DPH Information Systems Update
March 20, 2012
Overview of Presentation

- Strategic Issues for DPH IT
- DPH IT Governance Structure
- Healthcare Reform Key Aspects
- Healthcare Reform Project Status
- Meaningful Use Project Schedule and Budget
- CCSF IT Consolidation Status
- DPH Integrated Delivery System Planning
- New Facility Construction Status
- 5 Year Project Plan Summary
- Challenges, Opportunities and Next Steps
- Questions and Answers
Strategic Issues for DPH IT

- **Healthcare Reform**
  - Meaningful Use of Electronic Medical Records (EMR)
  - Acute and Ambulatory Care requirements Stages 1 and 2
  - HIPAA 5010, ICD–10 and Healthcare Information Exchange (HIE)

- **CCSF IT Consolidation**
  - Consolidation of CCSF Departmental data centers
  - Virtualization of computing and network infrastructure
  - New CCSF Email, Payroll and Human Resources Systems

- **DPH Integrated Delivery System Planning**
  - System Requirements for Service Integration
  - IT Strategic Organizational Analysis
  - Data Reporting for Providers and Continuity of Care

- **New Facility Construction**
  - San Francisco General Hospital Project
  - Laguna Honda Hospital Phase 2
  - Ambulatory Care site retrofits
Clinical IT System Governance

- **Integration Steering Committee**
  - Chaired by Director of Health
  - Policy level decisions for DPH IT strategic planning
  - Receives recommendations from IT and Informatics Steering committee

- **DPH IT Informatics Steering Committee**
  - Co-Chaired by Director of Health, CMIO and CIO
  - Policy level decisions for IT planning, implementation, support and integration
  - Oversees Divisional and IT project Steering Committees

- **Divisional and IT Project Steering Committees**
  - Acute Care / Siemens EMR and CPOE
  - Ambulatory Care / eClinicalWorks EMR (CareLink SF)
  - Behavioral Health / NetSmart AVATAR EMR
  - Long Term Care / MDI Achieve MATRIX EMR
  - Community Health Services / Oracle Coordinated Case Management System
### Healthcare Reform Key Aspects

- **Meaningful Use of Electronic Medical Records (EMR)**
  - Eligible Hospital and Provider Incentive Payments
  - Acute and Ambulatory Care attestation through 2015
  - Medicare Reimbursement Reductions after 2016
  - Stage One, 2012: Convert paper to electronic records
  - Stage Two, 2014: Increased criteria and data sharing
  - Stage Three, 2016: Improved quality of care

- **Healthcare Information Exchange (HIE)**
  - Health Share Bay Area (HSBA) in FY 2012–13

- **International Classification of Diseases (ICD–10)**
  - New standards implemented in FY 2013–14

- **HIPAA 5010 Transaction Sets**
  - New data transmission standards in FY 2013–14
Meaningful Use of EMR

- **Acute Care / Stage One in FY 2012–13**
  - SFGH CPOE Pilot in May with full deployment over 6 months
  - Medication Administration Check and Bar Coding on all units
  - Electronic MAR and Document scanning on all units
  - Hardware installation complete in Spring 2012
  - Surgical Information System in FY 2012–13

- **Ambulatory Care / Stage One in FY 2012–13**
  - COPC Ocean Park and Chinatown Health Centers live
  - COPC Castro Mission on April 30; Others through FY 2012–13
  - SFGH 6M Pediatrics on June 25
  - SFGH Primary Care and Specialty Clinics through FY 2013–14
  - SFGH M–Tower hardware and network upgrades

- **Behavioral Health**
  - Eligible Provider for AVATAR in FY 2012–13
  - NetSmart contract amendment currently at Board of Supervisors
Meaningful Use Project Schedule and Budget

- Project Schedule
  - Requires additional implementation timelines
  - Clinical workflow changes and IT support
  - Original projected completion in FY 2012–13
  - Revised projected completion in FY 2013–14
  - Dual implementation teams being explored

- Project Budget
  - Annual $4.2 million contract for Siemens in base
  - eClinicalWorks $3.6 million contract in FY 2012–13 in base
  - ICD-10 and HIPAA 5010 included in base
  - Additional $4.8 million funding in DPH FY 2012–13 includes:
    - Implementation support services, temporary salaries, training, equipment, materials and supplies
    - Behavioral Health Stage One included for medical staff compliance
CCSF IT Consolidation Status

- **Consolidation of CCSF Department Data Centers**
  - New CCSF Data Center at SF International Airport (SFO)
  - Construction completed and available in March 2013
  - Certified Green Facility with high redundancy and security
  - DPH IT planning process completed by October 2012

- **Server and Network Virtualization**
  - Over 400 obsolete DPH servers to be virtualized at SFO in FY 2013–14
  - Network consolidation for CCSF Fiber–Net
  - Network upgrade from 100 MB to 500 MB
  - New SFGH and LHH as primary DPH technical hubs

- **CCSF Enterprise Systems**
  - Electronic mail to Microsoft Hosted Exchange in Summer 2012
  - DPH largest CCSF Department Email user with 6,000 mailboxes
  - Project eMerge for Payroll and Human Resources to begin in FY 2012–13
  - CCSF Enterprise agreements for key technical vendors (Microsoft, Cisco, HP)
IDS Planning Workgroups
- Workgroups identify specific IT needs
- IT needs analysis to be completed by IT and Informatics Steering Committee
- Technical project recommendations to be reviewed with IDS Planning Group and Integration Steering Committee

IDS Workgroup Preliminary Needs Analysis
- Emphasis on Continuity of Care across IDS and change management process
- Unique identifier for all clients
- Utilization Management for Levels of Care, Discharge Planning, Case Management
- Enhanced reporting and access tools for comprehensive client, provider and organizational data

DPH IT Strategic Organizational Analysis
- Sierra Systems engagement and recommendations
- Functional integration of IT governance and service areas
- Alignment with DPH IDS process and CCSF IT consolidation efforts
New Facility Construction Status

- **SFGH Replacement Project**
  - Preliminary design for network and computing infrastructure
  - Detailed analysis for devices, installation and integration underway
  - Emphasis on wireless communication, converged technologies and patient devices
  - Integration of facility systems with IT systems, biomedical devices and communications infrastructure

- **Ambulatory Care Sites**
  - Retrofit of COPC and SFGH clinic sites for additional workstations and network devices
  - High-bandwidth network upgrades (AT&T Opt-e-MAN)
  - Data wiring closets and patient treatment areas for clinician devices and Telemedicine deployment
  - New facility construction at 25 Van Ness and 220 Golden Gate Ave

- **Laguna Honda Hospital**
  - Remodel of historic hospital areas
  - Stabilization of electronic infrastructure at new facility
  - Prepare patient care areas for new EMR
## Five Year Project Plan Summary

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<th>Fiscal Year</th>
<th>Objectives</th>
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| **FY 2011–12** | Complete strategic organizational planning  
  Acute and Ambulatory clinic implementations  
  Initiate CCSF consolidation and systems effort |
| **FY 2012–13** | Meaningful Use Stage One attestation  
  Implement IDS planning recommendations  
  CCSF Phase One technical consolidations |
| **FY 2013–14** | Complete additional healthcare reform  
  Complete COPC and SFGH clinic implementations  
  Initiate new SFGH infrastructure installation |
| **FY 2014–15** | Complete Stage Two Meaningful Use  
  Complete CCSF systems implementation  
  Complete Behavioral Health and Long Term Care EMR |
| **FY 2015–16** | Activate new SFGH facility and campus  
  Prepare for Meaningful Use Stage Three  
  Complete DPH IDS and future CCSF IT consolidation recommendations |
Challenges
- Maintain existing systems and operations
- Multiple, complex simultaneous new systems
- Aggressive timelines with potential revenue impact
- Staffing and budget resource allocations
- Change management for business processes and new technology

Opportunities
- IDS planning for strategic IT function
- Executive and clinical leadership for change management
- CCSF IT plan for extensive technical upgrades
- Integrated system data for Population Health
- New technologies for Mobility, Telemedicine and Biomedical devices

Next Steps
- Emphasize teamwork, communication and structure to achieve technical goals and managed change
Questions and Answers