Information Technology Update

San Francisco Health Commission   May 21, 2024

Briefing You Today

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Chief Information Officer
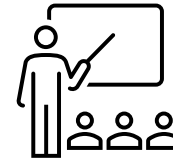
Jeff Scarafia
Deputy Chief Information Officer

1. Behavioral Health Services Epic Go-Live

   (spoiler alert… it's tomorrow!)

2. Artificial Intelligence in DPH Governance, Risk, and Optimism
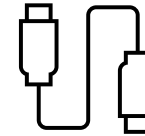
Agenda

3. Your Questions

BHS Epic Go-Live

May 22, 2024

Over two years of planning and collaboration are culminating tomorrow to bring BHS Mental Health Services into the DPH Epic electronic health record system.

1,398 staff trained in Epic. No training, no access.

$1.5M in device funding provided to CBO providers through SF Public Health Foundation.

Extensive support model. ~100 IT staff in the Go-Live Command Center and additional ~175 at-the-elbow support staff.

Substance Use services under BHS are NOT part of the Epic Go-Live and will continue using the existing Avatar system.

BHS Epic

Key Project Impacts

- Integration between the physical health and mental health services in DPH.

- Compliance with Federal 21st Century CURES Act and California AB133 CalAIM regulations.

- Modern and equitable ways to communicate with patients. Email, text, video, and MyChart.

- Centralized scheduling. One call to ask for help. Leave with an appointment.

- Improved reporting and visibility across our services. Capacity and utilization.

We get out
what we put in.
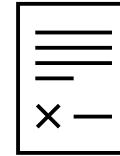
Artificial Intelligence

Governance, Risks, and Optimism

Adoption of mainstream technology in healthcare historically lags other industries by 10 to 20 years.

Artificial Intelligence (AI) has leapfrogged that lag!

Governance is established

Principles and policy are in the final review stage

Next step is to establish a method to review and prioritize AI investments...

AI Governance

DPH uses inclusive governance processes for IT projects and data and analytics.

We are adapting those functions to handle AI needs.

Key Takeaways

DPH is a buy versus build organization – we will mostly rely on class-leading vendor partners to supply systems with AI technology

AI investments will be required to align with DPH strategic objectives and linked to process improvement work

DPH will conduct specific reviews of AI systems we are considering to understand how the data that trains Large Language Models (LLMs)

We will adopt procedures to understand how DPH data is used and retained in AI systems

AI Risks

Key Takeaways

Transparency - AI models must be explainable and intelligible

Data privacy and security – patient/client data must be protected from inappropriate disclosure, misuse, loss, and corruption

Continuous evaluation – AI systems need to be evaluated wholistically to ensure adverse biases are mitigated and to test the validity and accuracy of the output we receive from those systems

Workforce – AI systems are here, but the knowledge and skills across the workforce needs to catch up

Adopting AI solutions demands DPH address risks inherent in using AI systems.

We are developing guidelines and procedures to assess and mitigate these risks.

Getting AI Right

Key Takeaways

Machines are beneficial to the extent that their actions can be expected to achieve *our* objectives.
(Dr. Stuart Russel, UC Berkeley)

AI systems need to understand human preferences.

AI must be beneficial, and specifically beneficial for human beings.

Investing in AI just because it is trending and holds promise is not enough.

The Promise of AI

Key Takeaways

Quality of life – enhancing accessibility, efficiency, and service delivery across healthcare, social services, and education sectors

Innovation – developing new products and services that have been out of our reach or deemed impossible

Sustainability – protecting our planet

Global GDP increased tenfold from 1820-2010... what if it increased tenfold again in just 20 years, and the only thing that changed was having general purpose AI systems across multiple sectors?

What is DPH doing with AI right now?

AI systems in use at DPH

Cybersecurity vulnerability assessment (Checkpoint)

Predictive modeling for care paths (Epic and UCSF)

Diagnostic radiology support (RapidAI)

Suggesting content in your emails (Microsoft365)

General purpose generative AI (ChatGPT, Gemini, UCSF Versa, etc.)

We *are* using AI systems in DPH today.

There is a lot of demand.

The City has policy in place for generative AI, which is a great complement to our DPH AI policy.

Building advanced AI is like launching a rocket. The first challenge is to maximize acceleration, but once it starts picking up speed, you also need to focus on steering.

Jaan Tallinn