

THE RAPID PULSE

April 2005

Faces and Places

WELCOME

Buffalo, NY:

Ms. Kristin Rozewski

Houston, TX:

Ms. Tiffany Campbell
CDR Darla Whitfield

Miami, FL:

LT Majorie Gillespie

San Diego, CA:

Mr. James Williams

San Pedro, CA:

Ms. Kyla Hill

Tacoma, WA:

LT Jill Eich
Mr. Robert Jackson

FAREWELL

El Centro, CA:

CDR Xiomara Brown

Florence, AZ:

Ms. Theresa Lopez

Queens, NY:

LT Rosemarie Dennis

San Pedro, CA:

LTJG Maria Alonzo-Meyer

Tacoma, WA:

Ms. Ruby Sakovich

THE DIRECTOR'S PERSPECTIVE

By Dr. Eugene Migliaccio

Welcome to another issue of *The Rapid Pulse*! As I'm sure you are all aware, we were fortunate to have our new leadership at BPHC visit DIHS Headquarters on March 29th. The delegation included Michelle Snyder, Associate Administrator; RADM Don Weaver, Deputy Associate Administrator; Mr. Neil Samson, Chief of Staff; and Stacey Parcover, Senior Advisor.

During their visit, they met with the executive leadership of DIHS, toured the office, and participated in an all-hands conference call with the DIHS staff. They heard presentations on the various programs and initiatives within DIHS, as well as presentations from our Health Service Administrators (HSAs) in the field.

I want to thank the presenters—the program managers, consultants, and HSAs, for an absolutely outstanding job! Your presentations were insightful, informative, creative and innovative! For those who may have missed the conference call, our friends in El Centro literally sang the praises of their site!

Most importantly, you all helped to shine a light on the critical work we do

each day in providing health services for a very vulnerable and traditionally underserved population.

Each one of the members of BPHC's new Executive Team told me that they have a better appreciation for the complexity of our mission. I even received an email from the Associate Administrator, expressing her gratitude and appreciation.

I want to thank each and every one of you who helped make their visit a success, and I thank all DIHS staff for representing our Division so well. You continue to make me very proud to lead this wonderful organization.

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Our Mission:

We protect America by providing health care and public health services in support of immigration law enforcement.

GOING FOR THE GOLD

By CDR Linda Jo Belsito

I have just returned from winning the Master's National Weightlifting Championships in Baton Rouge, Louisiana on March 17th. This is my 6th year competing at the National Masters Weightlifting Championship, since making the switch from Powerlifting in 2001.

After winning my 6th World Title at the Masters World Powerlifting Competition, I decided to focus on Olympic lifting. I was able to reset the Masters Snatch record at 60.5 Kg. (133 lbs.), and did a 77.5 (170.5Kg.) Clean and Jerk, Total 138 kg.



Weightlifting consists of two lifts: the two handed Snatch and the Clean and Jerk. You get three lifts at each lift, and a combined total of the two lifts determines placement in the age and weight category, and also gives a ranking for the World Team Slots available for Team USA.

I was able to secure a slot on this years Masters' World Team at the Masters World Games to be held in July in Edmonton Canada. This will be my 5th

time on the Masters' World Team and I will do my best to represent the USA at the World Level.

In 1999, 2000, and 2001, I won the Gold and in 2001 became the first Master woman to win two World Championships in two sports, Powerlifting and Olympic Weightlifting. These events were six weeks apart in the same year.

I have begun training plans for the next few months and will focus on a better performance. I hope to break the records once again. I would like to thank everyone for your support and will keep you posted on the progress.



Editor's Note: The DIHS congratulates CDR Belsito on winning the Masters' National Weightlifting Championships, and wishes her all the best at the Masters World Games this summer!

She has also been a major advocate of healthy eating and lifestyles for the DIHS Headquarters staff.

THE CASE FOR CASETRAKKER

By LCDR Elizabeth Osborne

CaseTrakker Selection - The vision of DIHS is to be the premier correctional healthcare organization.

A major goal of this vision is to properly manage the critical healthcare information in a single system that can support all of the DIHS organization.

This includes the following Critical Healthcare (CHC) applications:

- Healthcare System - Health Information System (HIS) to replace Immigration HIS (IHIS)
- Healthcare System - Electronic Medical Record (EMR)
- Healthcare System - Infectious Disease Surveillance System (IDSS)
- Healthcare System - DIHS Utilization Management / Utilization Review (UM/UR)
- Healthcare System - Accident and Incident Reporting Database (AIRD)
- Healthcare System - Mental Health Program
- Healthcare System - Dental Program

In June 2002, DIHS started defining the requirements for each of these

systems. Market surveys were performed to determine if there was one product or multiple products that could be integrated to provide a comprehensive data management solution.

The requirements were documented in a Request for Proposal that was sent to numerous industry providers and eight proposals were received. Because the CaseTrakker application is highly configurable, it met approximately 90 percent of the requirements for all seven CHC applications while other systems met less than half of the requirements without major modifications.

The final step was to perform a make versus buy analysis to determine if the requirements could be met better or cheaper with a custom developed solution.

This analysis showed that the risk and cost of custom development far outweighed the benefits of selecting a commercially available solution that could meet requirements via configuration changes.

DIHS had identified a solution that was cost-effective, commercially available and supported, and could be configured to meet the majority of the requirements and deployed within a short timeframe.

Our
Spirit.

We add dignity to a necessary process of alien detention, serving without fanfare at the forefront of public health protection for the American populace.

see CaseTrakker- Page 4

Our Vision:

By 2008, we will be the benchmark for detention health care systems and will be recognized as having the most prestigious, dynamic and rewarding workplace within the United States Government.

CaseTrakker- From Page 3

The CaseTrakker application can be configured easily to add additional fields, automation or required documents. This approach allowed DIHS to mirror existing processes, resulting in a shorter learning curve for users.

In addition, this flexibility will allow DIHS to continuously improve the system and adjust processes to meet future DIHS and ICE requirements. The initial release of the CaseTrakker system was planned to automate the collection of data for the Electronic Medical Record and Utilization Management/Utilization Review processes. Deploying a portion of the solution would allow users to learn the system quicker and provide feedback as other processes were added.

CaseTrakker Performance - It has become a critical priority of DIHS leadership to ensure we have the resources required to improve CaseTrakker performance. The Contractor, L3/Dyonyx, has discovered many factors that are contributing to the less than optimal CaseTrakker performance at HQ and field sites.

At a recent CaseTrakker user's conference, there were several healthcare organizations who reported using CaseTrakker with hundreds of concurrent users without performance issues. By contrast, DIHS has a maximum of 30 people on the system at our largest site. L3/Dyonyx has proposed a set of solutions that are intended to rectify the performance problems we have been faced with recently. By addressing these per-

formance problems, DIHS will optimize the CaseTrakker performance throughout DIHS.

Future CaseTrakker Use - The CaseTrakker software allows DIHS to meet information management needs now and in the future. As requirements are identified, evaluated and approved, modifications to the system will be implemented. DIHS plans to start making these changes after the performance issues are addressed and all sites have been trained on the current configuration.

Additional functionality will be deployed periodically with information released prior to the new functionality deployment and remote training available after the deployment.

Author's Note: The eMR will be a continuing series in The Rapid Pulse. If you have any questions about the eMR you would like answered, please email your questions to me at elizabeth.osborne@dhs.gov



News You Can Use!

Congratulations to the entire staff of the Port Isabel Service Processing Center, for successfully completing their Joint Commission on Accreditation of Health Care Organizations (JCAHO) survey.

The staff at Port Isabel had to prepare for the JCAHO survey in the midst of moving to temporary facilities, as well as other challenges. This was no small feat!

Congratulations and thanks to all for a job very well done!!