Epic Update
San Francisco Health Commission

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

**Users by Age (%):**
- < 18 yrs: 1%
- 18 - 44 yrs: 49%
- 45- 65 yrs: 34%
- 65+ yrs: 16%

**Users by Preferred Language (%):**
- English: 77%
- Spanish: 9%
- Cantonese: 7%
- All Other: 7%
MyChart Users by Race and Ethnicity

<table>
<thead>
<tr>
<th>Group</th>
<th>Total # of Patients</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>3637</td>
<td>35%</td>
</tr>
<tr>
<td>Other</td>
<td>2667</td>
<td>30%</td>
</tr>
<tr>
<td>Asian</td>
<td>2806</td>
<td>27%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>1035</td>
<td>10%</td>
</tr>
<tr>
<td>Am Ind/Alaska Nat</td>
<td>104</td>
<td>1%</td>
</tr>
<tr>
<td>Nat Hawaiian/PI</td>
<td>122</td>
<td>1%</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>292</td>
<td>3%</td>
</tr>
<tr>
<td>None</td>
<td>180</td>
<td>2%</td>
</tr>
</tbody>
</table>
## MyChart
### Patient Engagement and Equity

<table>
<thead>
<tr>
<th>To date</th>
<th>Planned/In Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Patient advisers are involved with decisions</td>
<td>• Additional enrollment pathways to reduce barriers, especially related to digital literacy</td>
</tr>
<tr>
<td>• MyChart available in Spanish</td>
<td>• Promotion of the benefits of proxy access</td>
</tr>
<tr>
<td>• Multilingual promotional materials</td>
<td>• Offer additional features to highlight importance of signing up for MyChart</td>
</tr>
<tr>
<td>• Proxy consent to designate someone they trust to help</td>
<td>• Telehealth video visit integration into MyChart</td>
</tr>
<tr>
<td>• Patient help desk available 24/7 by phone or message</td>
<td></td>
</tr>
<tr>
<td>• Interpreter services assisting with patient secure messages and help desk</td>
<td></td>
</tr>
</tbody>
</table>
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.
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

<table>
<thead>
<tr>
<th></th>
<th>FY17-20 - Actuals</th>
<th>FY21-27 - Estimated</th>
<th>Project Total - Estimated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proposed Budget</td>
<td>$202,426,296</td>
<td>$140,506,049</td>
<td>$392,402,555</td>
</tr>
<tr>
<td>EHR Spend</td>
<td>($180,591,314)</td>
<td>($211,069,813)</td>
<td>($391,661,126)</td>
</tr>
<tr>
<td>Wave 1 Balance Forward</td>
<td>$21,834,982</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project Contingency</td>
<td></td>
<td>$49,470,210</td>
<td></td>
</tr>
<tr>
<td>Net Balance for Future Waves</td>
<td>$21,834,982</td>
<td>($21,093,554)</td>
<td>$741,429</td>
</tr>
</tbody>
</table>

- 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