Epic Post Go-Live Update
San Francisco Health Commission

Briefed by Eric Raffin, CIO, SFDPH

October 15, 2019
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

October 15, 2019
Cocktail Party Conversation Starters

- 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?

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)

Revenue

- Charges Per Visit: 392
  - Current MTD: 392

Revenue Table

<table>
<thead>
<tr>
<th>Professional AR Days</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Current MTD</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>16.5</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>28.6</td>
</tr>
</tbody>
</table>

Volumes

- Outpatient Visits: 5.9k
  - Last MTD: 4,067
  - Last Year MTD: —

Efficiency

- No-Show Appointment Rate: 28.1%

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

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

Quality

- MyChart Activation: 4%
  - August Target: 50% - 100%
- Provider Utilization: 7%
- Schedule Utilization: 9.8%

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

October 15, 2019
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

Get Ready
- Planning
- Building
- Testing

Get Going
- Governance
- Going Live
- Stabilizing

Get Better
- Governance
- Optimization
- Waves Two and Three
- Continuous Improvement
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.

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.

Epic is both Hard & Rewarding