

## NDVH Agency Operations Plan 2015-17

**Agency Name:** North Dakota Veterans Home

**Line of Business:** Long Term Health Care

**Agency Contact:** Barry Lewis, IT Manager, 683-6509, [blewis@nd.gov](mailto:blewis@nd.gov)

### **Technology Goals and Objectives:**

Goal: Provide the NDVH Staff with current Informational Technology (IT) resources and support.

Objectives:

1. Replace IT hardware every four years to maintain current standards and capability.
2. Provide IT support for the new HealthMEDX Electronic Health Records (EHR) Program.
3. Replace software operating systems (OS) and office suites when new versions become available and useable.
4. Obtain contractual services that will maintain and support IT hardware and software.
5. Integrate cell phone, telephone, voice mail, email and text into a "Live Communications" system.

Goal: Look at new strategies that would reduce IT costs.

Objectives:

1. Study alternatives in local area networking to reduce the high monthly costs.

Goal: Maintain secure IT services as required by the Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health (HITECH) for Electronic Private Health Information (EPHI).

Objectives:

1. Maintain IT security standards to comply with HIPAA and HITECH requirements.
2. Implement data encryption in compliance with HIPAA and HITECH.

### **Technology Infrastructure:**

**Servers**

## VTHSRV1

Stand alone server: RAID 10, 500GB

Operating systems: Windows Server 2003 R2

Management tools: Dell Open manage 4.5.0

Replacement schedules: As required, operational 2006

Server Applications:

-Name: MS SQL server 2000

Purpose: MDI database (Old EHR, required for access to old records through 2020)

Maintenance: 2000 version required by MDI EHR, updates through MS

-Name: MDI On Line Advantage EHR

Purpose: MDI EHR for long term care

Vendor: MDI – St Louis, MO

Maintenance: No longer supported

-Name: Dietmaster 2000 database server

Purpose: Long term care dietary program

Vendor: Dietmaster

Maintenance: Service contract with Dietmaster

-Name: Time Trak server

Purpose: Employee electronic time clock

Vendor: Press Gold Group

Maintenance: Service contract with Press Gold Group

-Name: Symantec Backup

Purpose: Tape backup

Maintenance: Local and Symantec updates

## VTHNAS1

Stand alone file server, RAID 1, 1 TB

Purpose: Provide file space for VTHSRV1 & 2 for testing backup restores and update testing

Replacement: As required

## VTHNAS2

Stand alone file server, RAID 1, 66 GB

Purpose: In Service / Training (closed network) video server

Replacement: As required

## VTHPC101

Stand alone server, 500 GB

Operating System: Windows 7 Pro

Purpose: Simplex C-Cure door security server

Maintenance: Local with MS & C-Cure updates

Replacement: As required

Server Applications:

Name: C-Cure

Purpose: Manage entry door security (closed network)

Vendor: Simplex Fargo

Maintenance: Service contract with Simplex

## VTHPC102

Stand alone server, 500 GB

Operating System: Windows 7 Pro

Purpose: Nurse Call report server (closed network)

Maintenance: Local with MS & Responder updates

Replacement: As required

Server Applications:

Name: Responder 4000

Purpose: Nurse Call reports

Vendor: Idea.Com MA

Maintenance: As required service with Idea.Com MA

### VTHPC103

Stand alone server, 500 GB

Operating System: Windows 7 Pro

Purpose: HVAC system management server (closed network)

Vendor: Johnson Controls Fargo

Maintenance: As required service with Johnson Controls

Replacement: As required

#### Server Applications:

Name: Meta sys

Purpose: HVAC server

Vendor: Johnson Controls

Maintenance: Local with MS and Johnson Controls updates

### VTHPC91

Stand alone server, 500 GB

Operating System: Vista Business

Purpose: Pager server for Nurse Call pagers and Nurse Call programmer, connected to Nurse Call and Pager transmitter by serial network

Maintenance: Local with MS, Wave Ware Server and Responder 4000 updates

Replacement: As required

#### Server Applications:

Name: Wave Ware and Responder 4000 programmer

Purpose: Nurse Call pager server and Nurse Call programmer

Vendor: Idea.Com MA

Maintenance: As required service with Idea.Com MA

## NDVH-ACC-01

Stand alone server, 250 GB

Operating System: Windows 7 Pro

Purpose: Cisco telephone system SA Announce and BOC telephone call server

Vendor: Corporate Technologies Fargo

Maintenance: Local with MS

Replacement: As required

### Server Applications:

Name: Bridge Communications

Purpose: Bridge operator for telephone call routing

Vendor: Corporate Technologies Fargo / BOC Fargo

Maintenance: Service contract with Corporate Technologies Fargo / BOC Fargo

## NDVH-CCM-01

Stand alone server, RAID 1, 250 GB

Purpose: Cisco telephone system call manager for 170 analog lines and 145 digital lines / telephones

Vendor: Corporate Technologies Fargo

Maintenance: Service contract with Corporate Technologies Fargo

Replacement: As required

### Server Applications:

Name: Cisco Unified Communications Manager

Purpose: Manage Cisco telephone system

Vendor: Corporate Technologies Fargo

Maintenance: Service contract with Corporate Technologies Fargo

## Desktops

VTHPC81-98, 250 GB

Operating systems: Windows Vista Business

Management tools: MS event viewer with automatic updates

Replacement schedules: 4 years

Encryption: None

VTHPC111-142, 500 GB

Operating systems: Windows 7 x 64 Ultimate

Management tools MS event viewer / component services with automatic updates

Replacement schedules: 4 years

Encryption: Bit Locker drive encryption

## **Laptops**

VTHPC77-80, 250 GB

Operating Systems: Windows Vista Business

Management tools: Automatic updates

Replacement schedules: 4 years

Encryption: None, non-HIPAA

VTHNB01-13, 250 GB

Operating Systems: Windows 7 x 64 Pro

Management tools: MS automatic updates

Replacement schedules: 4 years

Encryption: None

VTHNB015-20, 250 GB

Operating Systems: Windows 7 x 64 Ultimate

Management tools: MS automatic updates

Replacement schedules: 4 years

Encryption: Bit Locker drive encryption

VTHSBG01-06, TelAgenda Units

Purpose: Information screens for house holds

Operating systems: Intel/Linux

Maintenance: Sea Bay Game

Replacement schedules: As required

Encryption: None

## **Mobile Devices**

VTHTB01-11, Tablets, 64 GB SS

Describe mobile strategy: All devices will be provided by NDVH

Operating systems: Windows 7 x 32 Pro

Management tools: MS automatic updates

Replacement schedules: 4 years

Encryption: Intel VPro secure management

VTHTB12-32, Tablets, 500 GB

Describe mobile strategy: All devices will be provided by NDVH

Operating systems: Windows 8.1 Pro

Management tools: MS automatic updates

Replacement schedules: 4 years

Encryption: Windows Bit Locker drive encryptions

VTHIP01-08, Apple iPads, 16 GB

Describe mobile strategy: All devices will be provided by NDVH

Operating systems: Apple

Replacement schedules: As required

Encryption: None

#### VTHN2L01-03, Never 2 Late Units

Purpose: Large touch screens with programs for seniors

Describe mobile strategy: All devices will be provided by NDVH

Operating systems: Windows 7 Home Premium

Maintenance: Never 2 Late, Denver CO

Replacement schedules: As required

Encryption: None

#### VTH iPhone

Describe mobile strategy: All devices will be provided by NDVH

Replacement schedules: As required

Encryption: None, non-HIPAA

#### VTH Pagers

Purpose: Support Nurse Call system and staff pages

Describe mobile strategy: All devices will be provided by NDVH

Replacement schedules: 4 years

Encryption: None

#### VTH Cell Phones

Describe mobile strategy: All devices will be provided by NDVH

Replacement schedules: 4 years

Encryption: None

### **Client Applications**

Name and type: MS Office 2013 standard, office suite

Purpose: Word processing, email, spreadsheets and power point

Version: Office 2013 standard

Vendor: Dell VL MS software

Maintenance: MS updates

Life expectancy: 6 years

Name and type: MS Office 2010 Pro, office suite

Purpose: Word processing, email, spreadsheets, database and power point

Version: Office 2010 Pro

Vendor: Dell VL MS software

Maintenance: MS updates

Life expectancy: 6 years

Name and type: Time Trak client, employee electronic time clock software

Version: Rev 11.10.03.09.41

Vendor: Press Gold Group

Maintenance: Service contract with Press Gold Group

Life Expectancy: As required

Name and type: Dietmaster 2000 client: Long term care dietary program

Version: Release 2.0

Vendor: Dietmaster

Maintenance: Service contract with Dietmaster

Life Expectancy: As required

Name and type: Vision, EHR software

Version: 8.2.7.0

Vendor: HealthMEDX, Ozark, MO

Maintenance: Service contract with HealthMEDX, Ozark, MO

Life Expectancy: As required

Name and type: Responder 4000 client, Nurse call reporting software

Version: 3.01

Vendor: Idea.Com MA

Maintenance: As required service with Idea.Com MA

Life Expectancy: As required

Name and type: Wave Ware client, computer access to VTH pagers

Version: 2.1.24

Vendor: Idea.Com MA

Maintenance: As required service with Idea.Com MA

## **Data**

Backup tools: Symantec Backup, VTHSRV1 tape

Encryption: None

Origination of data: NDVH

Backup tools: Winzip pro

Encryption: AES 256 bit

Origination of data: NDVH

Other Agencies: NDVH MDS reports to federal CMS, VA and ND Human Services, reports are sent encrypted

## **Planned Activities:**

2015-17 biennium includes normal infrastructure replacement of 27 desktop workstations, 12 notebooks and 17 tablets. The increase in infrastructure units is in direct support of the new

Electronic Health Records (EHR) Program. Finding the best mix and locations of the different kinds of EHR computers, notebooks and tablets is an on-going process.

All client workstations with Windows XP have been retired or upgraded to Windows Vista Business. 3 Windows XP workstations have been put into storage. These workstations are needed if changes are required for the old MDI data base. VTHSRV2 has been retired because limited hard drive storage. The file server on VTHSRV1 will be move to ITD storage and Time Trak server will be moved to the cloud. This will allow the retirement of VTHSRV1 after 2020 when access to the old MDI medical records is no longer required.

We would like to add the ICare module to our EHR Program. This would allow physicians to enter orders from their iPhone or iPad. In addition, we are looking at the connection of our EHR system to other medical providers and the NDHIN. We are using Direct Secure Messaging system on NDHIN.

### **Technologies being considered:**

We are looking at the electronic transfer of medical information both within the facility and outside using newly developed standards for the interchange electronic medical information.