

## **FY2015 IT Plan Highlights**

### **665 DOH– New Mexico Department of Health**

#### **Executive Summary:**

- 1 As state government finds the need to focus on either growth or austerity economics in response to flat budgeting, it occurs that opportunities arise for strategic planning. The evolution of technology has brought with it the need to rethink our way of managing and architecting information systems and processes.
- 2 This is even more apparent in the Health care industry, as the Meaningful Use of Healthcare records is now a reality, virtual servers and applications have begun to take hold, Big Data, Bring Your Own Devices (BYOD), Service Oriented Software (SOA) are now the latest buzz words, and proactive support is more important than ever.
- 3 At the same time IT infrastructure must be in line to support these technologies. Strategic planning and process improvement will play pivotal roles in the FY15 direction.
- 4 Within the Department of Health (DOH), the Information Technology Services Division (ITSD) is positioning itself to take advantage of the evolution of IT and to enable the agency to fulfill its mission and goals.
- 5 Specifically in Healthcare Information Technology (HIT), there is increasing focus on the implementation and support for Electronic Health Records (EHR). This is supported by both the HIT Economic and Clinical Health Act (HITECH) and Patient Protection and Affordable Care Act (ACA).
- 6 In FY15, the ITSD is committed to focusing its effort to align technology with business processes and requirements. The ITSD will assess the Department gaps in many areas.
- 7 Continued success of the Department's IT strategy will be critical to the Department achieving its strategic goals for State Fiscal Year 2015 and beyond. The ITSD has three goals consisting of 14 major objectives. These goals are:
  - a) Improve IT business and process service delivery;
  - b) Build a secure and reliable IT infrastructure that supports existing and new technology; and
  - c) Improve access to, security and availability of health information
7. The ITSD is strongly committed to using best practice models and process improvement methodology and proposes to do this through seeking talented consultation on infrastructure and training for such methodologies as Information Technology Infrastructure Library (ITIL) and Control Objectives for Information and related Technology (COBIT).

#### **Agency Vision:**

A healthier New Mexico

#### **Agency Description:**

1. The DOH is one of the executive branch agencies of the State of NM. The DOH supports, promotes, provides, or funds a wide variety of initiatives and services designed to improve the health status of all New Mexicans. The Department is organized to reflect its functions, with specific offices and divisions reporting to the Office of the Secretary. The senior leadership consists of the Secretary of Health, Deputy Secretaries, Chief Information Officer (CIO), Chief Financial Officer, Chief Medical Officer, Chief Nursing Officer, Public Information Officer, Division Directors, General Counsel and other key departmental staff.
2. The ITSD of the DOH provides a broad range of IT services that impact every area of the Department. These services include:
  - managing a wide area network to support 96 locations statewide,
  - supporting and maintaining over 400 servers including a virtual server environment,
  - maintaining over 3,500 desktops and laptops
  - supporting approximately 100 applications
  - a helpdesk that receives over 36,000 calls per year
  - managing projects that range from under \$50,000 to over \$2 million

#### **Major IT Accomplishments of FY13:**

- Email Encryption
- National background check Technical Architecture Review Certification (TARC) and Project Council Certification (PCC) Completion
- DOH Technical Discovery – Phase I Developed approach and produced initial analytical results of data storage, equipment and procedures for support.
- Website clean-up and planning
- Deployed EMC VNX 5500
- Migrated LUNs from EMC CX3 to EMC VNX
- Established virtual server environment (VMware) at the Scientific Laboratory Division (SLD)

- Migration of AB (Breath Alcohol testing unit system) from SLD domain to DOH domain.
- Migration of AIX (mainframe) Operating system (AVATAR and WORx electronic medical records and pharmacy systems) to Windows 2008 VM.
- DOH and Records and Licensing Division (RLD) established an interagency SQL database table set replication for pharmacy reporting.
- DOH extended its Virtual Server presence by moving a number of systems to VMware
- DOH upgraded a number of domain controllers in the doh.nmdoh.nmsg domain to Windows server 2008 in preparation for moving to a 2008 native operational mode.
- Completed evaluation of virtualization solutions from Dell/Quest, Citrix, VMware and Microsoft
- Developed Office 2007 and SharePoint upgrade strategies for the Agency
- Establish a licensing vehicle to upgrade Windows desktop operating systems
- Implemented an IT asset management system
- Completed public health EHR and billing system (BEHR) Interface with Electronic Laboratory Interface (CDD)
- Developed new web-based Foodborn disease Surveillance Application (FoodNet).
- Christus St.Vincent (CSV) Electronic Laboratory Reporting (ELR) data feed.
- Quest Diagnostics ELR data feed.
- Completed the Centers for Disease Control and Prevention's (CDC) Public Health Information Network (PHIN) Certification
- Established an automated data exchange via Web Services in the NM Statewide Immunization Information System. (NMSIIS).
- Virtualized the NM Electronic Disease Surveillance System. (NMEDSS)
- Created new Regulation and process to capture Hospital Inpatient Discharge Data (HIDD)
- New Mexico Health IT (NMHIT).
- Border Infectious Disease Surveillance (BIDS) Project
- Completed Health IT Professionals (HIT Pro) Certification
- Implemented the Healthy Homes and Lead Poisoning Surveillance System (HHL PSS)
- Established connection to a NM Nurse Aid Registry
- Upgraded the NM Incident Based Information System (NM-IBIS) and Major System Enhancements and Upgrades
- Upgraded from v. 10.1.3 to v. 10.1.5 of the Automated Survey Processing Environment Network (ASPEN)
- Procured and developed Environmental Epidemiology (EPI) Reportable Conditions Database – Data Entry From
- Family Infant Toddler Program Data System (FITKIDS) Major System Enhancements
- Developmental Disabilities Support Division (DDSD) System Overhaul
- Migrated all legacy .Net 2.0 and Java applications to .Net 4.0
- Implemented Microsoft Team Foundation Server 2010
- Developed five (5) node cluster with Consolidated WIC application database
- Completed Planning Advance Planning Document (PAPD) Deliverables for new WIC application, NM ELITE
- Pharmacy Warehouse Inventory requirements document
- Negotiated enhanced reporting tools for the NM Trauma Registry
- Transitioned to new technology for the DOH Health Emergency Program volunteer registry – the Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP)
- Application Development for the Rural Primary Healthcare Act (RPHCA) program
- Develop an individual needs assessment tool – Supports Intensity Scale (SISOnline) for developmentally disabled

#### **Infrastructure Services – Plans to Expand:**

- Network Operations/Active Directory Support - Look at DOH sites amenable to housing a backup infrastructure.
- Server Support - Upgrade to MS Server 2012
- Database Administration - Upgrade to SQL Server 2012

#### **Business Applications Services – Expand and Enhance:**

- Behavioral and Long-Term Healthcare facilities Electronic Healthcare Record System (Avatar)
- Facilities internal Pharmacy Application (Worx)
- BEHR / FIT-KIDS / NMHIT
- LIMS<sub>i</sub> (SLD – Laboratory information system upgrade)
- Kronos time keeping systems for hospitals
- Laboratory Information Management System - LIMS<sub>i</sub> for the Scientific Laboratory Division (SLD)

#### **Facility Improvements or Upgrades:**

- Various - DOH is adding 4 each 50Mb MOE circuits to the network for WIC server consolidation and a separate 200Mb EVC.
- Letrado/Roswell/Farmington - DOH has a number of bandwidth upgrades being pursued. More will be pursued over the next few years as Century Link has expressed a plan to retire ATM technology and Frame Relay no longer serves DOH.
- Runnels Bldg, Santa Fe - DOH will replace the existing Cisco 6509 core switch with a Cisco 6509E in FY15.
- 2400 Wellesley, Albuquerque - DOH will be creating a "hot site" for DR/BC purposes.

**Changes in Federal or State of New Mexico Requirements with IT Impact:**

- HITECH Act –45 CFR Subtitle A Subchapter D - The DOH CIO is working with the Human Services Department (HSD) to identify opportunities for participation in meaningful use activities and funding.
- Health Insurance Portability and Accountability Act (HIPAA) new “Omnibus Rule” (78 CFR Section 5566) - As of January 17th, 2013, HIPAA regulations have had a massive update and overhaul to protect patients. The new laws more extensively hold second and third party businesses responsible to keep Patient Health Information (PHI) private.
- Senate bill 58 of the 2013 legislative session amended section 1 of 24-5-8 NMSA (the immunization act), 1978 the Vaccinations and Immunizations Requirements for DOH (7.5.2 NMAC 1978) - impact on DOH is twofold, current and future. There are approximately 7,000 providers and 400 hospitals/clinics plus school programs that must report.
- CMS Final Rule on ICD-10 diagnosis coding (45 CFR Part 162) - On October 1, 2014, the ICD-9 code sets used to report medical diagnoses and inpatient procedures will be replaced by ICD-10 code sets.
- New Mexico Public Records Management of Electronic Records Regulation (NMAC 1.13.3) - Establishes an architecture for the management of public records on electronic media.

**Agency IT Strategic Goals:**

- Goal 1: Improve IT Processes and Business Service Delivery
- Goal 2: Build a secure and reliable IT infrastructure that supports existing and new technology;
- Goal 3: Improve access to, security and availability of Health Information

**Joint Funding Opportunities:**

- State Broadband initiative – DoIT
- Race to the top – PED, CYFD
- ASPEN – access to eligibility checks for Health program enrollment - HSD

**Staffing Gaps and Recruitment:**

- Data Base administration
- DR/BC
- Infrastructure
- .Net/Application development
- Project Management
- Learning Management system (LMS) development
- Business analysis/relationship management
- Vendor management

**IT Staff Training Plans:**

- ITIL
- COBIT
- Microsoft Solutions
- Moodle (online training program)
- Health IT Professional Certification
- Microsoft Team Foundation Server
- HL7 and certification