

Epic Update

San Francisco Health Commission

15 September 2020

Briefed by:

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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



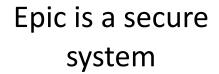


Our Epic Journey



Take Home Message







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

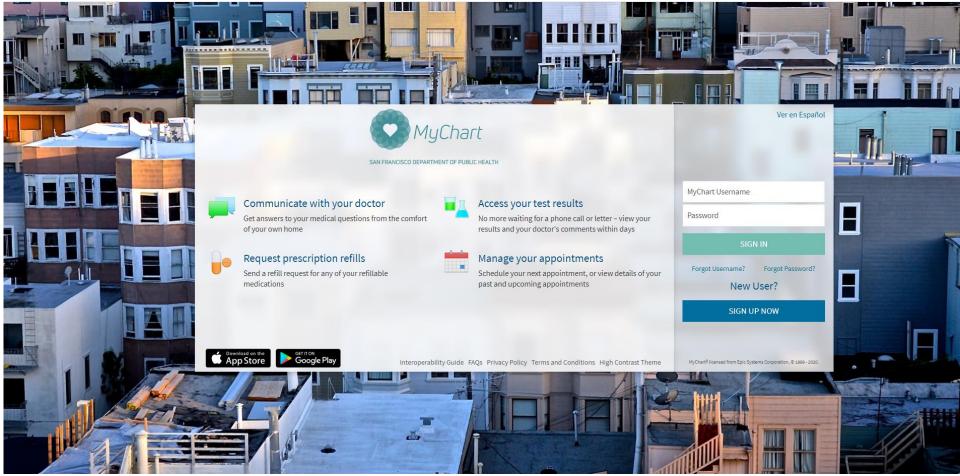
Break the glass alerts

- Patient choice
- Behavioral health notes
- Occupational health

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



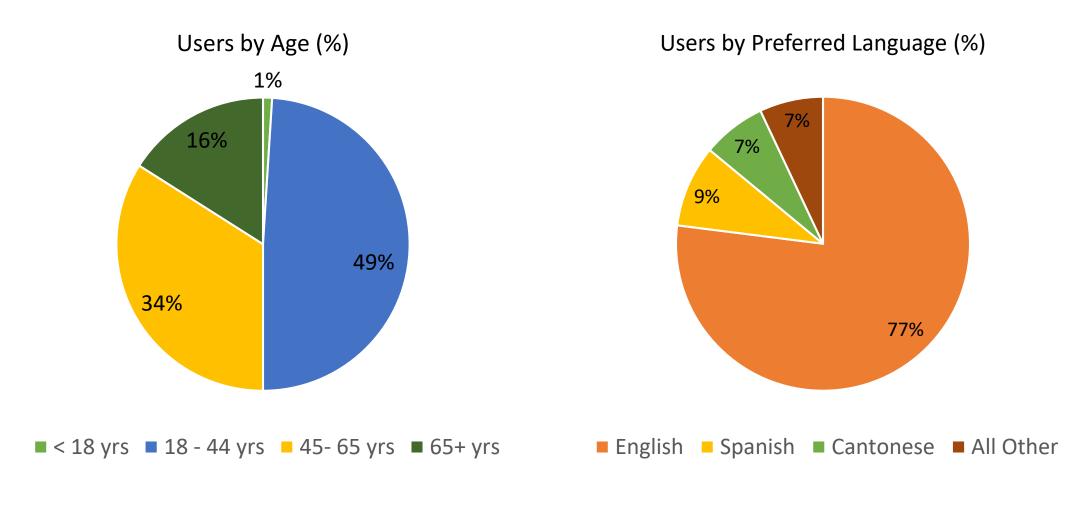
MyChart – Patient Access to Health Records



https://mychart.sfdph.org



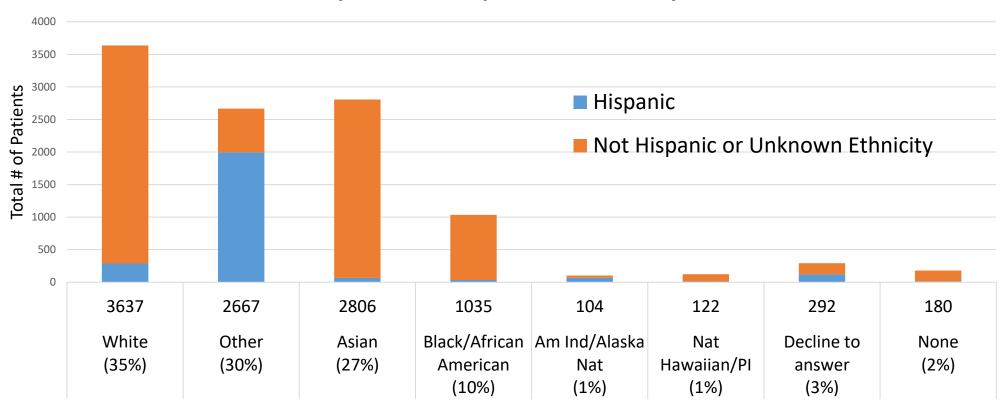
MyChart has 10,288 Active Patients (as of 8/8/2020)





MyChart Users by Race and Ethnicity

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	Q
Wave 1a August 3, 2019		~ 9 mo	Whole P	erson Care: CCM N Go-Live: Q4 2020	/lodule			Key Go-Liv	e
evenue and Access Systems Grand Central ADT inc. Transfer Center Prelude Registration inc. Financial Assistance Cadence Scheduling			raining PIC [Care Coordinate	ild, Test, Train tion, Med Respite & S elter Health, & TWUC	Post-Live obering, PSH Nurses, + HICT & CCRT Q4 2020	[Wav	/e 2b] Placement, Bed	02 2021	
Resolute Professional Billing & Claims Resolute Hospital Billing & Claims			Design, Bu	ild, Test, Train	Post-Live	Scoping & Planning	Design, Build, Test, Train	Post-Live	
HIM Coding & CDI re Clinical Systems	~ 9 mc	BHS w/o	Billing: (Gender & Go-Live: Q4 2020	HopeSF)	~ 6 mo [Wa	ove 2b] MCAH Go-Live: Q2 2021			
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		Scopi	Planning Design, Build, Test, Train Post-Live Post-Live Coping & Planning Design, Build, Test, Train Post-Live Post-Live PhD: Tuberculosis			Post-Live ~ 9 mo [Wave 2b] Nephrology: Dialysis Integration Go-Live: Q3/Q4 2021 Scoping & Planning Design, Build, Test, Train [Wave 2b] PHD: City Clinic & AITC			
ecialty, Departmental and/or Ancillary Systems: OpTime OR & Anesthesia Radiant Radiology Cupid Cardiology Beacon Oncology Stork L&D	Wave 1A Stabilization	WAMB Coverages	Scoping	& Planning Design, B	build, Test, Train mbulatory & Invento	Post- Sc Live P		ive: Q3 2021	
Long Term Care Rehab Home Health		WAMB Adjudication	Scoping, S	Design, Do	vild, Test, Train		Post-Live		
opulation Health, Analytics, Patient Engagement &		Epic Upgrade:			~ 12 mo	J a Go-	ail Services Live: Q3/Q4 2021		
obility: Healthy Planet Population Health inc. HEDIS, Predictive Analytics (initial sets) & Healthy Planet Link Cogito Enterprise Intelligence inc. Data		May 19 August 19 Nov 19	~ 7 mo R	esearch Expansion Go-Live: Q4 2020		Design, Build, Test Care Everyv 5 mo	where Referrals Go-Live: Q2 2021	Post	-Live
Warehouse (Caboodle) teroperability: Interfaces, Conversions, & Identity EMPI Care Everywhere Interoperability			Design, Bu	ild, Test, Train	Integrated	Coping, & Design, Planning Video Visits E: Q1 2021			

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