



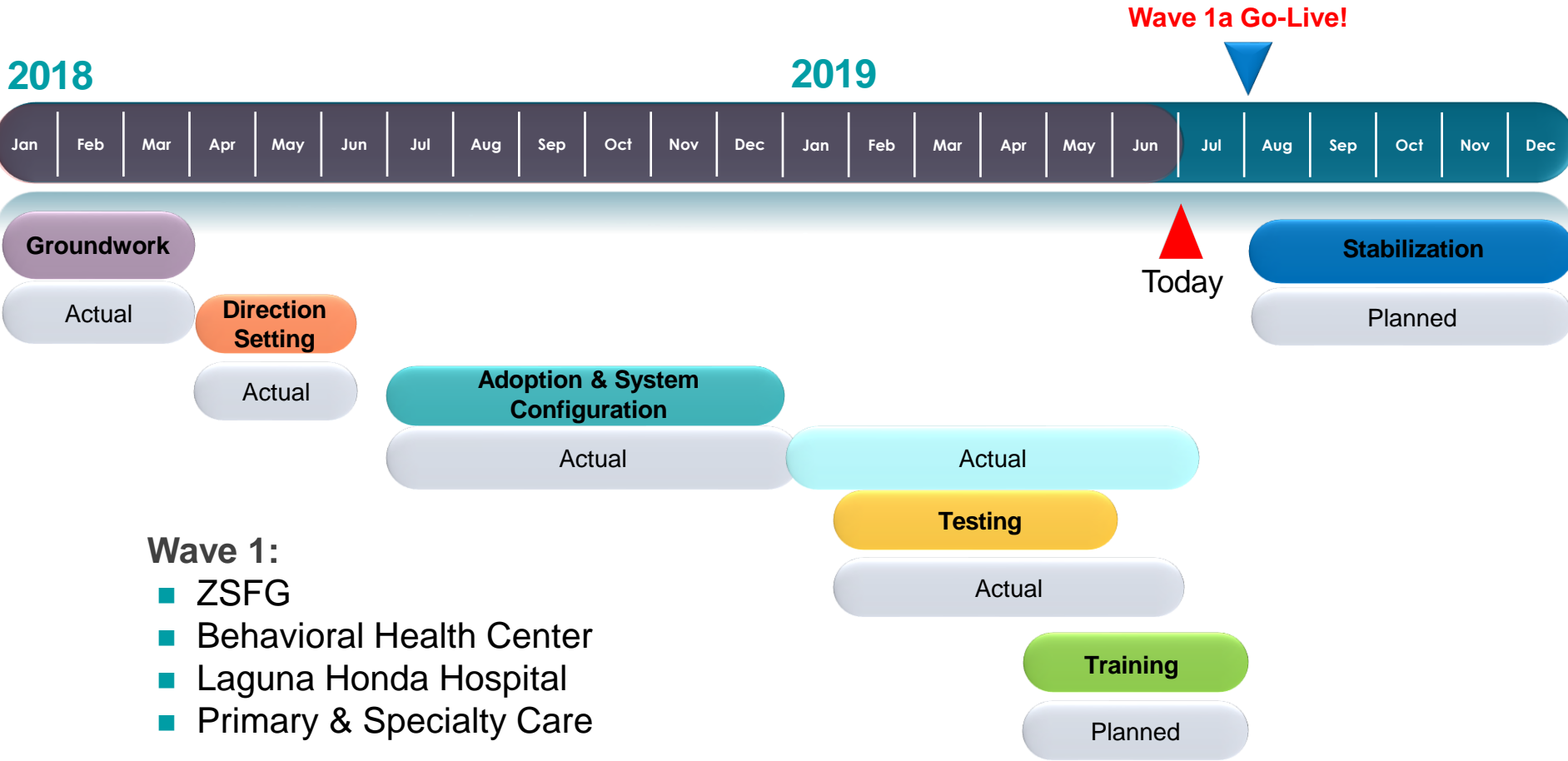
IT and Epic Project Update

Health Commission, July 16, 2019

IT: Accomplishments

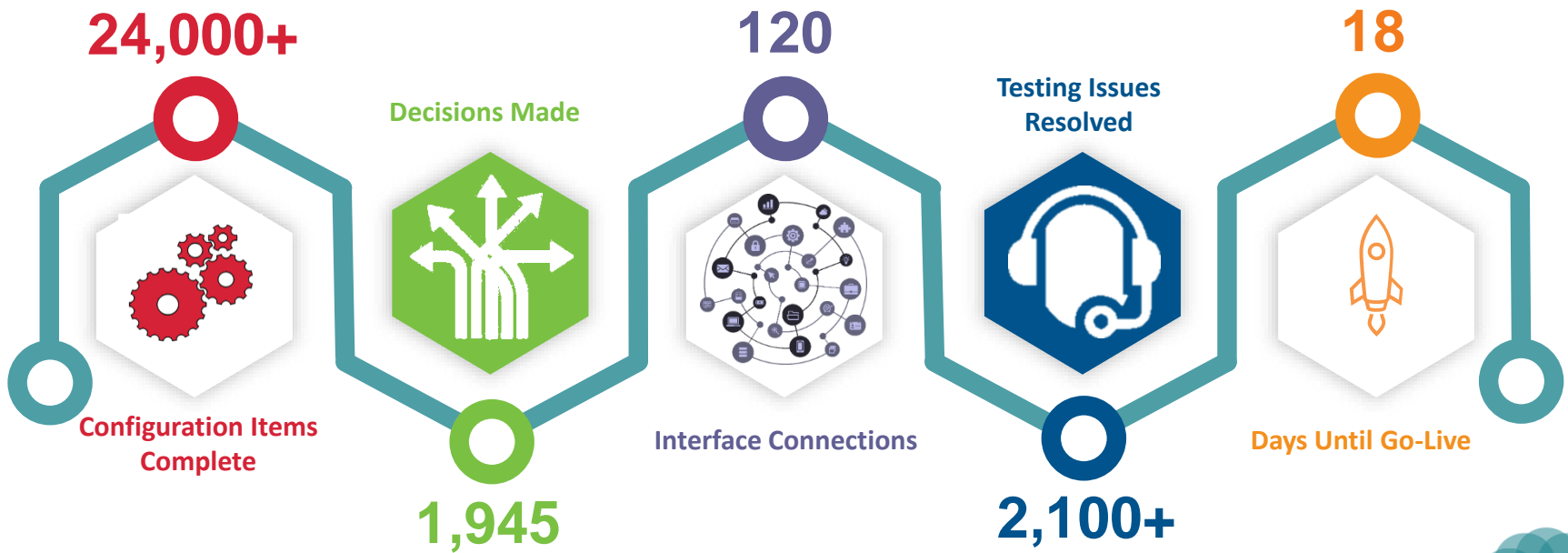
- ❑ Average network uptime so far for 2019: 99.980%
- ❑ 4,452 of 4,778 devices have been deployed for Epic (as of 7/1)
- ❑ DPH IT teams are wrapping up testing all devices that connect to Epic

Epic: Wave 1a Schedule



- Wave 1:**
- ZSFG
 - Behavioral Health Center
 - Laguna Honda Hospital
 - Primary & Specialty Care

Epic: Project Accomplishments



Training

As of July 8, 2019	Number of staff	Number of ILT classes completed
ZSFG- DPH	2988	4360
ZSFG – UCSF (incl Residents)	2223	2263
Laguna Honda Hospital	1144	1176
Primary Care	466	816
All staff and providers	7297	9206

As of July 8, 97,055 eLearnings were completed

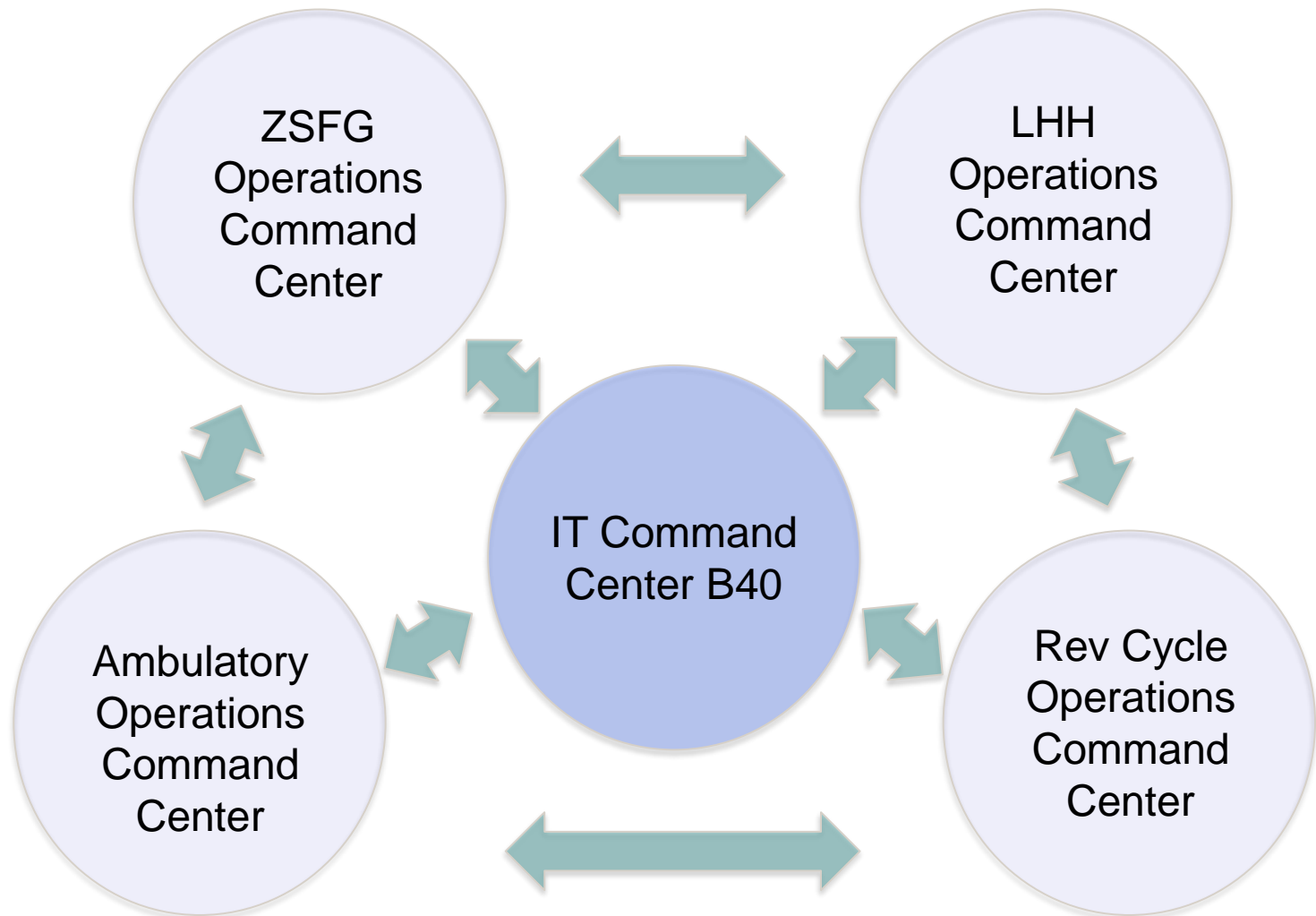
Epic: Key Activity Status Update

Application	Previous Status	Current Status
Design and Build	●	●
Testing	●	●
Training	●	●
Interfaces	●	●
Infrastructure and Technology	●	●
Go-Live	●	●
Contracts and Budget	●	●

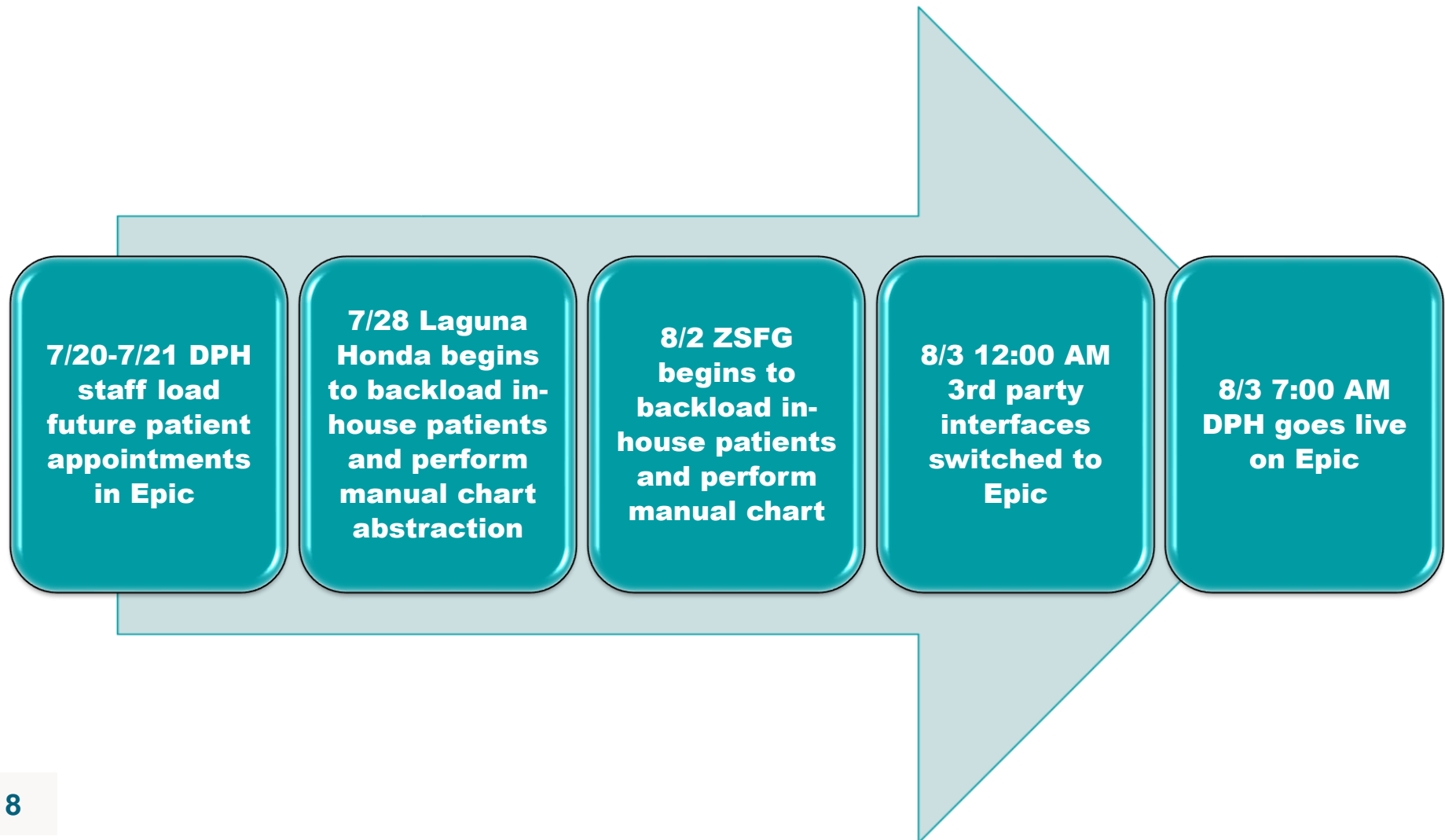
*as of 6/25/19

● = on target, ● = watch, ● = critical

Go-Live Command & Operations Centers



Soft Live, Backloading and Live



Monitoring Success

DPH will be monitoring Key Metrics to ensure safety, compliance and best practice. Metrics span all the Epic Applications and are monitored at the appropriate interval. Here is a very small sampling of the metrics:

Metric
ED Median Arrival to Roomed Time
Average Registration Time
ED Arrival to ED Discharge
Days accounts are in accounts receivable
Total Charges
Medication turn-around time
Medication warning overrides
Patients without orders

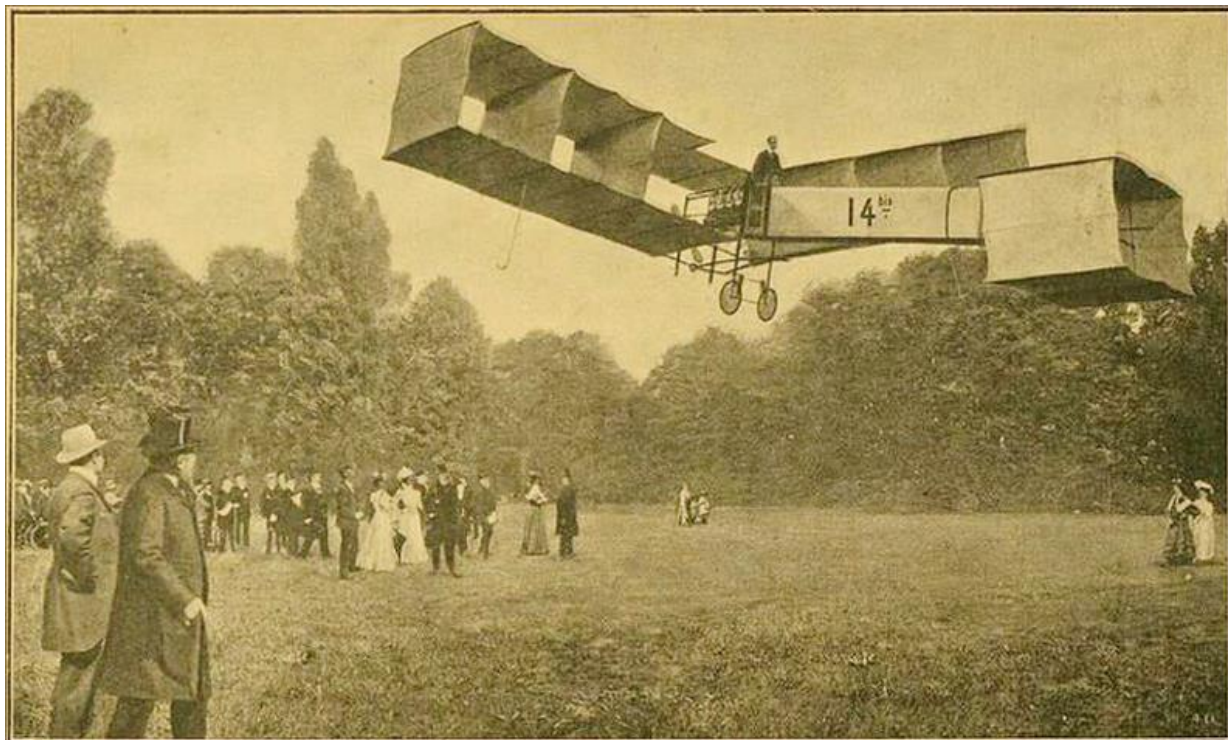
Metric
Patients missing vital signs
Patients without orders
of overrides to bar coded medication administration
overdue medications
medication reconciliation
post procedure note compliance

Benefits Realization Metrics

Metric	Description
Decommissioned Systems	Determining costs for pre-live IT systems, interfaces, and maintenance cost reductions by moving to an integrated Epic system.
Length of Stay Reduction	Using the length of stay and a typical cost per day to compare pre-live and post-live length of stay costs for different services lines (Emergency, ICU, MedSurg)
Mailing Costs	Estimation of cost savings associated with reduced need to mail patient communications (i.e. appointment notifications, test results).
No Show Rates	Determining current no-show rate costs per appointment and cost savings/increased revenue associated with reduced no show appointments using Epic functionality such as Fast Pass.
Patient Record Exchange	Estimation of cost savings associated with reduced need to mail patient records from facilities (i.e. faxing, copying, couriers, travel, etc.)
Payment Collection	Estimating the amount of increase in received payments through co-pays and patient balance.
Provider Productivity	Determining the potential increase in revenue from providers seeing more patients, using number of appointments and revenue per appointment for each service line as a measurement.
Revenue Cycle	Increased revenue cycle productivity using, late charge, coding denials, and unauthorized service write offs as a measurement
Revenue Increase	Determining revenue increase due to improved charge capture by looking at revenue per encounter as a measure.
Transcription	Gather Pre-Live cost of transcription services to use to compare to post-live to determine benefit of Epic Note Documentation Tools.

Organizational Change Management

Preparing for a bright new future



M. SANTOS DUMONT'S FIRST SUCCESS WITH A FLYING MACHINE.

M. Santos Dumont, after several preliminary trials in Paris on November 12th, when his flying machine had flown 75, 128, and 142 yards, decided to return to his starting point by going against the wind. For thirty yards the motor ran along the ground, then suddenly it rose to a height of about five yards, and appearing like a great white bird, it soared half-way down the course. M. Santos Dumont, startled by some spectators in his way, twisted his rudder quickly, and the machine came heavily to the ground, damaging one of its wings. The experiment, however, was a triumph, for actual flight was achieved; and it seems as though it were only a matter of time for the conquest of the air to be accomplished. The 235 yards were traversed in twenty-one seconds.

Welcome: Eric Raffin



Joins SFDPH as CIO on July 8, 2019

Background and accomplishments:

- CIO for San Mateo County Health (2013 – 2019)
- 17 years with the Department of Veterans Affairs
- User Experience Committee, Healthcare Information and Management Systems Society (HIMSS)
- Board member, California Health Information Partnership and Services Organization (CalHIPSO)
- MHA, ACHE, CHCIO

Welcome: Jeff Scarafia

Joins SFDPH as Epic Program Director on July 15, 2019

Background and accomplishments:

- 10+ years of Epic experience
- Has helped more than 20 health systems go-live with Epic, including some in the Bay Area.
- Jeff has a passion for helping safety net hospitals bring quality to care by empowering them with information.

"The most exciting part about coming to work for SFDPH: measuring goals and achieving outcomes. As we all work to do more with less, the best part about EHRs is that they help us track our progress, provide information to adjust our approach, and ultimately achieve our goals."