Contract Approval Request - Unified Electronic Health Record

November 30th, 2017

City and County of San Francisco
Board of Supervisors

17135

What is the EHR System

What is an EHR System?

- An Electronic Health Record (EHR) system is used to digitally capture all clinical and diagnostic information allowing for coordinated patient care and efficient billing.

The EHR system allows SFDPH to:

- Track patient data for over ~550,000 patient encounters per year at SFDPH
- Support patient billing for the ~$650 Million + in annual revenues for SFDPH
- Comply with regulatory and reporting requirements necessary to keep accreditations

EHR Procurement Ordinance

- SFDPH currently has a patchwork of multiple systems (many outdated). Current health care industry standards require a modern EHR system that unifies all hospitals and clinics.

- SFDPH's current primary EHR system is end-of-life and will likely no longer be supported by the vendor after 2020.

- SFDPH is requesting approval from the Board of Supervisors to enter into a contract with Epic City Government, LLC (Epic) for the delivery of software, support and implementation services, maintenance services, and hosting

- Epic City Government, LLC was selected using competitive bid (RFP # 3-2017)
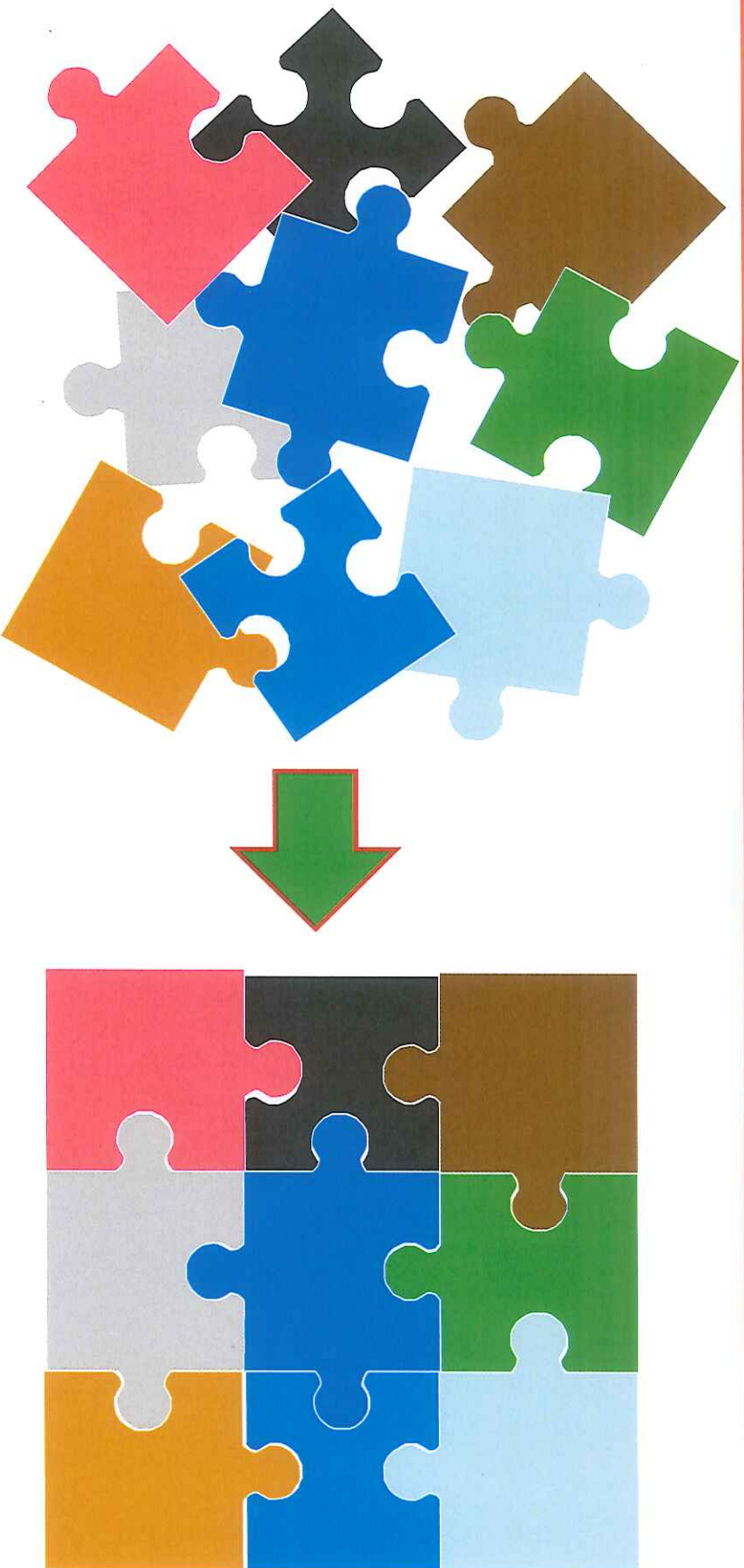
Why does DPH need an Unified EHR now?

Patient Care Outcomes

- A modern, unified EHR system will improve safety and coordination of care department-wide

- Our patients deserve the same modern tool that supports optimal care at Kaiser Permanente, UCSF, and Stanford

Financial and Regulatory Risk

- Approximately $650 million annual at risk if clinical documentation and legacy billing system is allowed to go unsupported

- A single unified EHR will improve SFDPH's ability to draw reimbursement from Medi-Cal, Medicare, and commercial insurance

- Consolidate multiple legacy systems into a single platform to reduce licensing, maintenance, and compliance costs

Why does SFDPH need an unified EHR?

- Jail Health
- ZFGH Intensive Care Unit
- Laguna Honda Hospital
- Specialty Care
- Home Health

- ZFGH Emergency Dept
- ZFGH Med/Surg
- Primary Care
- Behavioral Health

Anticipated Scale of Unified EHR Project

- Overhaul of EHR clinical and billing systems into a single, consolidated platform

- Major, multi-year effort that will impact almost all SFDPH patients

- Top strategic priority for SFDPH and Health Commission

- Project is included in the adopted COIT Information and Communication Technology (ICT) Plan and 5-Year Financial Plan (~$223.4 million 5 year cost; ~$20.0 million per year operating expenses)

  - 10 year total cost of ownership is estimated at ~$377m with contingency

EHR Project Proposed Timeline

EHR Phase 3 & Optimization

EHR Phase 2 (Other services and Integration)

EHR Phase 1 (Acute and dependent services)

EHR RPF and Contracting

Improving and Preparing Business & IT for EHR: Infrastructure, Staffing & Processes

Current timeline (with RFP)

2014 | Q1 Q2 Q3 Q4
2015 | Q1 Q2 Q3 Q4
2016 | Q1 Q2 Q3 Q4
2017 | Q1 Q2 Q3 Q4
2018 | Q1 Q2 Q3 Q4
2019 | Q1 Q2 Q3 Q4
2020 | Q1 Q2 Q3 Q4

BOS Approval to engage UCSF

We are here

4 ½ Years

Go-No Go Decision

1 Year

Go-Live 1

½ Year

Go-Live 2

1 ½ Years

2 Years

Revised Current EHR End Support

Training and Finalize

Ongoing