



# Health Information Technology Quarterly Review

**San Francisco Health Commission**

**7 February 2023**

**Briefed by Eric Raffin & Jeff Scarafia**

# Roadmap for Today



Accomplishments  
across the IT Division  
in 2022



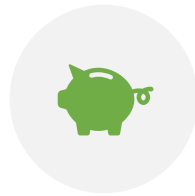
Health information  
sharing



Supporting Laguna  
Honda Hospital



Epic is coming to  
Behavioral Health  
Services



Epic Finances

# 2022 IT Accomplishments (beyond Epic)



Cybersecurity policy



Patch management



BHS/MHSF data mart



Clinical computing



Telephone System Replacement



Contract tracking

# 2022 Accomplishments

## Cybersecurity Policy

- Prior audits highlighted that while cybersecurity work was strong, the policies that govern that work were insufficient or absent
- New polices
  - Mobile Device Management
  - Workstation Security
  - Data Classification
  - Privileged Access
  - Incident Response
  - Backup and Recovery
  - Medical Device Security

## Patch Management

- Essential work to ensure servers and computer endpoints (laptops and desktops) have security software updates applied on a routine and consistent basis
- New tools are now employed to patch systems regularly with detailed reporting on success/failure rate
- Patches can now be applied to DPH-furnished computers used in remote work settings, a need punctuated by the growth in telework

# 2022 Accomplishments

## **BHS/MHSF Data and Analytics**

- Understanding what we know about a person we serve using different systems poses challenges
- Analytical requirements pushed us to join data from three systems
- The result is a data mart that comprises information from:
  - Epic (DPH)
  - Avatar (DPH)
  - One System (HSH)

## **Clinical Computing**

- Our clinical computers are stable, but reaching the end of their life cycle
- We created new clinical computing standards - replacements of ~ 2,800 systems begin in late 2023

## **Telephone System Replacement**

- Work started during the ZSFG rebuild project
- Epic and COVID slowed progress
- We are back on course to complete the work we started

# 2022 Accomplishments

- Contract Dashboard
  - IT maintains 100+ complex contracts with software and hardware vendors
  - We needed to track the status of contracts with precision
  - So, we are improving with data!

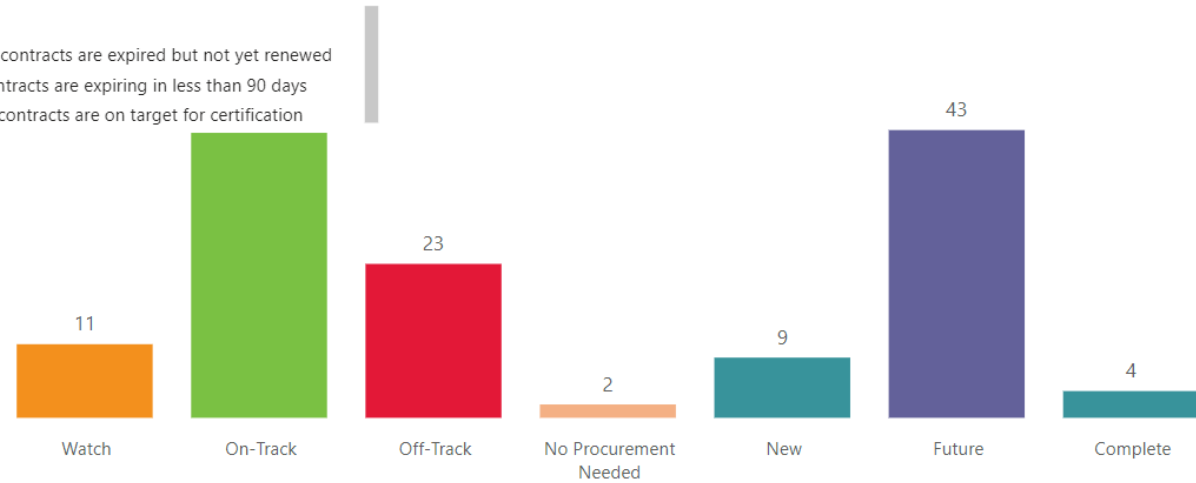
## IT Contracts by Status level

Legend:

**Off Track** contracts are expired but not yet renewed

**Watch** contracts are expiring in less than 90 days

**On Track** contracts are on target for certification



### Filter by Due Date

Last  Select

No filters applied

Vendor	Scope	Status Update	Status	Due Date
American Medical Association (AMA)	CPT Codes ( DV done for 2023 vendor is unresponsive to City's request and only doing annual procurements vs multi-year contracts)	Complete	00a - No Status Identified	12/31/2022
Biorad Global Information Security / Geenius	equipment rental agreement	Complete	09 - Contracting & Negotiations Started	
Harmony Healthcare IT	2nd Amendment - conversion work	Complete	01b - BAU Only; Defining Renewal/Procurement Requirements	
Rhapsody	Software Maintenance for Rhapsody Interface Engine	Complete	01a - SOW Business Requirements Gathering	7/31/2022
Aya Healthcare	Nurse Registry (ZSFG / LHH)	Future		6/30/2024
BAT Technologies, LLC	software maintenance - LabBilSys	Future		6/30/2024
Bay Area Communication	ASL Services	Future		6/30/2024



# Health Information Sharing

---

- Everyone gains something from sharing!
- What was once a call/fax is now automagic!
- Federal and state efforts to enhance information sharing
  - 21<sup>st</sup> Century CURES Act (4/2022)
  - Trusted Exchange Framework and Common Agreement
  - CA A.B. 133 – Data Exchange Framework (DxF)
- Health information **and** social services information is planned to be shared between participants in the California DxF



# Supporting Laguna Honda Hospital

- Data and Analytics
  - Improved capture of rounding data
  - Consolidated dashboards for Quality Management
  - Improved in-application reporting in Epic
- Client Technology and Support Services
  - Improved on-boarding procedure for consultants and surveyors
  - Rapid response process for deployment of new computers
- Application Support
  - Epic Optimizations to support improvements in Care Plans, Food and Nutrition, and Quality Management



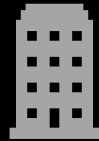
# Epic is Coming to Behavioral Health Services

2023							2024					
→ June	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
<b>Phase 0</b> Pre-Work	<b>Phase 1</b> Workflow Walkthrough & Configuration		<b>Phase 2</b> User & System Readiness				<b>Phase 3</b> Training & Go-Live		<b>Phase 4</b> Post-Live Support & Optimization			
Project team training & certification	<b>Revenue Cycle, Patient Access, &amp; Patient Flow</b> <ul style="list-style-type: none"> <li>• Cadence Scheduling</li> <li>• Prelude Registration</li> <li>• Grand Central Patient Flow</li> <li>• Resolute Professional Billing &amp; Claims</li> <li>• Resolute Hospital Billing &amp; Claims</li> <li>• HIM Coding &amp; Abstracting</li> </ul>											
	<b>Ambulatory, Inpatient, &amp; Clinician Mobility</b> <ul style="list-style-type: none"> <li>• Behavioral Health</li> <li>• EpicCare Ambulatory EHR</li> <li>• EpicCare Inpatient EHR</li> <li>• Willow Inpatient Pharmacy</li> <li>• HIM Release of Information &amp; Deficiency Tracking</li> <li>• Haiku, Canto &amp; Limerick Clinician Mobility for Physicians</li> </ul>											
	<b>Population Health, AI &amp; Analytics, &amp; Patient Experience</b> <ul style="list-style-type: none"> <li>• Cogito Business Intelligence &amp; Data Visualization inc. Caboodle Data Warehouse</li> </ul>											
	<b>Interoperability</b> <ul style="list-style-type: none"> <li>• Interfaces, Conversions, &amp; Identity EMPI</li> <li>• Care Everywhere</li> <li>• EpicCare Link Affiliated Provider Portal</li> </ul>											

If you use  
myAvatar  
today, you will  
be an Epic user  
in the future.



Civil Service clinics using myAvatar today will transition to Epic.



CBO clinics using myAvatar today will transition to Epic.



CBO clinics using their own EHR today will continue using their own EHR in parallel with an Epic portal.



## DPH TRUE NORTH



### PRIORITIES: WHAT IS ESSENTIAL TO FOCUS ON?



1. Client access and experience



2. Provider experience



3. Streamlined and efficient

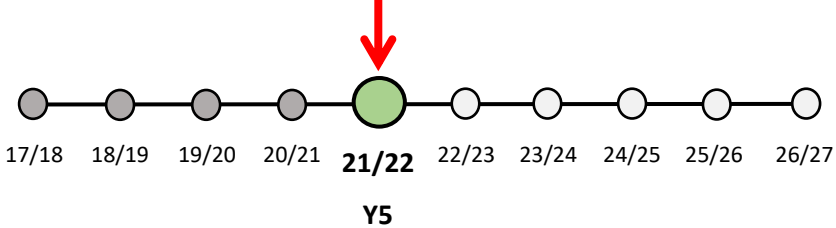


4. Data sharing = engine of good care

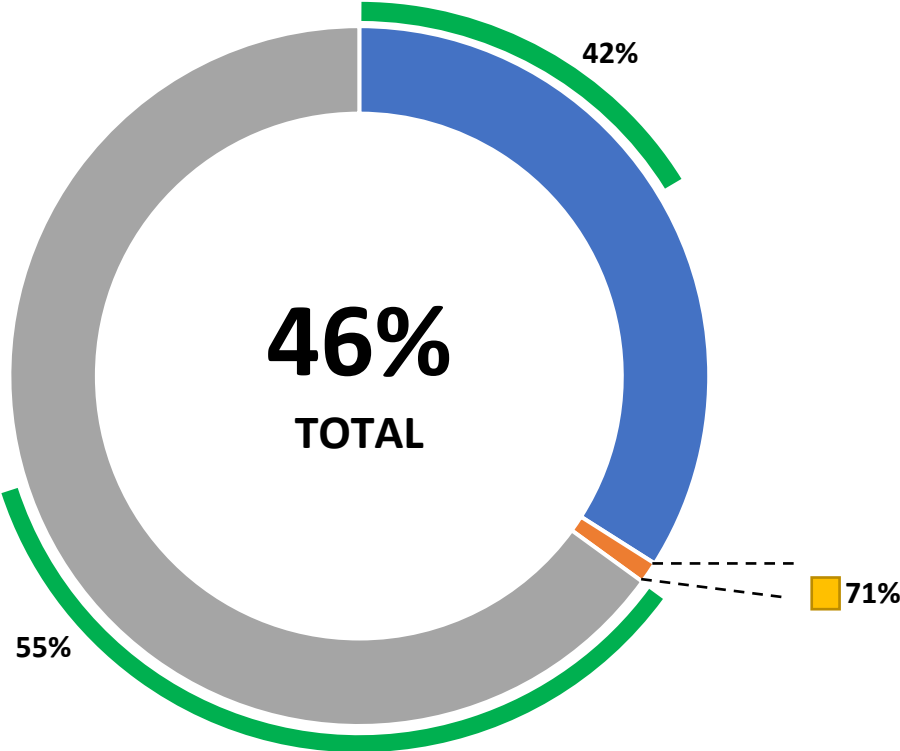


5. See patterns and respond globally (gaps, access, equity, SDOH, population)

# EHR Costs



Portion of Budget vs. Amount Spent thru FY21/22



■ Personnel   ■ Workorders   ■ Non-personnel

Total Budget	<b>\$383,000,000</b>	-
Total Already Spent thru FY21/22	\$177,126,065	46%
Total Projected Spend over complete 10yr Project	\$367,688,241	96%

“Life doesn’t make any sense without interdependence. We need each other, and the sooner we learn that, the better for us all.”

Erik Erikson