San Francisco Department of Public Health

Health Commission
EHR Update &
Request for Contract Approval for
Epic City Government, LLC

10/17/17
• Critical Path to Success 1: Timely Procurement of Best Fit EHR Solution
• DPH-EHR Timeline: Overall
• Request for approval of a new contract with Epic City Government, LLC
  ▪ Cost
  ▪ EHR Governance
• Critical Path to Success 2: Readily Available “As-Needed” Assistance
• Critical Path to Success 3: 14 Go Forward Initiatives (GFI)
  Tactical Strategies to Enable and Transform DPH
• Questions
Timely Procurement of Best Fit EHR Solution On-Track for January 2018 Certification

- Stay within RFP budget
- Scope includes:
  - ZSFGH
  - LHH
  - Ambulatory Clinics
  - Population Heath Clinics
  - Behavioral Health
  - Jail Health Services
- This is a 10 Year contract
- The contract includes:
  - Software
  - Implementation
  - Hosting
  - Ongoing operational support

*DPH staff to collaborate as clinical content experts
## DPH-EHR Timeline: Overall

### Improving and Preparing Business & IT for EHR: Infrastructure, Staffing & Processes

- **2014**: 5 Years
- **2015**: We are here
- **2016**: Go-Live 1
- **2017**
- **2018**
- **2019**
- **2020**

### EHR RPF and Contracting

- **BOS Approval to engage UCSF**: 1 Year
- **Go-No Go Decision**: 1 Year

### EHR Phase 1 (Acute and dependent services)

- **2014**: 1 1/2 Years
- **2015**: 1 1/2 Years
- **2016**: 1 1/2 Years
- **2017**: 1 1/2 Years
- **2018**: 1 1/2 Years
- **2019**: 1 1/2 Years
- **2020**: 1 1/2 Years

### EHR Phase 2 (LHH, PH Clinics and other Services)

- **2014**: 1 1/2 Years
- **2015**: 1 1/2 Years
- **2016**: 1 1/2 Years
- **2017**: 1 1/2 Years
- **2018**: 1 1/2 Years
- **2019**: 1 1/2 Years
- **2020**: 1 1/2 Years

### EHR Phase 3 (BH, Jail Health and Optimization)

- **2014**: 1 Year
- **2015**: 1 Year
- **2016**: 1 Year
- **2017**: 1 Year
- **2018**: 1 Year
- **2019**: 1 Year
- **2020**: 1 Year

### Timeline Colors

- **Previous timeline (with RFP)**
- **Baseline timeline (with UCSF)**
- **Current timeline (with RFP)**
Request for approval of a new contract with Epic City Government, LLC
$167,384,597

<table>
<thead>
<tr>
<th>CONTRACT INFORMATION:</th>
<th>Prior Transaction</th>
<th>Proposed Transaction</th>
<th>Annualized Difference*</th>
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<tbody>
<tr>
<td></td>
<td>(new)</td>
<td>1/1/2018 – 12/31/2027</td>
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<table>
<thead>
<tr>
<th>Funding Sources:</th>
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<tbody>
<tr>
<td>General Fund</td>
<td>-$0-</td>
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<tr>
<td>TOTAL DPH REVENUES</td>
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<td>12% Contingency Amount</td>
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<td>$17,934,064</td>
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<td>CONTRACT TOTAL</td>
<td>-$0-</td>
<td>$167,384,597</td>
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<tr>
<td>ANNUAL AMOUNT OF CONTRACT (estimate)</td>
<td>-$0-</td>
<td>$14,945,053</td>
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<td>Agency Funds</td>
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<td>-$0-</td>
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<td>Contract FTE</td>
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**PROPOSED:**

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<tr>
<th>Mode(s) of Service &amp; Unit of Service Definition</th>
<th>No. Of Clients</th>
<th>No. of Units</th>
<th>Unit Cost (Budgeted Amount)</th>
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<tbody>
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<td>Licensing and Stage One Implementation</td>
<td>N/A</td>
<td>N/A</td>
<td>$44,323,076</td>
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<td>Maintenance</td>
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<td>Ongoing services</td>
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<td>Hosting</td>
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<td>N/A</td>
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<td>Future Product and Services: Beaker (Laboratory)</td>
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<td>$16,077,890</td>
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<td>Behavioral Health, Willow</td>
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<tr>
<td>Ambulatory(Ambulatory Pharmacy), MyChart</td>
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<tr>
<td>Bedside, Welcome Patient Kiosk, Nephrology,</td>
<td></td>
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<tr>
<td>CM/CRM, Nurse Triage, Jail Implementation</td>
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<tr>
<td>services, As-needed DPH training and</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>implementation services, Allowance for future</td>
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<tr>
<td>volume increases &amp; hosting fees</td>
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</table>


DPH – EHR Governance Structure

Executive Leadership

Program Steering Committee

Transformation Executive Team

Finance Committee

Contracts Committee

EHR Program Implementation Team

EHR Program Management Office

Division Governing Bodies
- Executive Leadership
- Medical and Nursing Exec
- Pharmacy & Therapeutics
- Performance Improvement

Clinical Operational Advisory Council Rep:
- Physician Champion
- Nurse & Champion
- Pharmacy Director
- Specialties Rep
- Department Rep
- Quality Rep

Access and Revenue Advisory Council Rep:
- Billing Office Director
- Patient Access Director
- HIM Director
- Clinic Administrator

Epic Recommended Councils:
- Physicians
- Nursing & Allied Health
- Regulatory & Compliance
- Research
- Patient Registration, Billing & Coding
- Data Governance & Analytics

Office of Health Informatics
Clinical Champions and Subject Matter Experts

EHR Program
Epic Project Teams:
Lead, Builder, System Analyst,
Workflow Analysts, Trainers

IT Steering Committees

IT Department
Strategic Alignment
EHR preparation and implementation will require:

- Change Management
- Project Management
- Consulting (niche expertise and competencies)
- Temporary backfill to support existing staff
- Additional technology and data systems as needed

- City process to procure resources
- Utilize RFQ to bring in as needed resources
- Work in advance with Contracting, Civil Service, Labor/Union, Business Leaders
- Governance to manage align with GFI and budget
Critical Path to Success 3: 14 Go Forward Initiatives (GFI)
Tactical Strategies to Enable and Transform DPH
On-Track and In Progress

Execute EHR Program

- EHR Program Management Office
- Change Management
- Communication
- Value/Benefit Realization
- Resourcing
- Core EHR functions ready at go live

Green Text = Complete

Integrate Operations

- Silo functions (e.g., Medical Records)
- Informatics
- Training
- Information Governance
- Revenue Cycle

Strengthen Infrastructure

- Security and Privacy
- IT operations
- Network and facilities
Questions