Organization Name:	San Francisco General Hospital Foundation		
Project Name:	Adoption of Enterprise EHR system		
Grant #:	20190208	Grant Amount:	$5,000,000
Grant Period:	7/1/2018 - 7/1/2019	Date of Report:	7/26/2019
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NARRATIVE REPORT

Please submit a narrative report (approx. 2-4 pages) addressing the following questions for the project or activities.

1. Referring to the proposed number served in your original application, please list the final number of people directly served by this project (the number of individuals directly touched by the funded programs/activities, and generally referring to more intensive programs and services). Please list as 'Final Number served: _____."

   Optional If the project also had 'indirect' reach, please describe, and list the number of people reached indirectly. Indirect reach refers to individuals that benefit from the funded activities, but are not directly touched by the "program" or are touched very lightly (e.g. policy advocacy, media, public awareness campaigns).

   San Francisco Department of Public Health (DPH) set its Wave One go live date on Saturday, August 3, 2019, and we expect to be on schedule. The installation and adoption of Epic will provide DPH with an enterprise electronic health record to provide and coordinate care for patients, clients, and residents of San Francisco and beyond.

   Specifically, we will use Epic to serve (total annual count):
   - Primary care patients – 58,984
   - ZSFG hospitalized patients – 107,521
   - LHH residents – 920
   - SF Community Clinic Consortium patients referred to ZSFG for specialty, diagnostics and inpatient services – 33,100

2. Referring to your original proposed impact outcomes, please list 5-10 highlights demonstrating the impact of the project. Please list in bullet format.

   As noted above, we are on schedule to go live with Epic on August 3rd, 2019. There are many notable milestones achieved since DPH's initial launch of the Epic implementation on January 2rd, 2018. They include: :

   - Epic system configuration items built - 24,421
   - Epic system design decisions made - 1,945
   - Core workflows redesigned - 726
   - Interface function tests completed - 1,161
   - Integrated testing issues resolved - 2,182

- Devices deployed - 4,778
- Patient appointments converted from current systems to Epic - 66,468 (47,295 automated, 19,173 manual)
- Staff trained - 7,296 (ZSFG 2,960, LHH 1,145, Primary Care 467, UCSF 2,141)
- Learning classes completed - 114,149 (web-based 104,940, in-person 9,209)
- Go live support personnel onboarded and trained - 746 (internal Super Users 383, external At-The-Elbow consultants 363)
- Epic MyChart patient portal support - 24/7 multi-lingual coverage
- Labor engagement meetings and agreements signed - 40 plus and 4 respectively
- 17 community-based partner organizations, spanning 50 locations throughout San Francisco with 1,029 initial non-DPH users provisioned to have limited, web-based access to DPH's Epic health information.

3. In addition to measuring the outcomes of the funded project, we are interested in how grants directly improve the lives of the people in your community. Please share one or more stories or quotes that show how this project has made a difference in the lives of the people your program serves.

DPH's "Street Medicine Team" (SMT) is a multidisciplinary team of health care professionals who serves the most vulnerable individuals in San Francisco. Currently, this team of 40 professionals sees on average 50 patients daily and an annual estimate of 5,000 unduplicated persons. They do this currently without access to real-time clinical information, which impacts negatively on their diagnostic and treatment decisions; for example, they cannot see that the poor historian in front of them lying on the street had just left an emergency room be it from ZSFG, Kaiser San Francisco or Dignity Health Saint Francis Memorial Hospital. Even after they return to a physical location, where they can record their assessment and treatment decisions, they still struggle to ensure complete information is available across our continuum of care due to myriad clinical documentation systems currently deployed within DPH. Since the SMT is often the first and most often point of contact with these patients, their assessment and treatment decisions are invaluable to health care providers across our systems of care at ZSFG, behavioral health programs and primary care clinics.

On August 3rd, 2019, this team of 40 professionals will have 89 laptops and mobile devices with connectivity and access to not just DPH clinical information but also to health information from outside systems such as Kaiser San Francisco or Dignity Health through Epic's health information exchange. Moreover, the SMT will be able to place orders, perform tests, and initiate treatments with pharmacies. Real-time access to clinical information from health systems throughout San Francisco and the ability to initiate correct treatment faster will have immeasurable impacts on our staff's efficiency and effectiveness to care for the most vulnerable individuals in San Francisco, many of whom are living with medical, mental, behavioral, and substance use disorders.

4. Include an updated copy of your grant budget with actual expenditures and all sources of revenue.

You are welcome to submit photos, news clippings or other media associated with the project.