Epic Update
San Francisco Health Commission

2 June 2020

Briefed by:
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Contributors:
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Getting Better with Epic – Voice of the Patient

... when I first started receiving care at the General it was frustrating. The patient experience was rather poor, but it has continued to improve and has gotten much better since the switch to Epic.

Test result look-ups and appointments can be scheduled online. Instead of having to wait on the phone, the service through Epic My Chart and secure messaging is much easier.
Our Epic Journey

Get Ready
- Planning
- Building
- Testing

Get Going
- Governance
- Going Live
- Stabilizing

Get Better
- Governance
- Optimization
- Wave 2
- Wave 3
- Continuous Improvement

6-2-2020
Epic is becoming the tool we cannot live without

We are rapidly resolving stabilization issues with an eye toward optimization

Implementation Wave 2 work under way

Legacy EHR systems are on schedule for decommissioning

Project spend is aligned with budget
Getting Better with Epic – Voice of the Provider

"I absolutely love the Epic Haiku [mobile] app. It allows me to quickly check patients’ labs and notes and even put in orders without having to rush to a computer. It makes it easier for me to supervise trainees and students during rounds so I can view the data for myself while still focusing on their presentations."
Stabilizing & Optimizing Epic

**Stabilization**
Enhancing workflows and functionality
- Break/fix, "We got it wrong"
- Quick wins (<40hr)
- Using Lean (A3) methodology to problem-solve

**Optimization**
New workflows, features, functionality
- Streamlining
- Standard work
- Automating work
- New interfaces
Stabilization Phases

Approaching Stabilization
- More issues submitted each week than are resolved
- Backlog is growing

Stabilizing
- Issues submitted less than issues resolved
- Backlog starts to go down

Stabilized
- Backlog is worked down
- IT can respond to incidents quickly

We are here

6-2-2020
Major Stabilization Initiatives & Status

Major Initiatives

- Patient Access – issues with arranging for follow-up appointments and services
- COVID-19
  - Telehealth
  - New sites
    - Field care clinics
    - Alternate testing sites
    - Alternate care site

Status

- Active 20%
- Inactive 12%
- Resolved 68%

6-2-2020
Getting Better with Epic – Safety & Security

Providers are constantly having to evaluate patients who are not known to our health care system. Unfortunately, these patients are frequently unable to give us details about their medical history at the time of presentation. Through Care Everywhere, we can obtain detailed medical histories on many of these patients, which allows us to avoid medications that patients have not tolerated in the past. One very recent example is a patient who suffers from an abnormal heart rhythm which can lead to a life-threatening cardiac arrhythmia when treated with most antipsychotics. Having EPIC allowed us to identify this patient’s history and treat them safely.
The Impact of COVID-19 on Epic Work

- Around 25% of our requests for help are related to use of COVID-19 tools in Epic
Epic Implementation Wave 2

Keeping promises

PHD clinics, MCAH, Occupational Health (pushed from Wave 1 to Wave 2)
Nephrology, outpatient pharmacies, jail health

Preventing additional spending

Occupational Health Outpatient Pharmacies

Integrating Whole Person Care

Coordinated Care Management module
WPC, Transitions, Gender, SPY, HopeSF, OBIC

Accommodating Emerging Demands

Mental Health SF COVID-19 Response

6-2-2020
San Francisco Department of Public Health
Implementation Sequence – Wave 2

Wave 1a
August 3, 2019

Revenue and Access Systems
- Grand Central ADT Inc. Transfer Center
- Prelude Registration Inc. Financial Assistance
- Cadence Scheduling
- Resolve Professional Billing & Claims
- Resolve Hospital Billing & Claims
- HIM Coding & CDI

Core Clinical Systems
- EpicCare Ambulatory EMR Inc. Bones Orthopaedics, Wound Care, Kneiscope Ophthalmology & Wisdom General Dentistry
- EpicCare Inpatient EMR Inc. ICU, Rover, Secure Chat & Clinical Case Mgmt.
- Infection Control
- ASAP Emergency Department
- Willow Inpatient Pharmacy

Specialty, Departmental and/or Ancillary Systems
- OptiTime OR & Anesthesia
- Radiant Radiology
- Cuisin Cardiology
- Beacon Oncology
- Stork L&D
- Long Term Care
- Rehab
- Home Health

Population Health, Analytics, Patient Engagement & Mobility
- Healthy Planet Population Health Inc. HEDIS, Predictive Analytics (mental health) & Healthy Planet Link
- Cogito Enterprise Intelligence Inc. Data Warehouse (Cabinoid)

Interoperability
- Interfaces, Conversions, & Identity EMPI
- Care Everywhere Interoperability
- EpicCare Link

Whole Person Care: CCM Module
Go-Live: Q2 2020
- Scoping, Staffing, Planning & Training
- Design, Build, Test, Train
- Post-Live

Transitions, Street Med, HICT, & CCRT
Go-Live: Q3 2020
- Scoping & Planning
- Design, Build, Test, Train
- Post-Live

BHS w/o Billing: (Gender & HopeSF)
Go-Live: Q3 2020
- Scoping & Planning
- Design, Build, Test, Train
- Post-Live

Occupational Health (ZSFG & LHH)
Go-Live: Q4 2020
- Scoping & Planning
- Design, Build, Test, Train
- Post-Live

Nephrology: Dialysis Integration
Go-Live: Q3 2021
- Scoping & Planning
- Design, Build, Test, Train
- Post-Live

PHD: Tuberculosis
Go-Live: Q4 2020
- Scoping & Planning
- Design, Build, Test, Train
- Post-Live

PHD: City Clinic & AITC
Go-Live: Q4 2020
- Scoping, Staffing, Planning & Training
- Design, Build, Test, Train
- Post-Live

Willow Ambulatory & Inventory Mgmt
Go-Live: Q2 2021
- Scoping, Staffing, Planning & Training
- Design, Build, Test, Train
- Post-Live

Wave 2b (Jail Services)
Go-Live: Q2 2021
- Scoping, Staffing, Planning & Training
- Design, Build, Test, Train
- Post-Live

Research Expansion
Go-Live: Q3 2020
- Scoping & Planning
- Design, Build, Test, Train
- Post-Live

Care Everywhere Referrals
Go-Live: Q3 2021
- Scoping & Planning
- Design, Build, Test, Train
- Post-Live

Video Visits
Go-Live: Q3 2020
- Scoping & Planning
- Post-Live

Interpreter Services
Go-Live: Q1 2021
- Scoping & Planning
- Design, Build, Test, Train
- Post-Live

Epic Upgrade:
- Wave 3A Stabilization
- Epic Upgradable
- May 19
- August 19
- Nov 19

Key
- Go-Live
Getting Better with Epic – Equity

Today, I congratulated one of my patients who was previously struggling to attend his appointments and now is making all of them, and he told me it was so easy because he can save the appointments directly to his calendar on his phone. With a big smile, he logged on to show me how easy it is for him to manage his own care. "It's all good now!"
## Project Finance Update

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<th>Y1 FY17-18</th>
<th>Y2 FY 18-19</th>
<th>Y3 FY 19-20</th>
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<td>Project implementation budget</td>
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<td>Contingency budget</td>
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<td>Expected project costs</td>
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* FY19-20 includes projections through EOFY
Benefits Realization

Our commitment: decommission legacy software applications that have been replaced by Epic

Our plan: July 1, 2020, multiple systems will be commissioned

Expected outcome: $9.88M in costs recovered in FY2021