THE UNIVERSITY OF TEXAS HEALTH CENTER AT TYLER

INFORMATION TECHNOLOGY STRATEGIC PLAN

FY04 – FY07
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acknowledgements</td>
<td>3</td>
</tr>
<tr>
<td>UTHCT Mission/Vision/Values</td>
<td>4</td>
</tr>
<tr>
<td>Executive Summary</td>
<td>5</td>
</tr>
<tr>
<td>IT Goals and Strategies</td>
<td>6</td>
</tr>
<tr>
<td>IT Strategic Plan Action Matrix</td>
<td>11</td>
</tr>
</tbody>
</table>
ACKNOWLEDGEMENTS

The Information Technology Executive Steering Committee at The University of Texas Health Center at Tyler would like to acknowledge the individuals and groups who participated in the development of the FY04 - 07 IT Strategic Plan.

**ITESC Committee Members**
- Thomas Belt, M.D. (Chair)
- Holly Adams
- Mark Atkinson, D.Phil.
- Steven Brown, M.D.
- Anne DeWitt, R.N., MSN
- Rick Hefner
- David Hullum
- Dave Jarvis
- Gail Lewis
- Donna Martin
- Vernon Moore
- Chuck Spicer
- James Stocks, M.D.
- Lee Tilton
- Drew Von Eschenbach

**Administrative Council**
- Kirk A. Calhoun, M.D.
- Anne DeWitt, R.N., MSN
- Rick Hefner
- Steven Idell, M.D., Ph.D.
- Kenwyn Nelson, M.D.
- Chuck Spicer
- Martha Whitehead

**Leadership Forum**

**Medical Staff**

**UTHCT Employees**
UTHCT MISSION, VISION, AND VALUES

Our Mission

To serve East Texas and beyond through excellent patient care and community health, comprehensive education, and innovative research.

Our Vision

We will be a great institution, unified in a common purpose, to benefit human health and to improve quality of life.

Our Values

Excellence: I will work every day to improve UTHCT and the job that I do.

Servant Leadership: I will put the needs of our patients and my co-workers first.

Diversity: I will respect and appreciate diversity in ideas, peoples, and cultures.

Accountability: I will use the resources of UTHCT wisely.
EXECUTIVE SUMMARY

The University of Texas Health Center at Tyler Information Technology Strategic Plan is developed in support of the Institution’s Strategic Plan FY04 – 07. Priority 3 of the UTHCT Strategic Plan is specified to “Improve Information Technology Infrastructure and Management of Information”.

The IT Strategic Planning process examines plans and priorities for the use and support of information technology in accordance with the mission of The University of Texas Health Center at Tyler. The strategic plan is based on four guiding principles for information technology. These principles are:

- Information technology is a vital service;
- Information technology is an essential resource for patient care, education, research, and community partnerships;
- Technology is essential for data and information management;
- Information technology is a strategic University asset.

We have established four strategic outcome goals for accomplishing the UTHCT mission to serve East Texas and beyond through excellent patient care and community health, comprehensive education, and innovative research. These goals and accompanying strategies provide the focus for UTHCT investments of effort and resources over the next four years. The following summary highlights the key priorities that are found in the Plan:

**Goal 1:** Improve the understanding of the role of information technology

**Goal 2:** Improve the human and technological infrastructure, and applications portfolio

**Goal 3:** Develop a comprehensive Internet strategy that improves Internet connectivity of IT infrastructure and applications, while emphasizing connectivity with critical external customers

**Goal 4:** Assess future IT architectural infrastructure needs
Goal 1: Improve the understanding of the role of information technology

STRATEGIES:

1. Develop guiding principles focused on the UTHCT mission.

2. Communicate effectively the information technology strategic plan to employees and other customers.

3. Clearly define role of IT support for basic and clinical research

4. Establish IT user groups and effective two-way communication with IT support personnel.

5. Develop and implement a model for systematic project feasibility analysis, system selection, project planning and implementation, and follow-up performance monitoring (including ROI). Evaluate the need for a full time project management position.

6. Understand NetNet’s goals and more effectively use its capabilities

7. Actively encourage and support innovation

8. Systematically “envision” the future roles for IT

9. Develop guiding principles for IT programs
   a. Consistent with UTHCT mission
   b. Improve patient safety
   c. Facilitate process transformation to improve efficiency and effectiveness
   d. Produce positive ROI
   e. Improve data security as an inherent property
   f. Foster Internet-based connectivity
**Goal 2: Improve the human and technological infrastructure, and applications portfolio**

**STRATEGIES:**

1. Develop and support a relational database (data repository) to support research and clinical, financial and administrative decision support. Address requirements for additional software to aid in efficient data mining and viewing.

2. Compete deployment of fully integrated computerized clinical information system (including Meditech ED module)
   
   a. Meditech hospital information system (Enterprise Medical Record)
   
   b. Ambulatory computerized medical record (EAR) including pharmacy management
   
   c. Inpatient and outpatient clinical documentation
   
   d. Meditech ED system
   
   e. Computerized provider order entry
   
   f. PACS system with digital radiography

3. Realign IT support to specialty support model
   
   a. Collaborative management with end users/groups
   
   b. Systematic training for “non-experts” with major leadership roles in IT

4. Improve effectiveness of IT user training programs

5. Develop and deploy wireless portable computerized systems

6. Deploy multi-use integrated document scanning system

7. Expand and effectively use telecommunications systems
   
   a. Increase functionality of Amtelco system (additional features) (update/replace voicemail system)
   
   b. Explore two-way campus telecommunication/messaging systems
8. Improve integration and effectiveness of physical building security systems
9. Explore and deploy effective secure ID IT access technologies
10. Deploy management/financial decision support information system
11. Define life-cycle updates of hardware and software and develop replacement strategy
12. Evaluate the need for medication/supply management software (such as the Pyxis supply cabinets)
**Goal 3: Develop a comprehensive Internet strategy that improves Internet connectivity of IT infrastructure and applications, and emphasizes connectivity with critical external customers**

**STRATEGIES:**

1. Hire a Webmaster (1 FTE)

2. Deploy an Internet gateway (an institutional dashboard to serve internal and external customers i.e. patients, clinicians, employees)

3. Deploy Internet-based access to clinical, research, and administrative IT systems

4. Deploy improved Internet-based employee education systems

5. Explore and deploy Internet-based systems providing two-way patient access to PHI, health education, and financial information

6. Increase use telemedicine and other capabilities of NetNet system

7. Support e-commerce
Goal 4: Assess future architectural infrastructure needs

STRATEGIES:

1. Disaster recoveries - identify critical access and plan.
2. Strengthen IT collaboration with UT Systems and other UT components