

## MIMS Comes to Life

By *Katie Caffey, ISS Summer Intern*

In the culmination of an arduous but successful multi-year process, the ISS Health Services Office (HSO) has begun using the new MIMS (Medical Information Management System) to assist in day-to-day processes and enhance HSO's capacity to capture, organize and track employee health data and cases.

The HSO has a lot to manage! They manage all aspects of the Library's occupational health and medical programs for over 5,000 part-time, full-time, contract and temporary employees. HSO provides first response emergency care, treatment for at-work illness/injury, medical management of the Library's myriad leave programs, physical examinations (when required), health and wellness promotion, medical surveillance, and manages the workers compensation program. In addition, a recent focus on emergency preparedness has created new requirements for emergency medical response, including ready access to employee medical information.

Recognizing the growing inadequacy of manual processes and recordkeeping in supporting such a breadth of responsibilities, HSO's Medical Officer, **Dr. Sandra Charles**, first began the quest for an automated system in 1995. This involved initiating discussions with ITS management and corresponding with experts in the field, surveying other government agencies and the occupational health facilities at Johns Hopkins University, and researching automated systems with vendors and organizations at professional meetings and expositions.

Over the next several years, Dr. Charles and her team, **Arlene Klauber** and **Mary Ann Green**, and various ITS staff explored several approaches and systems. "Some programs had aspects we liked but were missing crucial features. Everyone was trying to discover what was out there," explained Dr. Charles. In July 2005 Dr. Charles and her HSO team, with **Demetria Mills** of the ISS Automation Team and **Deborah Cunningham** of ITS, learned of Medgate, the system that would finally be selected.

**Donna Munson** of EACS/Public Programs agreed to serve as project manager for the system's implementation. She and Deborah

Cunningham became two pivotal team leaders along with the HSO team instrumental in the success of MIMS.

The process was difficult, but the final product has turned out to be an absolute success! To ensure the Medgate system would suit HSO, the MIMS team talked to more experts in the field and other users at the U.S. Bureau of Printing and Engraving. Donna Munson observed, "We wanted to get an idea about how the system was working effectively for other large organizations."

The MIMS team then faced many hurdles trying to customize the product to HSO and the Library's requirements. "For example," explains Deborah Cunningham, "we had to take [the system] and fit it into our Financial Hosting Environment, which has additional requirements and uses lots of unique code and scripts. This environment is where our financial systems exist - it's where you get paid. Also, because of the medical aspect of the system, there were a lot of specifications that had to be considered." ITS worked on the infrastructure, being very conscious of the sensitive medical and financial data they were managing.

One of the most difficult challenges in implementing MIMS was the Certification and Accreditation (C&A) process,

to ensure that all IT security requirements were satisfied. Human Resources supplied the personal information, the best source for up-to-date employee data, which the system requires to be totally effective. "In a medical emergency, HSO must have correct employee information," Deborah explains.

While the C&A

requirements were being addressed, HSO team members worked for a year with the vendor in weekly web conferences to develop base tables, and with HR and ITS to customize the data. Dr. Charles provided the leadership, guidance, and management support

and management support for this massive project over many months. **Peter Torres, Shawn Barringer, Arlene Klauber** and **Sharon Harris** spent countless hours learning the system, creating base tables, and repeatedly testing each piece as it was put into place. The remaining HSO staff - **Jean Holland, Daisy Barrett-McQueen, Mary Ann Green**, and **Kimberly Poindexter** - handled day-to-day HSO activities while helping evaluate components of the base tables and giving input on the areas most pertinent to their work.

Finally, after months of work, planning, and collaboration, MIMS was put into operation. The system improves management reporting capabilities of HSO and supports evaluation of quality of care, the



*Clockwise from top: HSO team, left to right: Sharon Harris, Jean Holland, Shawn Barringer, Arlene Klauber, Ann Green, Dr. Charles, Kim Poindexter, Daisy Barrett-McQueen; Sharon Harris, Arlene Klauber, and Dr. Charles testing MIMS; Deborah Cunningham, ITS coordinator; project director Donna Munson.*

management and review of service utilization, measurement of clinical outcomes, employee registries, case management, expedited reporting of laboratory results, and medical records tracking.

The ISS Automation Team supported this effort. **Judith Conklin**, then ISS Chief Automation Officer, worked to ensure the system's full compliance with federal and LOC/ITS information security directives. She also developed the detailed POAM (Plan of Actions and Milestones) to help the team achieve this goal. Chamisa Johnson, despite her relative newness to the ISS Automation Team, learned exceptionally fast, mastering the "back" side of the system, loading base tables, creating user profiles, and assisting with POAM items. **Dingshin Yu**, current ISS Chief Automation Officer, fully embraced HSO's vision and was instrumental in securing ITS permission to complete a Test and Acceptance period, allowing Dr. Charles and her team to fully implement the system in the production phase.

Other ITS staff also dedicated many hours to tweaking the system, writing scripts, providing technical guidance, and assisting with completing the FIPS security categorization. These included **Ben Mealy**, **Tim Proctor**, **Karen Hastings**, and **Virginia Vitucci**.

HR staff members **Myaa Jackson** and **Tony Padua** worked extensively with the HSO team, particularly **Shawn Barringer**, on the LC Employee Data Import.

"ITS is proud of the overall project," Deborah says, "both the process and the final product." Donna agrees, "I could absolutely call it a huge success - everyone is very happy." Dr. Charles thanked the entire team for bringing her thirteen-year dream to fruition. "I am particularly grateful to our project manager for keeping us on track," she said. "And to ITS for seeing us through the obstacles, to the Director and the ISS Automation Team for their resources and commitment, and to my own Health Services team who have shared the vision as we navigated this course together." Dr. Charles is also excited at how much improved service, including reporting and tracking, can be provided to managers and others in accomplishing the ISS mission of support to the Library.

ISS salutes the dedicated and intrepid multi-disciplinary staff who collaborated so successfully to bring MIMS to life.

contributed to the CAFM system's implementation. ISS used the opportunity to say "thank you" to everyone in ISS and ITS who has helped in so many ways to get the milestone CAFM and MIMS systems defined, procured, developed, tested, Certified and Accredited, and finally approved to go into production!



Left to right: Regina Eaton, Dingshin Yu, Pamela Cross, Mike Owen, Chamisa Johnson, Nat Gadson, Dr. Charles, Deborah Cianningham, Ricky Colson, Shawn Barringer, Arlene Klauber, Mary Levering