

# Epic Post Go-Live Update San Francisco Health Commission

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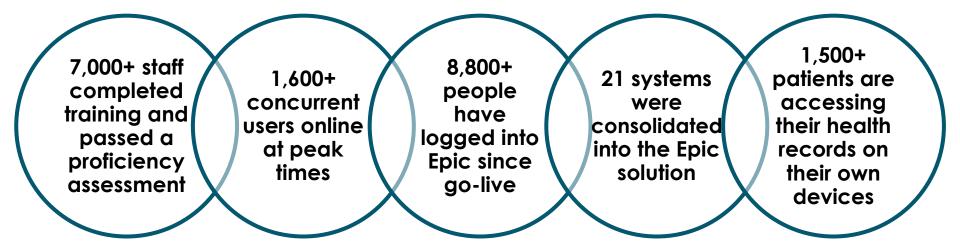
# Take Home Message

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



## What Did We Implement?









INPATIENT /
OUTPATIENT
RECORD SYSTEM

SCHEDULING AND REGISTRATION

REVENUE CYCLE MANAGEMENT TOOLS

DIAGNOSTIC AND ANCILLARY SYSTEMS







HEALTH INFORMATION EXCHANGE ANALYTICS TOOLS, DASHBOARDS, REPORTS

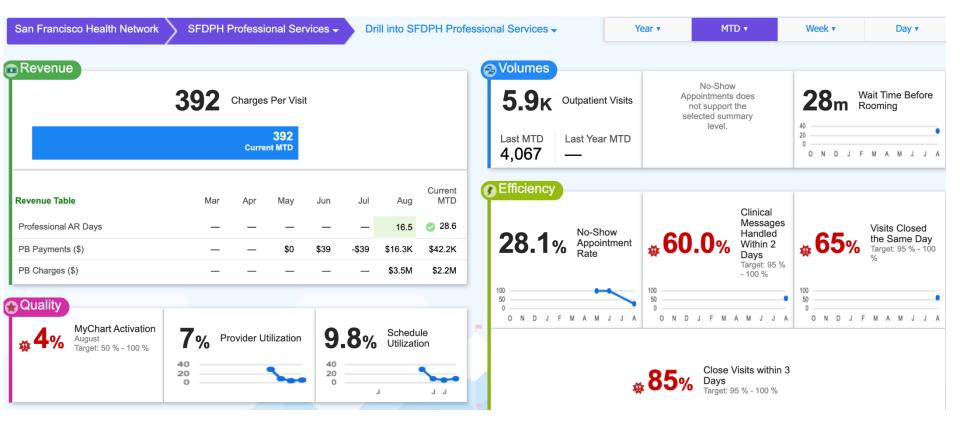
PATIENT ACCESS TO THEIR HEALTH RECORDS!

### Where Did We Implement?

- 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

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



#### Post Go-Live Challenges

- 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**

Decommissioned Systems

Revenue Cycle

Patient Record Exchange

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

- 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



# Our Message to Staff



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.

#### Epic is both Hard & Rewarding



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.