



Epic Update

San Francisco Health Commission

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Getting Better with Epic – Voice of the Patient

... when I first started receiving care at the General it was frustrating. The patient experience was rather poor, but it has continued to improve and has gotten much better since the switch to Epic.

Test result look-ups and appointments can be scheduled online. Instead of having to wait on the phone, the service through Epic My Chart and secure messaging is much easier.



Our Epic Journey





Take Home Message



Epic is becoming the tool we cannot live without



We are rapidly resolving stabilization issues with an eye toward optimization



Implementation Wave 2 work under way



Legacy EHR systems are on schedule for decommissioning



Project spend is aligned with budget



Getting Better with Epic – Voice of the Provider

"I absolutely love the Epic Haiku [mobile] app. It allows me to quickly check patients' labs and notes and even put in orders without having to rush to a computer. It makes it easier for me to supervise trainees and students during rounds so I can view the data for myself while still focusing on their presentations."



Stabilizing & Optimizing Epic



Stabilization

Enhancing workflows and functionality

- Break/fix, “We got it wrong”
- Quick wins (<40hr)
- Using Lean (A3) methodology to problem-solve



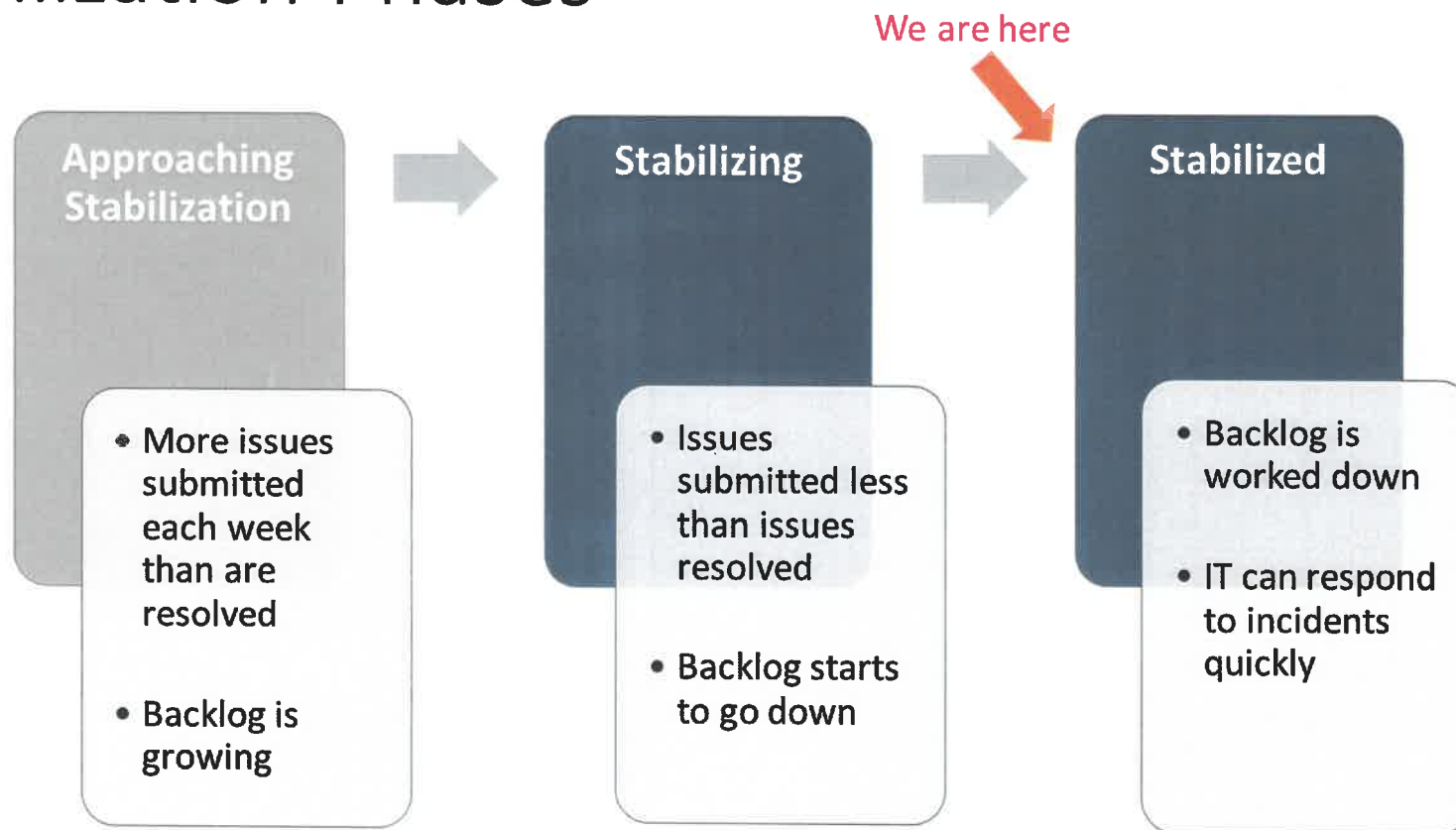
Optimization

New workflows, features, functionality

- Streamlining
- Standard work
- Automating work
- New interfaces



Stabilization Phases



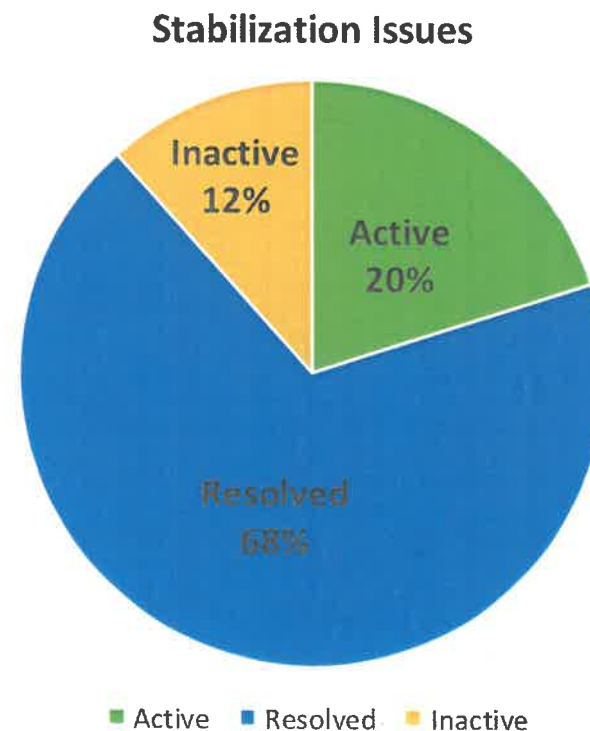


Major Stabilization Initiatives & Status

Major Initiatives

- Patient Access – issues with arranging for follow-up appointments and services
- COVID-19
 - Telehealth
 - New sites
 - Field care clinics
 - Alternate testing sites
 - Alternate care site

Status





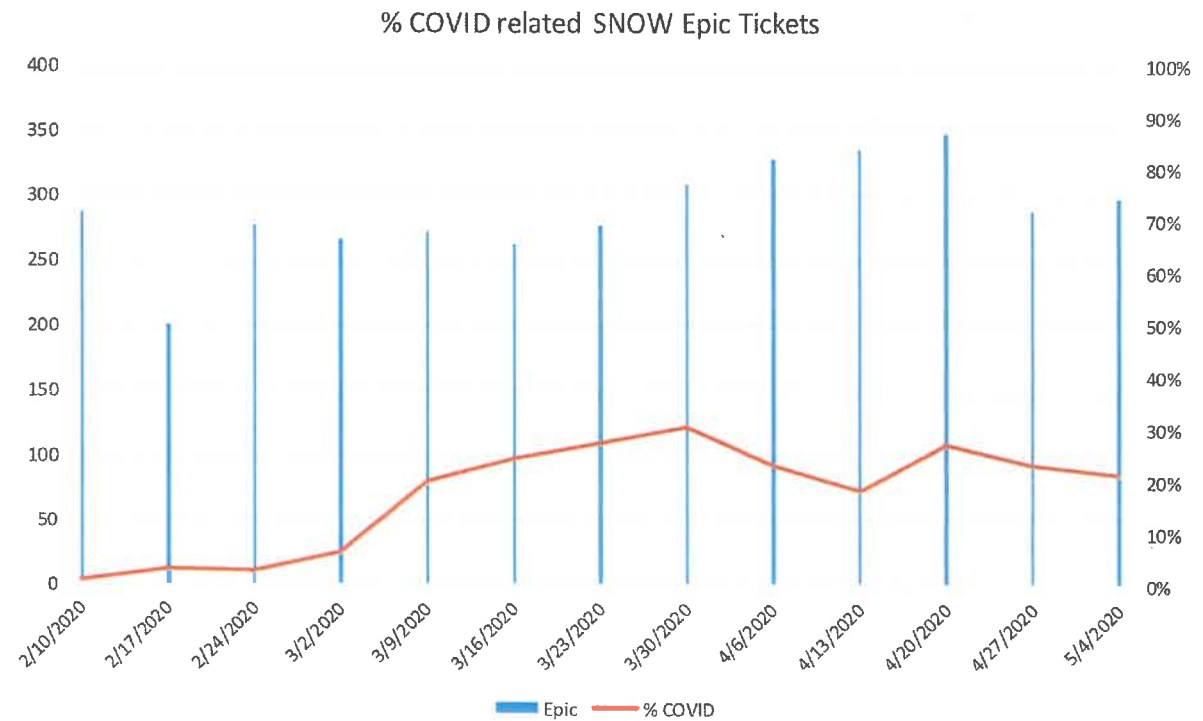
Getting Better with Epic – Safety & Security

Providers are constantly having to evaluate patients who are not known to our health care system. Unfortunately, these patients are frequently unable to give us details about their medical history at the time of presentation. Through Care Everywhere, we can obtain detailed medical histories on many of these patients, which allows us to avoid medications that patients have not tolerated in the past. One very recent example is a patient who suffers from an abnormal heart rhythm which can lead to a life-threatening cardiac arrhythmia when treated with most antipsychotics. Having EPIC allowed us to identify this patient's history and treat them safely.



The Impact of COVID-19 on Epic Work

- Around 25% of our requests for help are related to use of COVID-19 tools in Epic





Epic Implementation Wave 2



Keeping promises

PHD clinics, MCAH,
Occupational Health
(pushed from Wave 1 to
Wave 2)

Nephrology, outpatient
pharmacies, jail health



Preventing additional spending

Occupational Health
Outpatient Pharmacies



Integrating Whole Person Care

Integrate. Enhance.
Report from a single
database.

Coordinated Care
Management module

WPC, Transitions,
Gender, SPY, HopeSF,
OBIC



Accommodating Emerging Demands

Mental Health SF
COVID-19 Response

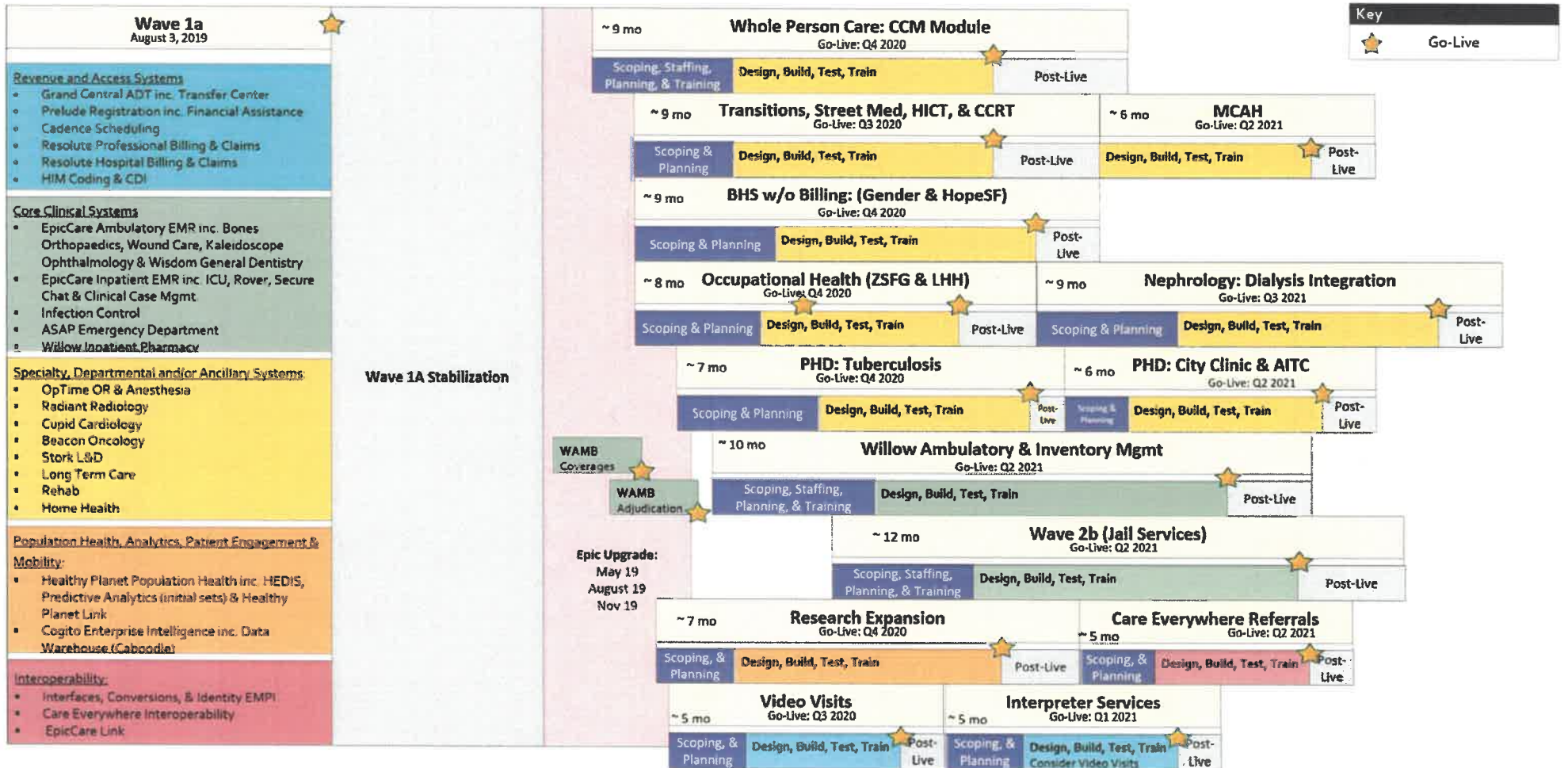


San Francisco Department of Public Health Implementation Sequence – Wave 2



Last updated: December 3, 2019

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



Key

★ Go-Live



Getting Better with Epic – Equity

Today, I congratulated one of my patients who was previously struggling to attend his appointments and now is making all of them, and he told me it was so easy because he can save the appointments directly to his calendar on his phone. With a big smile, he logged on to show me how easy it is for him to manage his own care. "It's all good now!"

Project Finance Update

	Y1 FY17-18	Y2 FY 18-19	Y3 FY 19-20	Three Year Total
Project implementation budget	\$ 47,465,607	\$ 96,867,313	\$ 53,547,920	\$ 197,880,841
Contingency budget				\$ 49,470,210
Expected project costs				\$ 247,351,051
Actual project costs *	\$ (28,193,347)	\$ (68,246,406)	\$ (115,854,806)	\$ (212,294,559)
Balance	\$ 19,272,260	\$ 28,620,907	\$ (62,306,886)	\$ 35,056,491
* FY19-20 includes projections through EOFY				



Benefits Realization



Our commitment:
decommission legacy
software applications
that have been replaced
by Epic



Our plan:
July 1, 2020, multiple
systems will be
commissioned



Expected outcome:
\$9.88M in costs
recovered in FY2021

