

Section 1.1 Adopt - Assess

IT Staffing Inventory

Use this IT Staffing Inventory to help you determine what IT staffing skills may be needed to implement specific health information technology (HIT).

Instructions for Use

1. Consider using different forms if you are planning multiple HIT projects. Otherwise, identify the specific project for which the first inventory is conducted and update the form for any subsequent projects as needed.
2. Review the column of IT Skills and check off the Skills Needed for the project under consideration. Where choices exist, be specific. For example, in Applications, do you need a person with Java or C++ programming skills? If you have not selected a product yet, you may need to put “?” in this column until you determine skills.
3. Identify the IT Staff, Clinicians, and Other Staff by name, who have the skills needed. For example, for implementing clinical messaging, in addition to IT staff to participate in hardware installation and network connectivity, clinicians should be involved in some of the workflow and implementation functions.
4. Identify in the Plan for Acquiring Skills column how you will go about getting the skills—hire additional staff, send existing staff to training, use a third party temporarily or permanently, etc.

HIT Project: (describe) Completed by: (names) Date inventory completed: (date)

IT Skills	Skills Needed	IT Staff (Names)	Clinicians (Names)	Other Staff (Names)	Third Party	Plan for Acquiring Skills
Strategy and Planning						
1. Maintain strategic IT plan (1.1 Visioning and Strategic Planning , and 1.1 Application Interface Inventory) consistent with financial/operational/clinical needs						
2. Keep abreast of technical, application, and industry progress and events						
3. Keep abreast of clinician needs to be sure current IT program is responsive						
4. Maintain good relations with vendors						
5. Develop and monitor IT budget: capital and operations (1.2 Total Cost of Ownership and						

IT Skills	Skills Needed	IT Staff (Names)	Clinicians (Names)	Other Staff (Names)	Third Party	Plan for Acquiring Skills
Return on Investment						
6. Participate in vendor analysis, selection, and contracting (Adopt-Select section)						
Implementation						
1. Plan implementation details, including rollout strategy, consistent with contract (Utilize-Implement section)						
2. Manage implementation plan, including issues resolution (2.1 Issues Management)						
3. Assist in mapping current processes and identifying opportunities for improvement (1.2 Workflow and Process Redesign , and 2.1 Workflow and Process Improvement)						
4. Assist in recommending chart conversion and hybrid record risk management strategies (1.2 Chart Conversion Planning)						
5. Acquire vendor certification, if necessary						
6. Develop or manage development of interfaces (2.1 System Build)						
7. Perform system build to configure system for organizational needs (2.1 System Build)						
8. Conduct HIT system testing (2.1 Testing Plan)						
9. Maintain change control log as changes are made during implementation or ongoing use (2.1 Change Control)						
10. Recommend and perform appropriate file and data conversions						
11. Assist in training users (2.1 Training Plan)						
12. Support go-live preparation and actualization (2.1 Go-live Checklist)						
Operations						
1. Perform ongoing system utilization monitoring; use in overall capacity planning						

IT Skills	Skills Needed	IT Staff (Names)	Clinicians (Names)	Other Staff (Names)	Third Party	Plan for Acquiring Skills
2. Perform system backup; monitor fail-over server as applicable						
3. Perform daily/weekly/monthly/year end processing as required						
4. Assure good response time and little/no system downtime						
5. Assure network performance at optimal levels						
6. Order and maintain adequate stock of supplies (spare equipment, batteries, cables, storage media etc.)						
7. Install vendor-provided updates, releases, patches; maintain version control						
Help Desk Functions						
1. Respond to routine questions and problems regarding software; appropriately escalate to vendor						
2. Knowledge of operating systems as applicable: (e.g., Windows, Linux, Oracle, SQL, Unix, Open VMS)						
3. Respond to routine questions and problems regarding hardware; appropriately escalate to vendor						
4. Respond to routine questions and problems regarding network and telecommunications; appropriately escalate to vendor						
5. Provide refresher training on applications to staff as needed; train new and temporary staff on applications						
6. Reset passwords as applicable						
Security (1.1 HIT Security Risk Analysis)						
1. Conduct security risk analysis to determine appropriate levels of security measures for environment; perform periodic security						

IT Skills	Skills Needed	IT Staff (Names)	Clinicians (Names)	Other Staff (Names)	Third Party	Plan for Acquiring Skills
evaluation						
2. Maintain access control lists and establish access (assign unique user ID and password or other authentication methods) as authorized and consistent with access control policy						
3. Maintain audit controls; review logs to identify potential confidentiality issues						
4. Develop and implement sound security procedures in relation to organizational policy, HIPAA, HITECH, and other regulatory requirements						
5. Provide periodic training and reminders about security						
6. Maintain disaster recovery and business continuity plans. Periodically perform tests/drills (1.1 HIT Security Risk Analysis)						
7. Protect information assets from external threats (e.g., malware protection, intrusion detection/prevention, firewalls)						
8. Respond to security incidents and maintain security incident reports; appropriately escalate to practice management and/or authorities						
9. Set up a virtual private network (VPN)						
10. Establish digital signature as applicable						
11. Manage device and media security, destruction and disposal						
Applications						
1. Ensure applications are kept current (e.g., clinical practice guidelines, clinical decision support rules, data sets, codes, vocabulary)						
2. Utilize vendor-supplied toolset to customize screens and templates as necessary (Examples: PowerBuilder, MS Visual Studio,						

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Visual Basic, C++, Java, M, Delphi)						
3. Maintain intranet and internal Web site						
4. Maintain Web portals, personal health record, and other Internet-based applications						
5. Maintain interfaces as applications using HL7 and other standard protocols are upgraded						
6. Produce reports using various report writers (Examples: Crystal, Easytrieve, FoxFire, MS SQL)						
Database						
1. Develop and carry out plan to manage data storage						
2. Maintain data models and dictionaries						
3. Maintain master person index/record locator service						
4. Audit data entry quality						
5. Optimize database performance (DBMS examples: DB2, Informix, MS Access, Oracle, MS SQL, Sybase, MUMPS, Caché)						
Network						
1. Manage network servers						
2. Install and maintain wireless access points and other devices as applicable for wireless access						
3. Install and maintain routers, hubs, and other network devices and netware, as applicable for local area network						
4. Manage VoIP as applicable						
Hardware						
1. Install, inventory, and maintain workstations, printers, and other peripherals						
2. Install and maintain servers: main, fail-over, back up, email, Fax, others						
3. Manage storage devices; storage area network						

IT Skills	Skills Needed	IT Staff (Names)	Clinicians (Names)	Other Staff (Names)	Third Party	Plan for Acquiring Skills
4. Install and maintain Citrix, VMware as needed						
5. Construct and maintain data center in keeping with user system availability and disaster recovery requirements						
6. Develop hardware replacement/upgrade schedule						

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For support using the toolkit

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