



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



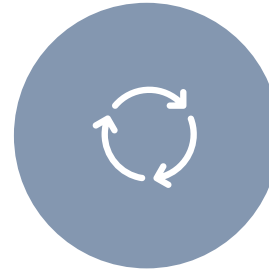
Take Home Message



Epic is a secure system



MyChart adoption is on the rise



Revenue cycle operations have 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

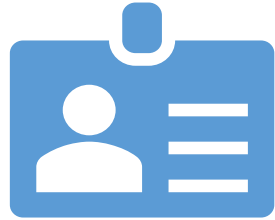
Automated threat
detection
Proactive monitoring



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

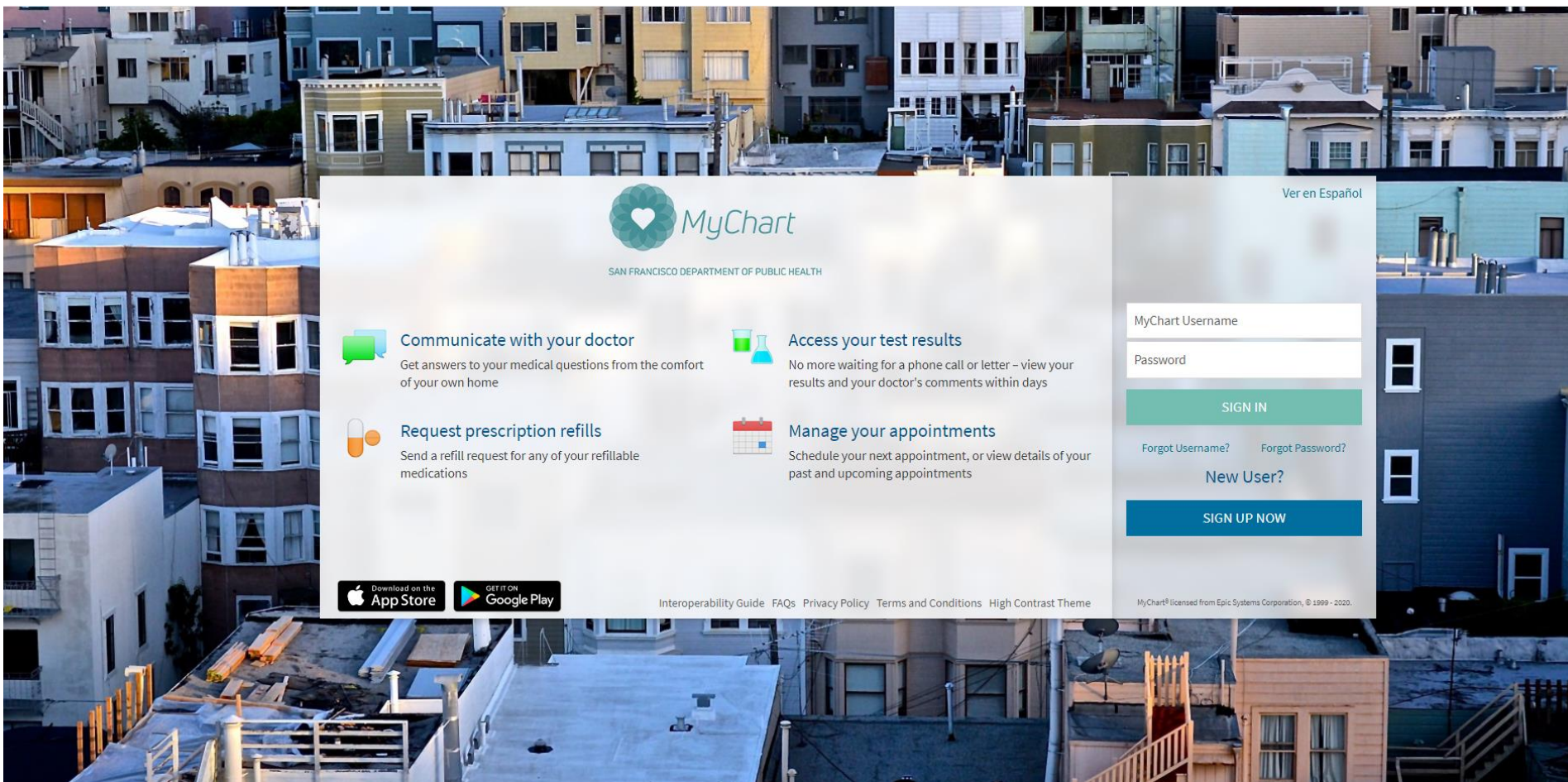
Break the glass alerts

- 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

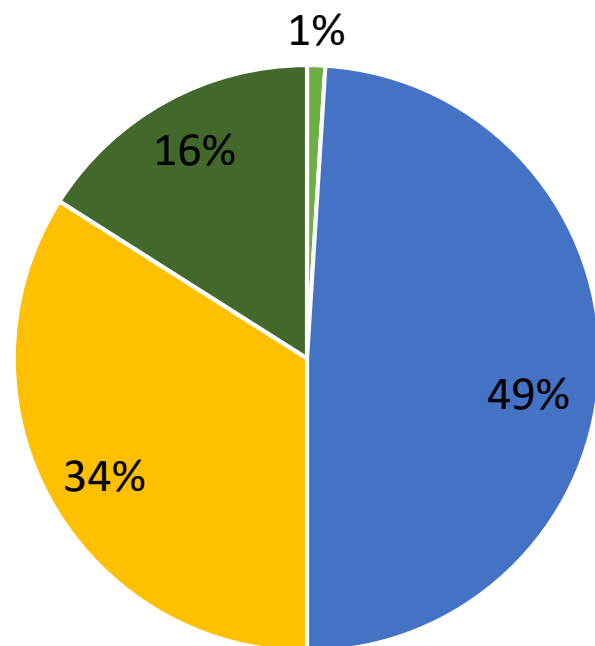


<https://mychart.sfdph.org>



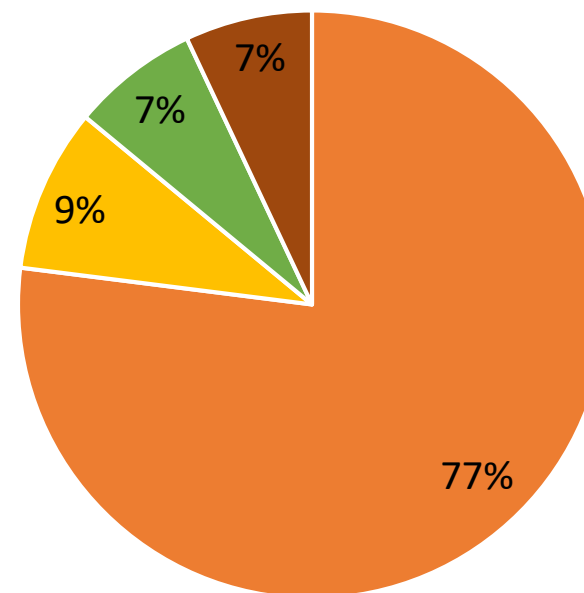
MyChart has **10,288** Active Patients (as of 8/8/2020)

Users by Age (%)



■ < 18 yrs ■ 18 - 44 yrs ■ 45 - 65 yrs ■ 65+ yrs

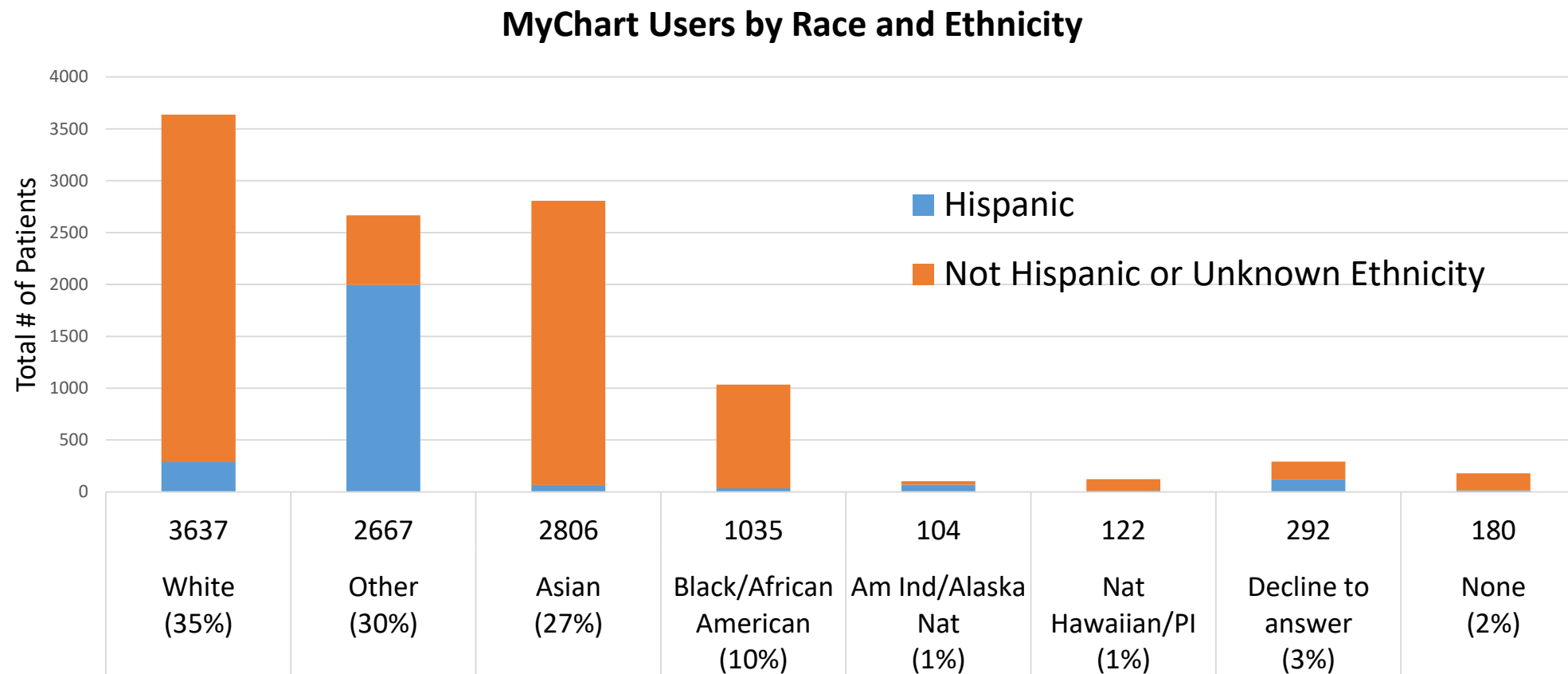
Users by Preferred Language (%)



■ English ■ Spanish ■ Cantonese ■ All Other



MyChart Users by Race and Ethnicity



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

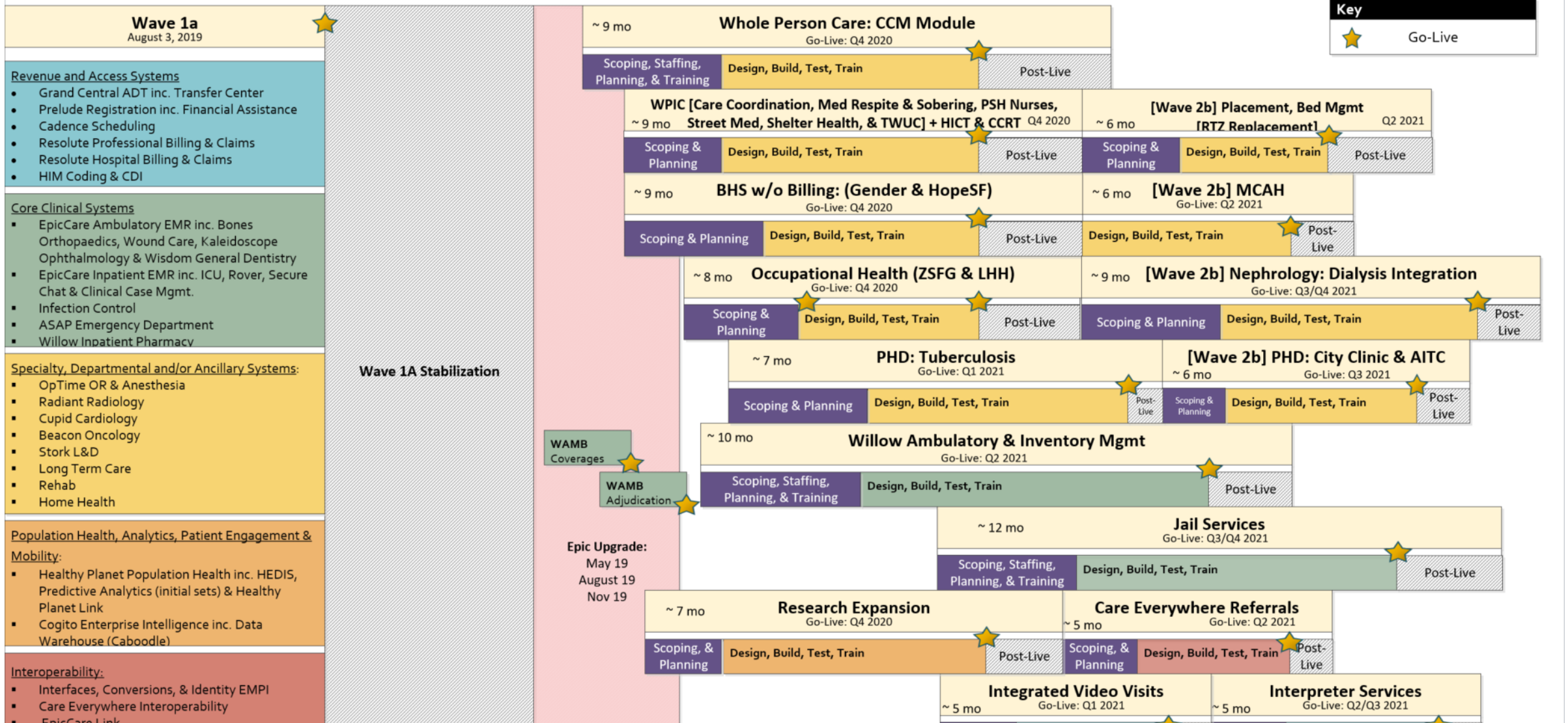


San Francisco Department of Public Health Implementation Sequence – Wave 2



Last updated: December 3, 2019

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



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
