Epic Update
San Francisco Health Commission

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Getting Better with Epic

Thank you for this access to my health care. The site is very good! Easy to get around. Thanks so much once again!
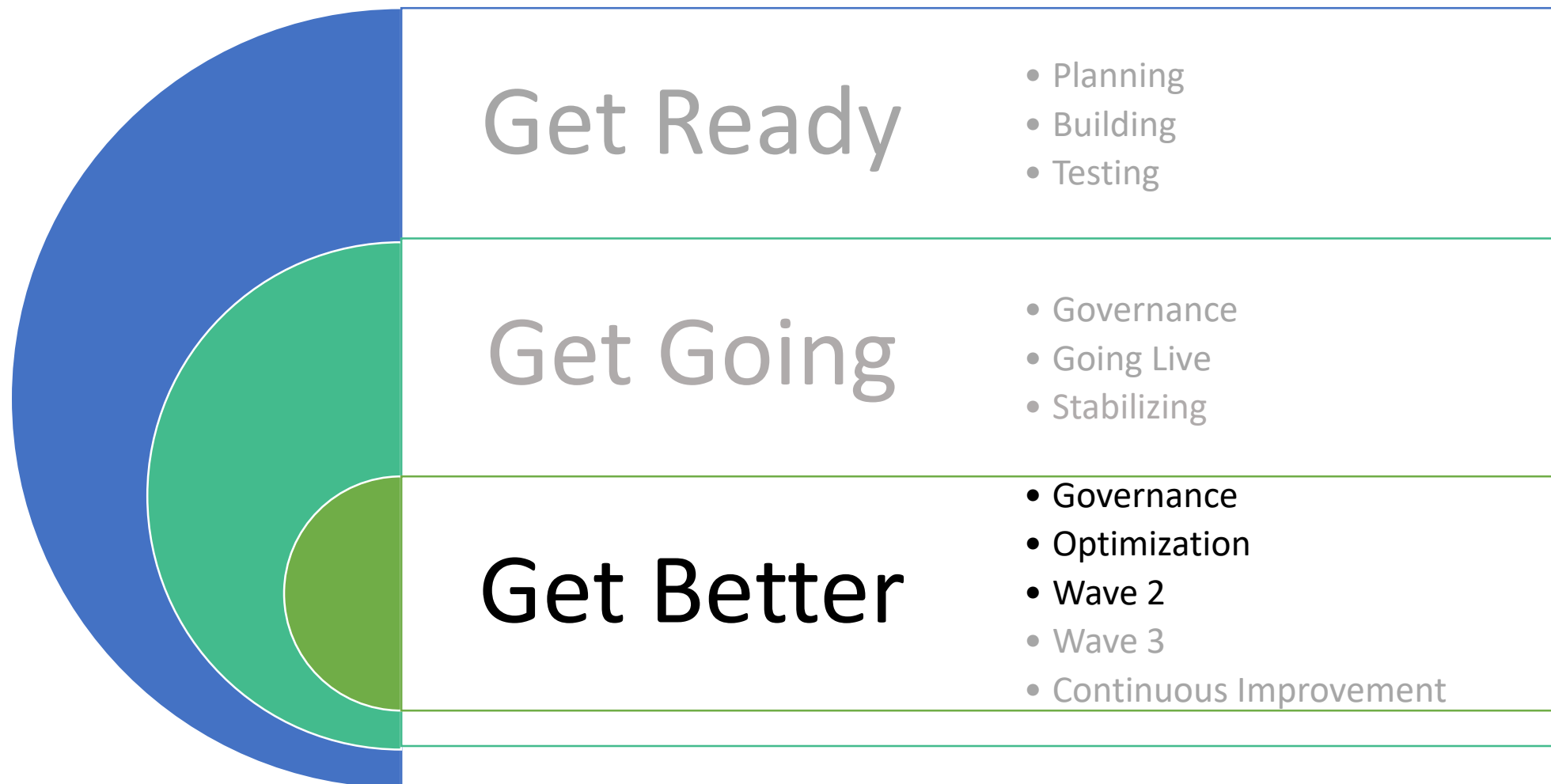
One of our patients using MyChart software

I check my mom's daily labs while she is admitted to the hospital, so I am ready to talk with the doctors about her care.

Son of an elderly patient with dementia

Our Epic Journey

Get Ready

- Planning
- Building
- Testing

Get Going

- Governance
- Going Live
- Stabilizing

Get Better

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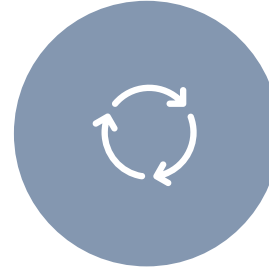- Continuous Improvement

Take Home Message

Epic is a secure system

MyChart adoption is on the rise

Revenue cycle operations has stabilized

Epic spend is aligned with updated budget

Securing Health Information – DPH Measures

Educate

Policy

Cybersecurity Awareness Training

Protect and Prevent

Perimeter protection

Endpoint protection

Role-based access

Detect

Automated threat detection

Proactive monitoring

Respond

Standard operating procedures

Root cause analysis

External audit

Securing Health Information – Epic Measures
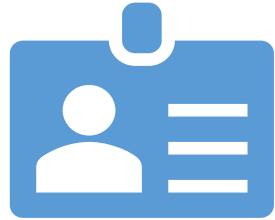
Authentication/Protection

Encrypted communications

Encrypted data

Strong passwords, multi-factor authentication

Authorization

Break the glass alerts

- Patient choice

- Behavioral health notes

- Occupational health

Identity tied to profile that defines the level of access to information

MyChart – Patient Access to Health Records
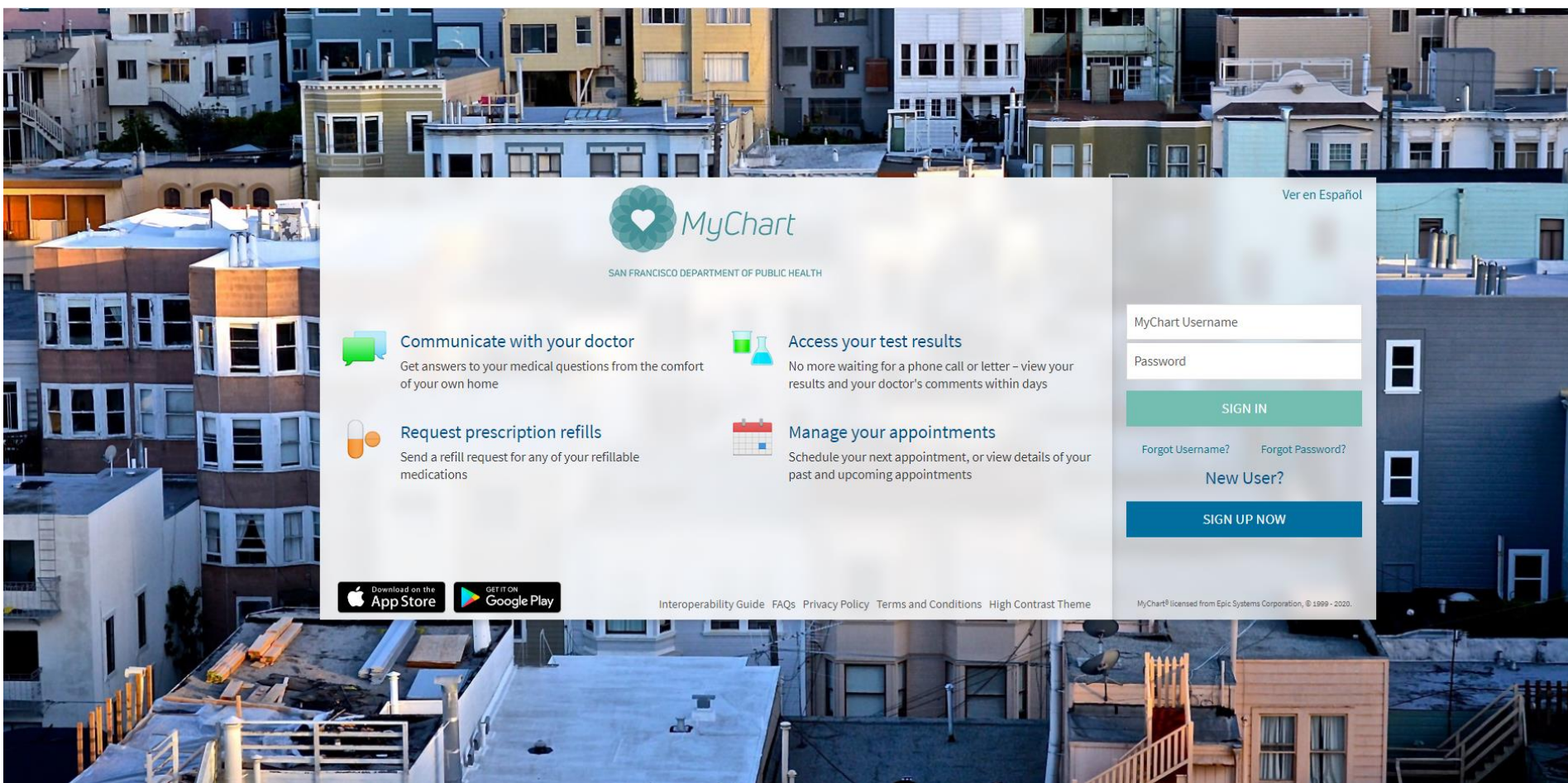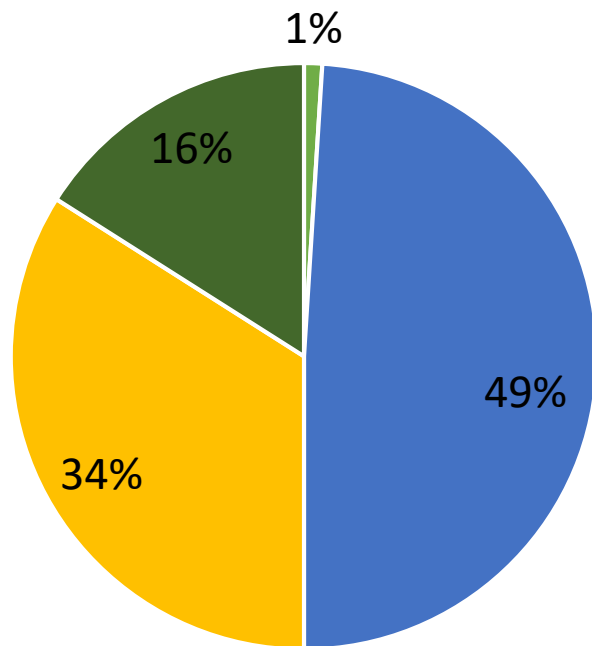
https://mychart.sfdph.org
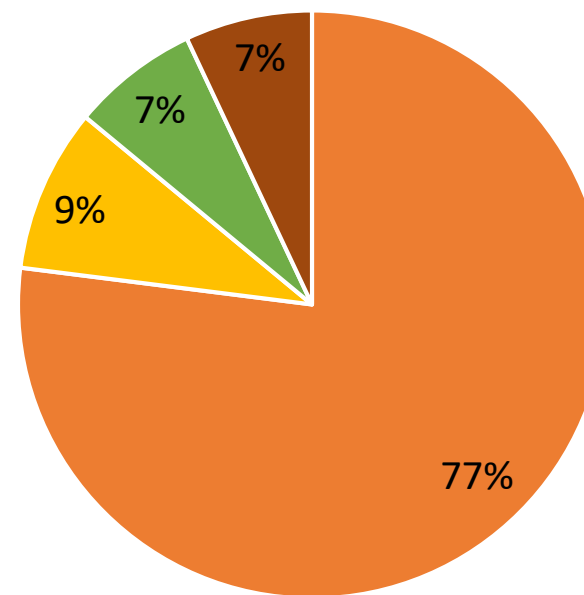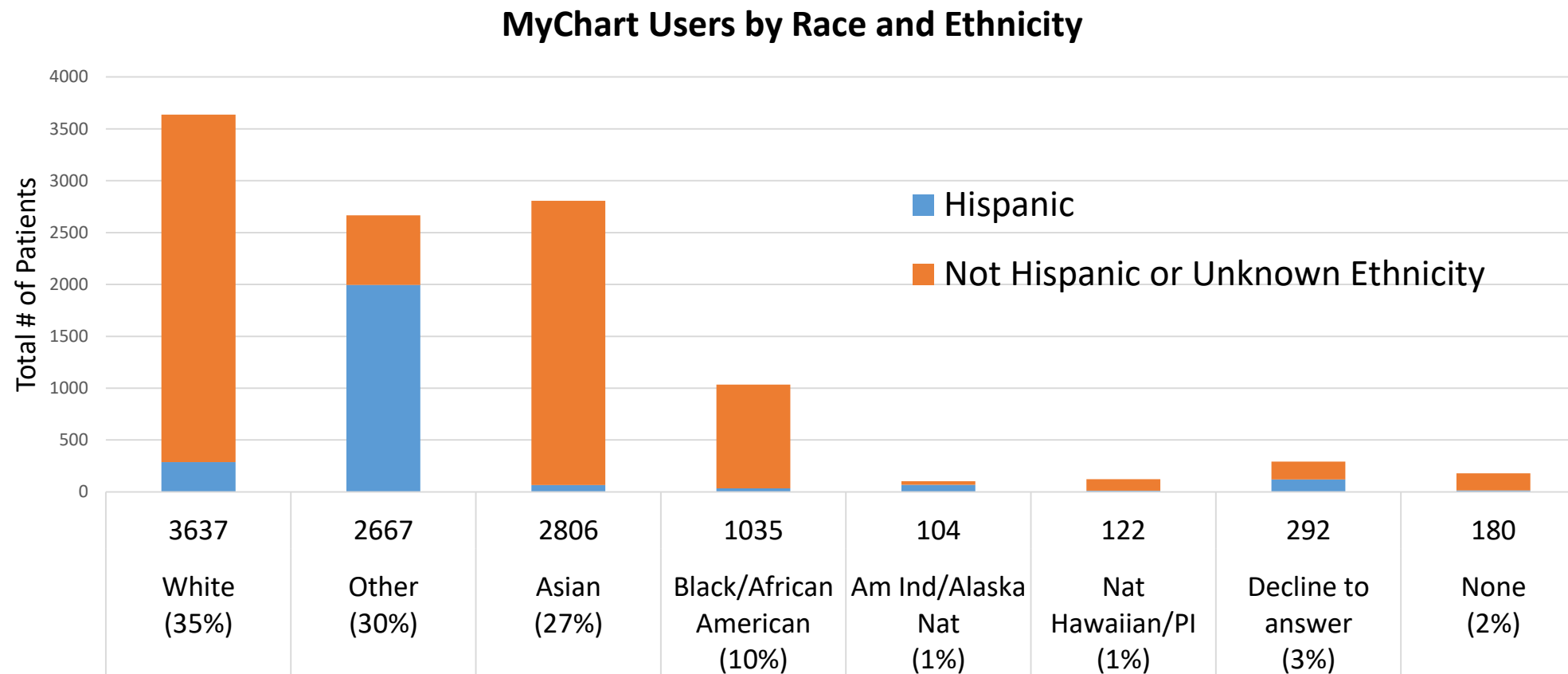
MyChart
Patient Engagement and Equity

To date

- Patient advisers are involved with decisions
- MyChart available in Spanish
- Multilingual promotional materials
- Proxy consent to designate someone they trust to help
- Patient help desk available 24/7 by phone or message
- Interpreter services assisting with patient secure messages and help desk

Planned/In Progress

- Additional enrollment pathways to reduce barriers, especially related to digital literacy
- Promotion of the benefits of proxy access
- Offer additional features to highlight importance of signing up for MyChart
- Telehealth video visit integration into MyChart

Revenue Cycle Update

- We have achieved stabilization with Access and Revenue Cycle (ARCR) after initial challenges

- We are starting to collect more than we did prior to Epic

- COVID-19 presented unprecedented challenges

- We plan to leverage Epic tools and analytics to capitalize on additional revenue opportunities

Epic

2019				2020				2021			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4

Key
⭐ Go-Live

Wave 1a
August 3, 2019

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

Core Clinical Systems
- EpicCare Ambulatory EMR inc. Bones Orthopaedics, Wound Care, Kaleidoscope 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:
- OpTime OR & Anesthesia
- Radiant Radiology
- Cupid Cardiology
- Beacon Oncology
- Stork L&D
- Long Term Care
- Rehab
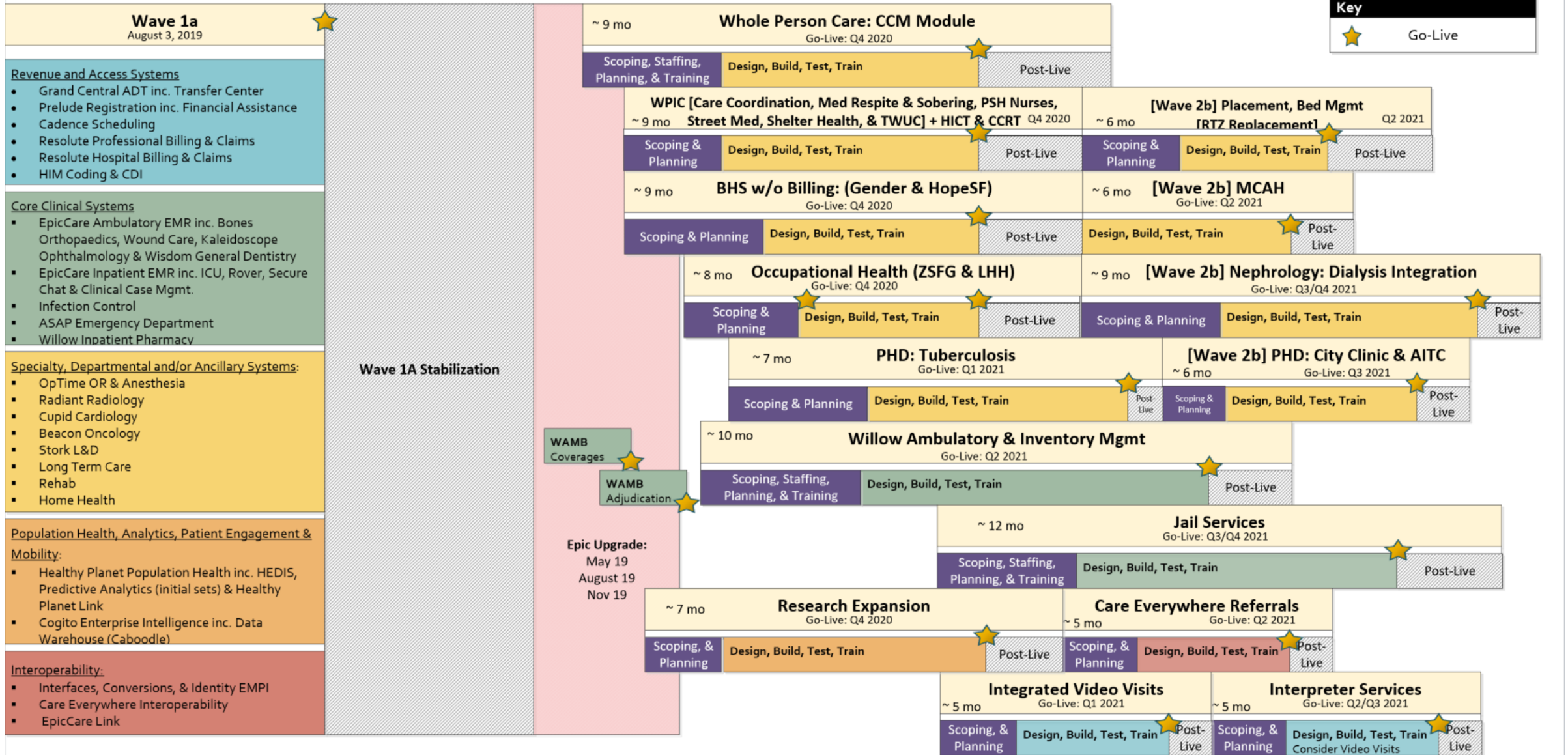- Home Health

Population Health, Analytics, Patient Engagement & Mobility:
- Healthy Planet Population Health inc. HEDIS, Predictive Analytics (initial sets) & Healthy Planet Link
- Cogito Enterprise Intelligence inc. Data Warehouse (Caboodle)

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

Wave 1A Stabilization

Epic Upgrade:
May 19
August 19
Nov 19

WAMB Coverages

WAMB Adjudication

Whole Person Care: CCM Module
~ 9 mo
Go-Live: Q4 2020
Scoping, Staffing, Planning, & Training | Design, Build, Test, Train | Post-Live

WPIC [Care Coordination, Med Respite & Sobering, PSH Nurses, Street Med, Shelter Health, & TWUC] + HICT & CCRT Q4 2020
~ 9 mo
Scoping & Planning | Design, Build, Test, Train | Post-Live

[Wave 2b] Placement, Bed Mgmt [RTZ Replacement] Q2 2021
~ 6 mo
Scoping & Planning | Design, Build, Test, Train | Post-Live

BHS w/o Billing: (Gender & HopeSF)
~ 9 mo
Go-Live: Q4 2020
Scoping & Planning | Design, Build, Test, Train | Post-Live

[Wave 2b] MCAH
~ 6 mo
Go-Live: Q2 2021
Design, Build, Test, Train | Post-Live

Occupational Health (ZSFG & LHH)
~ 8 mo
Go-Live: Q4 2020
Scoping & Planning | Design, Build, Test, Train | Post-Live

[Wave 2b] Nephrology: Dialysis Integration
~ 9 mo
Go-Live: Q3/Q4 2021
Scoping & Planning | Design, Build, Test, Train | Post-Live

PHD: Tuberculosis
~ 7 mo
Go-Live: Q1 2021
Scoping & Planning | Design, Build, Test, Train | Post-Live

[Wave 2b] PHD: City Clinic & AITC
~ 6 mo
Go-Live: Q3 2021
Scoping & Planning | Design, Build, Test, Train | Post-Live

Willow Ambulatory & Inventory Mgmt
~ 10 mo
Go-Live: Q2 2021
Scoping, Staffing, Planning, & Training | Design, Build, Test, Train | Post-Live

Jail Services
~ 12 mo
Go-Live: Q3/Q4 2021
Scoping, Staffing, Planning, & Training | Design, Build, Test, Train | Post-Live

Research Expansion
~ 7 mo
Go-Live: Q4 2020
Scoping, & Planning | Design, Build, Test, Train | Post-Live

Care Everywhere Referrals
~ 5 mo
Go-Live: Q2 2021
Scoping & Planning | Design, Build, Test, Train | Post-Live

Integrated Video Visits
~ 5 mo
Go-Live: Q1 2021
Scoping, & Planning | Design, Build, Test, Train | Post-Live

Interpreter Services
~ 5 mo
Go-Live: Q2/Q3 2021
Scoping, & Planning | Design, Build, Test, Train Consider Video Visits | Post-Live

EHR Budget ... Knowns and Unknowns

FY17-20 actuals have helped us predict the remaining spend

Wave 2 & 3 contract costs are not fully known

Consultant costs can ring up a big bill

Staffing costs were underestimated

EHR Budget Outlook

Epic EHR Budget Actuals and Outyear Estimates			
	FY17-20 - Actuals	**FY21-27 - Estimated**	**Project Total - Estimated**
Proposed Budget	$202,426,296	$140,506,049	$392,402,555
EHR Spend	($180,591,314)	($211,069,813)	($391,661,126)
Wave 1 Balance Forward	$21,834,982		
Project Contingency		$49,470,210	
Net Balance for Future Waves	$21,834,982	($21,093,554)	$741,429

- Includes KP grant funds of $9.0M

- FY21-27 spend has been adjusted for

    1) salary/benefit costs
    2) third party contract costs through 2027

Patience and perseverance have a magical effect before which difficulties disappear and obstacles vanish.

John Quincy Adams