.

- HIT serves as the liaison to all IT functions and services in health delivery (both clinical and administrative).

- HIT is not a clinical position that performs part time IT duties.

How does HIT Differ From Conventional IT?

- The position has traditionally been known as the RPMS site manager but has evolved with advances in health delivery technology.

- The vast changes in health care delivery with the implementation of Electronic Health Records (EHR) and meeting Meaningful Use changed the role of IT support in the health care environment.

- HIT is a critical component for successful EHR implementation.

- HIT is a profession combining conventional IT functions with expertise in EHR and interfacing numerous clinical components.

How does HIT Differ From Conventional IT? (continued)

⦿ The complexity of patching and upgrading clinical software requires coordination with numerous departments/staff in the clinical setting.

⦿ IT is in the exam room.

- If your software and network are not functioning – patient care is directly impacted.

- IT staff need to have knowledge of clinical processes to ensure required IT resources are available.

Bemidji Area Tech Conference

- Tech Conference is scheduled for the week of June 26th, 27th, 28th, 2012 in Grand Rapids, MI.

Critical Elements

- Connectivity
- Vista Imaging
- Meaningful Use
- IT Security
- ICD-10
- HIM
- EHR
- Training
- Health Information Technology (HIT)

Conclusion

- Bemidji Area is investing in staffing to support numerous initiatives.

- Communication and feedback from everyone is critical to our success in moving forward.

- We need to make sound decisions with the limited resources available.

- Whether we like it or not future revenue generation is dependent on embracing technological advances.