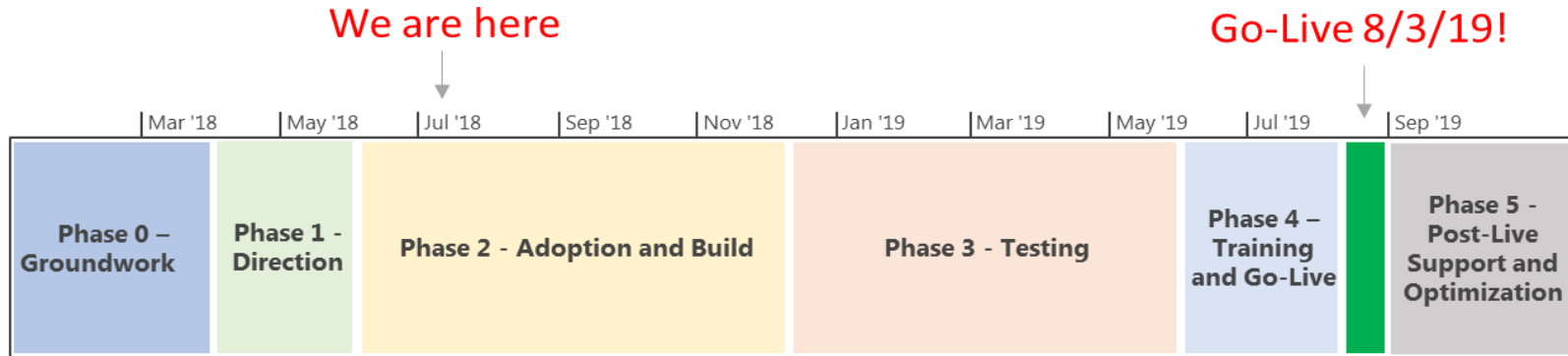# DPH Epic Implementation Update
June 2018

Overview

The DPH Epic install is underway and on target for an August 3, 2019 initial use (Go-Live)

The Aug. 3, 2019 "go-live" will include ZSFG, the Behavioral Health Center, Laguna Honda, and Primary Care. The remainder of our network will go live in subsequent waves.

The Phases outline a critical path to a successful Epic install, and provide a structure of the work that needs to be done to successful utilize and adopt the Epic EHR.

Before these phases began, DPH spent a year preparing following a readiness plan that enabled DPH to prepare staff, establish governance and assess the technology needed.

Epic Install: Phases 0 - 5

Phase 0 (January - March 2018)
Included onboarding the team and sending staff to Epic for training, beginning procurement of 3rd party systems necessary for full functionality, project planning and a survey of operations to help Epic tailor the focus of the install.

Phase 1 (March – May 2018)
This phase focused on completion of the project plan, as well as training and certification of staff. Also provided an operations orientation to Epic that included questions to further define how the system will be configured.

Phase 2 (May – November 2018)
- Complete content build by engaging frontline staff
- Prepare staff by closing gaps against Epic foundation
- Set-up integration with all third party systems
- Establish quality control channels to ensure communication and coordination across all teams
- Continue to prepare sites with user devices

Epic Install: Phases 0 - 5

Phase 3 (Nov 2018 – May 2019)
Training plans begin for what is called "Integrated Testing" which involves testing the patient flows from beginning to end using different scenarios.

Phase 4 (May – Aug 2019)
Complete training, technical dress rehearsal, and set up command center for go-live.

Go-*Live August 3, 2019*

Phase 5 (Sept 2019 and on)
Post-live support, end user surveys, ongoing training, and preparation for next wave.

Areas to Monitor

- ✓ Third party contracts

- ✓ IT infrastructure buildout

- ✓ Content build

- ✓ Interfaces and integration

- ✓ Training

- ✓ Go-live planning

Epic

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH