Health Information System Vision and Strategy: For our Mission

CCSF Department of Public Health
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Guiding Principles:
The SF Department of Public Health’s mission
& Health Commission Resolution 12-10
IT Vision

Mission and Guiding Principles
Long Term Viability
Innovation and Excellence
Relevant Technologies
Effective Capabilities
Stable Infrastructure
Current IT Health Assessment

Infrastructure: Unstable & Slow
- End of life
- Outdated design
- Stalled or delayed initiatives
- Increasing operational cost

Structure & Governance: In Transition
- New industry standard structure and governance Model
- Roles and Responsibilities
- Culture change to empowerment and ownership

Support & Capabilities: Significant Gaps
- Leadership and Technical Skills
- Clinical staff training & system optimization-Clinical Informatics Team
- IT Teams unable to meet current tasks and projects
Information Health System that is “Fit for Purpose”

- **Infrastructure**
  - Stable
  - Fast
  - Available

- **Organizational Structure**
  - Nimble
  - Accountable
  - Effective

- **Unified Health Systems Capabilities**
  - Coordinated Care Across Continuum of Care
  - Single System or Multiple Integrated Systems
  - Meet DPH Needs
Strategy to Meet the Future (& Estimated Timeline)

- **Strong Infrastructure Foundation**: 2014-2015
- **Effective IT and Clinical Support Teams & Due Diligence and Planning**: 2014-2015
- **Next Generation Electronic Health Record System Functions**: 2016-2017
- **Integrated Health Information System Across Continuum of Care**: 2018+
IT Building Blocks to Success:
Foundation

Reliable and Cost Effective IT Infrastructure
(Network, Servers, Desktop and Mobile Devices)
IT Building Blocks to Success: Support Teams

Effective IT (Operations & Project Management)

Clinician Training & Optimization (Clinical Informatics)

Reliable and Cost Effective IT Infrastructure (Network, Servers, Desktop and Mobile Devices)
IT Building Blocks to Success: Due Diligence and Planning

Effective IT (Operations & Project Management)

- Right Solutions “Blue Print”
- Value “Add” Processes (LEAN and IT Service Delivery Model)
- Workflow and Requirements Assessment

Clinician Training & Optimization (Clinical Informatics)

Reliable and Cost Effective IT Infrastructure (Network, Servers, Desktop and Mobile Devices)
IT Building Blocks to Success: Unified Electronic Health System

Effective IT (Operations & Project Management)
- Interoperability across all systems (EHR, TeleHealth, Communication, Business Analytics, etc.)
- Unified Electronic Health Records System
- Right Solutions “Blue Print”
  - Value “Add” Processes (LEAN and IT Service Delivery Model)
- Workflow and Requirements Assessment

Clinician Training & Optimization (Clinical Informatics)

Reliable and Cost Effective IT Infrastructure (Network, Servers, Desktop and Mobile Devices)
IT Building Blocks to Success: Products of Our Efforts

- Innovation
  - Seamless Collaboration
  - Integrated Care Across Continuum of Care
- Interoperability across all systems (EHR, TeleHealth, Communication, Business Analytics, etc.)
- Unified Electronic Health Records System
- Right Solutions “Blue Print”
  - Value “Add” Processes (LEAN and IT Service Delivery Model)
- Workflow and Requirements Assessment

Effective IT (Operations & Project Management)

Clinician Training & Optimization (Clinical Informatics)

Reliable and Cost Effective IT Infrastructure (Network, Servers, Desktop and Mobile Devices)
Building Complete! Benefits Actualized

- Equity in Access
- Financial Long-term Viability
- Excellence in Healthcare
- Population Wellness Management

Effective IT (Operations & Project Management)

- Innovation
- Seamless Collaboration
- Integrated Care Across Continuum of Care

- Interoperability across all systems (EHR, TeleHealth, Communication, Business Analytics, etc.)
- Unified Electronic Health Records System

- Right Solutions “Blue Print”
- Value “Add” Processes (LEAN and IT Service Delivery Model)
- Workflow and Requirements Assessment

Clinician Training & Optimization (Clinical Informatics)

Reliable and Cost Effective IT Infrastructure (Network, Servers, Desktop and Mobile Devices)
Criteria for Success

**Invest in Foundation**
- People
- Infrastructure
- Technology

**Be Discipline**
- Align all efforts to Business
- Due Diligence and Planning
- Prioritize and Reduce Waste

**Stay Committed**
- Solution that fits our Needs
- Execute with Precision
- Committed to Team Work and Collaboration
Questions?