



# Epic Post Go-Live Update

## San Francisco Health Commission

Briefed by Eric Raffin, CIO, SFDPH

October 15, 2019

# Take Home Message

2

- We had a **great** go-live experience
- Epic consumers are getting accustomed to and improving their proficiency with the system
- We have systematic processes to monitor, adjust, and improve based on the extensive information we glean from Epic

# Cocktail Party Conversation Starters

3

**7,000+ staff  
completed  
training and  
passed a  
proficiency  
assessment**

**1,600+  
concurrent  
users online  
at peak  
times**

**8,800+  
people  
have  
logged into  
Epic since  
go-live**

**21 systems  
were  
consolidated  
into the Epic  
solution**

**1,500+  
patients are  
accessing  
their health  
records on  
their own  
devices**

October 15, 2019

# What Did We Implement?

4



**INPATIENT /  
OUTPATIENT  
RECORD SYSTEM**



**SCHEDULING AND  
REGISTRATION**



**REVENUE CYCLE  
MANAGEMENT  
TOOLS**



**DIAGNOSTIC AND  
ANCILLARY  
SYSTEMS**



**HEALTH  
INFORMATION  
EXCHANGE**



**ANALYTICS TOOLS,  
DASHBOARDS,  
REPORTS**



**PATIENT ACCESS  
TO THEIR HEALTH  
RECORDS!**

October 15, 2019

# Where Did We Implement?

5

- Clinics
  - Primary Care
  - Specialty Care
  - Nimble sites
  
- Hospitals
  - Laguna Honda
  - Zuckerberg SFGH
  
- Remote/Mobile
  - Haiku for providers
  - MyChart for patients
  - CareLink for business partners

# Visibility into Our Work

6

## Month to Date View (as of 9-15-19)

San Francisco Health Network > SFDPH Professional Services > Drill into SFDPH Professional Services

Year | **MTD** | Week | Day

### Revenue

**392** Charges Per Visit

**392**  
Current MTD

Revenue Table	Mar	Apr	May	Jun	Jul	Aug	Current MTD
Professional AR Days	—	—	—	—	—	16.5	28.6
PB Payments (\$)	—	—	\$0	\$39	-\$39	\$16.3K	\$42.2K
PB Charges (\$)	—	—	—	—	—	\$3.5M	\$2.2M

### Quality

**4%** MyChart Activation  
August  
Target: 50% - 100%

**7%** Provider Utilization

**9.8%** Schedule Utilization



### Volumes

**5.9k** Outpatient Visits

Last MTD **4,067** | Last Year MTD —

No-Show Appointments does not support the selected summary level.

**28m** Wait Time Before Rooming



### Efficiency

**28.1%** No-Show Appointment Rate



**60.0%** Clinical Messages Handled Within 2 Days  
Target: 95% - 100%



**65%** Visits Closed the Same Day  
Target: 95% - 100%



**85%** Close Visits within 3 Days  
Target: 95% - 100%

October 15, 2019

# Post Go-Live Challenges

7

- Applying our standard approach is working
  - ▣ Lean thinking, understanding root causes
  - ▣ Focused problem-solving teams
  
- Main Issues
  - ▣ Workflows – people, process, technology
  - ▣ Data and Outcome Measures

# Benefits Realization

8

- Decommissioned Systems
- Revenue Cycle
- Patient Record Exchange



# The “Our” in Our Records (as of 10/1/19)

9

- 215 health information exchange partners
- Highest volume partners
  - UCSF
  - Sutter Health
  - Kaiser Permanente
  - Dignity Health
  - Stanford Health
- 43,008 - The number of DPH patients that received records *from* other healthcare
- 13,915 - The number of DPH patients whose records have been sent *to* other healthcare organizations

# Our Epic Journey

10



## Get Ready

- Planning
- Building
- Testing

## Get Going

- Governance
- Going Live
- **Stabilizing**

## Get Better

- Governance
- Optimization
- Waves Two and Three
- Continuous Improvement

October 15, 2019

# Our Message to Staff

11

Epic is *both*  
Hard &  
Rewarding



**It is normal to feel frustrated at times** – we made thousands of changes to get ready for Epic, and now we have to get accustomed to those changes.



**We are all in this together** – We absorbed a lot of learning to make best use of Epic. We will forget some of the things we learned. Keep asking for help as you need it.



**We are an organization of helpers** – Getting better with Epic will call upon us to lean on one another for support. Be there for your team, and your team will be there for you.

October 15, 2019