

# Challenges



*Today's healthcare delivery environment presents IHS with many opportunities to be innovative and creative. As healthcare delivery requirements become more complex and demanding, the need for increased capability and sophistication in health information technology grows.*

*OIT's challenge is to meet the increasing demands for expanded and improved IT capability while remaining within allotted resources. This situation demands constant collaboration among the IHS and the Tribes to set priorities and agree on appropriate allocations of valuable resources.*

**RPMS** will continue to face major challenges moving forward, with ongoing needs for successful implementation and meaningful use.

The rapid pace of HIT advances driven by regulatory changes and marketplace demands challenges RPMS in several key areas:

- Ever-growing clinical and population health requirements
- Increasing expectations to meet meaningful use in 2013
- Transition to ICD-10

Healthcare's focus on collecting and accessing health information efficiently and rapidly challenges RPMS to constantly innovate in sharing data in a secure and transparent manner.

**IOAT** is faced with increased demand for services, which means that additional capacity must be added to maintain a high level of performance. Advances in technology can help reduce challenges faced in delivering services to locations that are often geographically and digitally remote. IOAT challenges include:

- Adequate staffing: 112 IT personnel support over 21,000 users
- Operational control of local solutions
- Achieving standard solutions and harmonization through effort and communication

**NPIRS** has three main challenges: funding, staffing, and NDW equipment relocation. Adding data elements to the system will require changes to both the RPMS export and internal NPIRS processes and databases. Major changes required:

- Movement of the NDW hardware to a new

location while maintaining a high level of operational performance

- Increased functionality, additional data elements, data types, sources of data, and improved interfaces to the data

NPIRS has developed detailed risk mitigation strategies and plans to overcome the obstacles faced.

**TELEHEALTH** is a set of tools that improve healthcare delivery; implementation requires a multi-faceted and interdisciplinary approach that relies on clinical, technical, and administrative expertise. Varied challenges surround the successful integration of Telehealth tools within expanding and changing service models. These include:

- Telehealth Service Network requiring adequate funding
- Additional resources to continue service expansion, infrastructure development, training, and support

Programs and divisions within Indian health must be educated on the changes that Telehealth tools will precipitate and the new opportunities that these tools will create. In collaboration with OIT, programs and division policies and procedures will be reviewed and updated to facilitate successful use of the tools.

**INFORMATION SECURITY** faces significant challenges, including:

- Defending against increasingly sophisticated cyber-attacks and preventing rogue system interconnections
- Meeting the security and privacy

requirements for MU

- Mitigating high risks identified in the 3-Year Cyber Security Plan
- Securing wireless networks and gaining control over medical devices

Each of these challenges requires significant resources, including manpower, time, and funding.

**CPIC** faces several challenges including:

- Lack of maturity of IT project management practices throughout IHS
- Decentralized IT project budgets
- Decentralized nature of the organization

Each of these challenges hampers collaboration within the Agency. For example, the decentralized nature of IHS IT projects makes it difficult to achieve economies of scale. CPIC has incorporated methods to overcome such obstacles and to improve IT collaboration across I/T/U.

**ENTERPRISE ARCHITECTURE** is challenged to maintain compliance with the Federal Enterprise Architecture requirements. These challenges include:

- Refresh of EA program, governance, and policy documentation to reflect changes in the EA Program
- Commit agency time and resources to the EA program development and to the EA Repository
- Introduce the IHS programs to the value that EA can provide

EA continues to collaborate with OIT stakeholders to meet its challenges throughout IHS.