

**ZSFG CHIEF OF STAFF REPORT**  
**Presented to the JCC-ZSFG on August 27, 2019**  
**08/12/19 Leadership MEC and 08/15/19 Business MEC**

**ADMINISTRATIVE/LEAN MANAGEMENT/IMPROVEMENT WORK/EPIC TRAINING:**

Epic Updates –

Dr. Claire Horton reported that overall, the Epic Go Live went extremely well, albeit with some lingering workflow and system issues that are still worked on. Epic team and consultants have assessed that our institution is at being where most organizations our sized are at after three weeks. Dr. Horton thanked faculty and staff for their commitment and engagement. Overall status updates as of the Aug 12 meeting include:

- Went Live on time 7AM Aug 3
- Have resolved 75% of 8600 service tickets since Go Live date
- At Elbow Support have been celebrated as being outstanding by Staff
- SuperUsers celebrated by At Elbow Support for their knowledge and engagement
- Closed the ZSFG Operations Command Center at night at day 5 (Ahead of set schedule to keep it open for two weeks)

Members discussed top issues, resolutions/solutions, and things that can now be done with Epic that were not possible before. Other highlights include the following: decreasing number of call volumes to the Service Desk, increasing number of ambulatory sites offering patient MyChart (online Epic Patient Portal), and CPOE (Computerized Physician Order Entry) implementation at 96% in the hospital. Epic provides significant amount of real time data and key performance indicators. Closed monitoring of key performance indicators is ongoing to ensure that Epic usage is as intended.

**CLINICAL SERVICE REPORT:**

None