

*Purpose of the I:TNG Visit:* The purposes of the visit are to (1) explore the implementation of IAIMS (i.e., information management program) at the host institution; (2) discuss lessons learned (from the local perspective) in achieving information management goals; (3) identify next-generation needs for information management/IAIMS. For institutions that have not received IAIMS funding, a working definition of what is meant by IAIMS is:

*\*IAIMS is a managed, networked information environment whose dimensions are dictated by the organization's long range strategic plan. The IAIMS environment integrates diverse resources and services to deliver convenient and comprehensive access to information.*

*Desired Contacts: Work with this table to design the self study or visit schedule*

<b>Person or Group</b>	<b>Approach</b>
<b>MEDICAL CENTER LEADERSHIP</b> a. Medical School dean; VP for Health Affairs; Curriculum Dean, Research Dean; b. Hospital CEO or Clinical Affairs Head; c. Deans or Asst Deans of other health professions schools	Semi-structured interview using question framework sent in advance. Some of these could be interviewed in phone calls, but at least one from each category in person if possible
<b>INFORMATION LEADERS</b> a. IAIMS PI; CIO; b. Library Director, Informatics heads; c. academic & clinical computing head; d. GIR representatives if not included above	Semi structured interview using question framework sent in advance. Some of these could be interviewed in phone calls, but a, b, c in person if possible
<b>OTHER IT</b> (e.g., campus CIO, technology transfer office, research administration, administrative computing, telecommunications, research library director, etc.)	Semi-structured interview using question framework sent in advance. This option is at the advice of the host institution
<b>PLANNING COMMITTEES</b> (IT or Network Infrastructure; IAIMS steering if there is one; Curriculum planning; Course directors; Research; large system project; strategic planning)	Attendance at a regularly-scheduled meeting if possible, with a place on the agenda for 20-30 minutes of discussion based on the basic IAIMS question framework. Otherwise, meet with chair and one or more members
<b>DEMONSTRATION &amp; OBSERVATION</b> Live demonstration of host institution's IT development projects, novel applications, integration projects, etc. Chosen by the host institution to represent their goals & progress. Also attendance at a clinical conference, seminar, class or other activity (already scheduled) that demonstrates the way information infrastructure fits into and supports daily work	
<b>FOCUS SESSIONS</b> Focus group of 5-10 people who are system 'users' (e.g., students, instructors, a research team), using questions from the IAIMS:TNG planning checklist. Ideally, at least one opportunity to talk with students & one with faculty. This could be at some regularly scheduled event (e.g., part of a class, or a team meeting)	
<b>COMMUNITY PARTNERS</b> (e.g., public library, public health department, health system site, community practice site, HMO, campus agency, etc.) Side trip, at the recommendation of the host institution, to meet with a partner in one of the institution's information-related initiatives. This could be another department on campus, or at an off-campus location	

*I:TNG Visit Framework:* a 1.5 to 2 day visit, with two-person team. Ideally, each visit includes a combination of interviews, focus sessions and demonstrations. The host institution is asked to (1) appoint a sponsor for the visit who can work with study team to design the visit; (2) provide assistance setting up the local meeting schedule; (3) provide copies of its information management plan and organization chart for use by the I:TNG visitors; (4) authorize access to its GIR survey data or other relevant statistics that reflect information activities. Each host institution is asked to complete a pre-visit checklist that will help participants prepare for the visit. Each host institution will be receive a written summary of the visit.

*Possible Timetable (up to 2 days)*

1. Day 1: Briefing session with sponsor (s); interviews & observation sessions; public presentation about the visit if scheduled
2. Day 2: Interviews & observation sessions; focus sessions if scheduled; debriefing session with the sponsor. Possible to send one I:TNG visitor to a remote location on this day.

*Interview Question Framework (see Questions Document)*

- How has IAIMS affected [quality, costs, access, satisfaction, productivity, collaboration]
- What problems are you trying to solve in [infrastructure, culture, leadership, information management, planning, governance, etc.]
- How do you handle [diverse needs, assigning value for cost/benefit, build/buy; advanced technology; planning horizon]
- What is your approach in [multimedia, e-business, distance ed, EMR, affiliate access to systems, population medicine, etc.]
- What's on the drawing board in [clinical, education, research, patient card]?
- What's your most successful IAIMS application/accomplishment?
- What lessons have you learned from IAIMS about [infrastructure, integration, change management, planning, org & management, standards, policy, etc.]

*Pre-visit checklist Framework (see Pre-visit Document)*

4-point scale from 'very little progress' to 'fully implemented'

- Information Culture of the Institution
- Information Management Plan
- Information Management & Administration
- Education, Clinical & Research Missions
- Future Directions