File No	210144	Committee Item No3
		Board Item No.
	COMMITTE	E/BOARD OF SUPERVISORS

AGENDA PACKET CONTENTS LIST

AGENDA PACKET	CONTENTS LIST

	AGENDAN AGRET GONTER	110 Lio1
Committee:	Budget & Finance Committee	Date <u>March 3, 2021</u>
Board of Su	pervisors Meeting	Date
Cmte Boar	Motion Resolution Ordinance Legislative Digest Budget and Legislative Analyst Re Youth Commission Report Introduction Form Department/Agency Cover Letter a MOU Grant Information Form Grant Budget Subcontract Budget Contract/Agreement Form 126 – Ethics Commission Award Letter	
	Application Public Correspondence	
OTHER	(Use back side if additional space	is needed)
\mathbf{X}	Narrative Report - July 26, 2019	
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H H	_	
	by: Linda Wong Da by: Linda Wong Da	

1	[Accept and Expend Grant - Retroactive - Kaiser Permanente - Adoption of Enterprise Electronic Health Record System - \$4,545,455]
2	
3	Resolution retroactively authorizing the Department of Public Health to accept and
4	expend a grant in the amount of \$4,545,455 from Kaiser Permanente through the San
5	Francisco General Hospital Foundation to participate in a program, entitled "Adoption
6	of Enterprise Electronic Health Record System," for the period of November 1, 2019,
7	through October 31, 2021.
8	
9	WHEREAS, Kaiser Permanente (KP), through the San Francisco General Hospital
10	Foundation (SFGHF) as a pass-through entity, has agreed to fund the Department of Public
11	Health (DPH) in the amount of \$4,545,455 for participation in a program, entitled "Adoption of
12	Enterprise Electronic Health Record (EHR) System," for the period of November 1, 2019,
13	through October 31, 2021; and
14	WHEREAS, The Department of Public Health's "Street Medicine Team" is a
15	multidisciplinary team of healthcare professionals who serve the most vulnerable individuals in
16	San Francisco; and
17	WHEREAS, The Street Medicine Team sees on average 50 patients daily, and an
18	annual estimate of 5,000 unduplicated persons without access to real-time clinical information,
19	which impacts negatively on their diagnostic and treatment decisions; and
20	WHEREAS, The installation and adoption of Epic will provide DPH with an EHR to
21	provide and coordinate care for patients, clients, and residents of San Francisco and beyond;
22	and
23	WHEREAS, Real-time access to clinical information from health systems throughout
24	San Francisco and the ability to initiate correct treatment faster will have immeasurable
25	

1	impacts on efficiency and effectiveness to care for the most vulnerable individuals in San
2	Francisco; and
3	WHEREAS, The grant does not require an Annual Salary Ordinance Amendment; and
4	WHEREAS, A request for retroactive approval is being sought because DPH received
5	a memorandum of understanding on November 24, 2020, for a project start date of November
6	1, 2019; and
7	WHEREAS, The Department proposes to maximize use of available grant funds on
8	program expenditures by not including indirect costs in the grant budget; now, therefore, be it
9	RESOLVED, That the Board of Supervisors hereby waives inclusion of indirect costs in
10	the grant budget; and, be it
11	FURTHER RESOLVED, That DPH is hereby authorized to retroactively accept and
12	expend a grant in the amount of \$4,545,455 from KP through SFGHF; and, be it
13	FURTHER RESOLVED, That DPH is hereby authorized to accept and expend the
14	grant funds pursuant to Administrative Code, Section 10.170-1; and, be it
15	FURTHER RESOLVED, That the Director of Health is authorized to enter into the
16	Agreement on behalf of the City.
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1	Recommended:	Approved: /s/
2		Mayor
3	<u>/s/</u>	
4	Department Head	Approved: <u>/s/</u>
5		Controller
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File	Numbe	er:						
(Provided	bv	Clerk	of	Board	of	Supervisors)	

Grant Resolution Information Form

(Effective July 2011)

Purpose: Accompanies proposed Board of Supervisors resolutions authorizing a Department to accept and expend grant funds.

The following describes the grant referred to in the accompanying resolution:

- 1. Grant Title: Adoption of Enterprise EHR System
- 2. Department: Department of Public Health
- 3. Contact Person: Eric Raffin Telephone: (916) 258-7288
- 4. Grant Approval Status (check one):

[X] Approved by funding agency [] Not yet approved

- 5. Amount of Grant Funding Approved or Applied for: \$4,545,455
- 6a. Matching Funds Required: \$N.A.
- b. Source(s) of matching funds (if applicable): N.A.
- 7a. Grant Source Agency: Kaiser Permanente
- b. Grant Pass-Through Agency (if applicable): San Francisco General Hospital Foundation
- 8. Proposed Grant Project Summary:

Department of Public Health'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

The installation and adoption of Epic will provide Department of Public Health (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 Primary Care patients, Zuckerberg San Francisco General Hospital patients, Laguna Honda Hospital residents, and the San Francisco Community Clinic Consortium patients that were referred to Zuckerberg San Francisco General Hospital for specialty, diagnostics and inpatient services.

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.

9. Grant Project Schedule, as allowed in approval documents, or as proposed:

Start-Date: 11/01/2019 End-Date: 10/31/2021

10a. Amount budgeted for contractual services: \$4,545,455

- b. Will contractual services be put out to bid? No.
- c. If so, will contract services help to further the goals of the Department's Local Business Enterprise (LBE) requirements?
- d. Is this likely to be a one-time or ongoing request for contracting out? One-time
- 11a. Does the budget include indirect costs? [] Yes
 - b1. If yes, how much?
 - b2. How was the amount calculated?
 - c1. If no, why are indirect costs not included?

 [] Not allowed by granting agency
 [] Other (please explain):

 [X] To maximize use of grant funds on direct services
 - c2. If no indirect costs are included, what would have been the indirect costs? 10% of Direct Costs
- 12. Any other significant grant requirements or comments:

We respectfully request for approval to accept and expend these funds retroactive to November 1, 2019. The department received the MOU on November 24, 2020. This grant does not require an ASO amendment.

Fund:

11580

Dept:

162643

Auth: Proj Desc: 10001 SFGH Foundation EHR

Proj:

or or round

Activity:

10034839 0001

Disability Access Checklist*(Department must forward a copy of all completed Grant Information Forms to the Mayor's Office of Disability)				
13. This Grant is intended for activities at (check all that apply):				
[] Existing Site(s) [] Rehabilitated Site(s) [] New Site(s) [] New Structure(s)	[] Existing Program(s) or Service(s) [] New Program(s) or Service(s)			
14. The Departmental ADA Coordinator or the Mayor's Office of concluded that the project as proposed will be in compliance we other Federal, State and local disability rights laws and regulat with disabilities. These requirements include, but are not limited.	ith the Americans with Disabilities Act and all ions and will allow the full inclusion of persons			
 Having staff trained in how to provide reasonable modification. 	ations in policies, practices and procedures;			
2. Having auxiliary aids and services available in a timely ma	anner in order to ensure communication access;			
Ensuring that any service areas and related facilities oper have been inspected and approved by the DPW Access Con Disability Compliance Officers.				
If such access would be technically infeasible, this is described	in the comments section below:			
Comments:				
Departmental ADA Coordinator or Mayor's Office of Disability	Reviewer:			
Toni Rucker, PhD (Name)				
DPH ADA Coordinator				
(Title)	DoouSigned by:			
Date Reviewed: 2/1/2021 10:38 AM PST	Toni Rucker			
	(Signature Required)			
Department Head or Designee Approval of Grant Informat	ion Form:			
Dr. Grant Colfax (Name)				
Director of Health				
(Title)				
Date Reviewed: 2/2/2021 5:29 PM PST	Gry Wagner			
	(Signature Required)			

Greg Wagner, COO for



10/24/2019

Melissa Moore Senior Development Officer San Francisco General Hospital Foundation 2789 25th Street, Suite 2028 San Francisco California 94110

Re: Grant Award Letter for Grant Number 12444

Dear Ms. Moore:

On behalf of Kaiser Permanente's Northern California Community Benefit Programs, we are pleased to inform you that a grant in the amount of \$5,000,000.00 has been awarded to San Francisco General Hospital Foundation ("Grantee"). The purpose of these funds is to support the EHR Integration into Primary Care Clinics (the "Grant").

Kaiser Permanente has a 65-year history and our mission includes improving the health of the communities we serve. As a nonprofit integrated healthcare delivery organization, we make investments in our communities. We believe in supporting organizations like yours that make a difference in people's lives.

Grant Period and Reporting

The Grant period (or term of the Grant) is: 11/1/2019 to 10/31/2020 and a final report is due no later than 30 days after the project end date. If a mid-term progress report is required, your grant manager will notify you of the timing. Instructions for submitting reports will be provided prior to deadlines dates.

Documents to Sign and Send Back

Please review the enclosed Grant Agreement (pages 1-4) and Communications Guidelines (page 5) which describe the terms and conditions of your grant. In order to receive your payment, please sign and return this award letter and the attached Grant Agreement promptly. You may upload the signed grant agreement through the online Mosaic portal.

If you have questions or require additional information, please contact your grant manager, Michael Cox at Michael.P.cox@kp.org or send inquiry to: NCAL-CB-Programs@kp.org.

Sincerely,

Yvette Radford

Vice President, External & Community Affairs

Kaiser Permanente, Northern California

ACCEPTED AND AGREED

Ann Lazarus Interim CEO Date

10/24/2019

Occamber 13,2019

Date

In addition to the specific terms of the Grant Award Letter for Grant Number 12444, Kaiser Foundation Hospital's ("KFH") award of this Grant, managed by the KFH Northern California Community Benefit Programs Division, is contingent upon Grantee's compliance with the following terms and conditions, and Grantee agrees to all these terms and conditions. Together, the Grant Award Letter and these terms and conditions are "the Agreement."

1. Tax-Exempt Status

Grantee is a (i) tax-exempt organization currently recognized by the Internal Revenue Service ("IRS") as a public charity described in section 501(c)(3), (8), (10) or (19) or 501(k) or 509(a)(1), (2), or (3) of the Internal Revenue Code of 1986, as amended (the "Code") or (ii) a local, state or federal government agency. If Grantee is a public charity as described in (i), then Grantee represents and warrants that

- Grantee's tax-exempt status under the Code has not been revoked or modified since the issuance of the IRS determination letter provided to KFH and shall not be revoked or modified during the term of this Grant; and
- there is no issue presently pending before any office of the IRS that could result in any proposed changes to Grantees' tax-exempt status under the Code; and
- Grantee shall immediately notify KFH if Grantee's tax-exempt status is revoked, suspended or modified during the term of this Grant.

2. Expenditure of Funds

This Grant must be used for the project identified in the Grant Award Letter, as described in the Grantee's proposal and related correspondence, and may not be expended for any other purposes without KFH's prior written approval. If the Grant is intended to support a specific project or to provide general support for a specific period, any portion of the Grant unexpended at the completion of the project at the end of the period shall be returned immediately to KFH, unless otherwise agreed by KFH in writing. Grantee may <u>not</u> expend any Grant funds for any purpose that is not charitable or educational, for any political or lobbying activity, or for any purpose other than one specified in Section 170(c)(2)(b) of the Code. Grantee must obtain prior written approval from KFH for changes to budgetary allocations that amount to 10% or more of the total budget of the Grant award or for changes to the Grant period.

Grantee may not use any portion of this grant in connection with the enrollment of individuals in any Qualified Health Plan or non-Qualified Health Plan. If Grantee serves as a Certified Enrollment Entity or Navigator funded by the California Health Benefit Exchange (Covered California), Grantee will fully comply with any applicable state and federal statutes, regulations, and sub-regulatory guidance requiring disclosure of receipt of this funding to Covered California and consumers receiving application assistance from Grantee's personnel.

3. No Assignment or Delegation

Grantee may not assign, or otherwise transfer, its rights or delegate any of its obligations under this Grant without prior written approval from KFH.

4. Records and Reports

Grantee is required to keep a record of all receipts and expenditures relating to this Grant and to provide KFH with written reports summarizing the progress made, as detailed on KFH's reporting requirements outline. KFH may also require additional interim reports. Grantee's reports should describe its progress in achieving the purposes of the Grant and include a detailed accounting of the uses or expenditure of all Grant funds. Grantee also agrees to provide any other information reasonably requested by KFH. If Grantee obtains any audited financial statements covering any part of the Grant period, Grantee shall provide a copy to KFH as well. Grantee is required to keep the financial records with respect to this Grant, along with copies of any reports submitted to KFH, for at least four years following the year in which all Grant funds are fully expended.

5. Required Notification

Grantee is required to provide KFH with immediate written notification of: (1) any changes in its tax-exempt status; (2) its inability to expend the Grant for the purposes described in the Grant Award Letter; (3) any expenditure from this Grant made for any purpose other than those for which the Grant was intended; (4) any modification of the budget, Scope of Work of timeline; and (5) any significant changes in Grantee's leadership or staffing.

6. Reasonable Access for Evaluation

Grantee is expected to actively participate in the evaluation of Kaiser Permanente's Community Benefit Program, including KFH's evaluation of Grantee's project within that program. At KFH's request, Grantee will permit KFH and its representatives to conduct site visits and have reasonable access during regular business hours to Grantee's files, records, accounts, personnel and clients or other beneficiaries for the purpose of making financial audits, verifications or program evaluations as KFH deems necessary or appropriate concerning this Grant award.

7. Publicity

Whenever possible, Grantee shall obtain KFH's prior written or oral consent of any proposed publicity concerning this Grant prior to the release of such publicity. When acknowledging this Grant, Grantee will incorporate the following text: "The project is supported by Kaiser Permanente Northern California Community Benefit Programs."

KFH may include information regarding this Grant, including the amount and purpose, photographs provided by Grantee, Grantee's logo or trademark, or other information or materials about Grantee's organization and activities, in KFH's periodic public reports, newsletters, online channels, and news releases.

8. Right to Modify or Revoke Payments

Payments made under this Grant are contingent upon Grantee's compliance with the terms of this Agreement. KFH reserves the right to discontinue, modify or withhold any payments to be

made under this Grant award or to require a total or partial refund of any Grant funds if, in KFH's sole discretion, such action is necessary: (i) because Grantee has not fully complied with the terms and conditions of this Grant, including without limitation, Grantee's loss of tax-exempt status or Grantee's use of Grant funds for purposes other than those designated; (ii) to protect the purpose and objectives of the Grant or any other charitable activities of KFH or the Kaiser Permanente Medical Care Program; or (iii) to comply with the requirement of any law, regulation, or regulatory agency policy applicable to Grantee, KFH or this Grant.

9. Termination

KFH may terminate this Grant for convenience upon 30 days' written notice to Grantee and may terminate this Grant immediately for the reasons specified in Section 8 or for Grantee's engagement in willful misconduct or negligence.

10. Independent Contractors

With respect to administration of this Grant, the parties understand and agree that each is at all times acting and performing as an independent contractor with respect to the other. Except as expressly set forth in this Agreement, neither party, nor any of its employees, shall be construed to be the agent, employee or representative of the other for any purpose, or liable for any acts or omissions of the other.

11. Compliance

Grantee shall (i) maintain, in full force and effect, all required governmental or professional licenses and credentials for itself, its facilities and it employees and all other persons engaged in work in conjunction with this Grant, and (ii) perform its duties and obligations under this Agreement according to industry standards and in compliance with all applicable laws. As an organization with numerous contracts with the federal government, KFH and its affiliates are subject to various federal laws, executive orders and regulations regarding equal opportunity and affirmative action. This Section constitutes notice that Grantee may be required to comply with the following Federal Acquisition Regulations (each a "FAR") at 48 CFR Part 52, which are incorporated herein by reference: (a) Equal Opportunity (April 2002) at FAR 52.222-26; (b) Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (Sept. 2006) at FAR 52.222-35; (c) Affirmative Action for Workers with Disabilities (June 1998) at FAR 52.222-36, and (d) Utilization of Small Business Concerns (May 2004) at FAR 52.219-8. In addition, Executive Order 13495 concerning the obligations of federal contractors and subcontractors to provide notice to employees about their rights under Federal labor laws, or its successor, shall be incorporated herein by reference.

12. Miscellaneous

This Agreement shall be governed by the laws of the State of California. This Agreement may be executed in one or more counterparts, each of which shall be deemed to be one and the same instrument. Grantee may not assign any right, duty or obligation under this Agreement without prior written approval from KFH. Any change of ownership or control of Grantee shall be deemed an assignment. This Agreement shall be binding upon and inure to the benefit of

the parties and their respective, permitted successors and assigns. This Agreement, including any exhibits and attachments (all of which are incorporated into this Agreement by this reference), is the entire agreement of the parties with respect to the subject matter herein, and supersedes any and all other agreements, promises, negotiations or representations, whether oral or written. This Agreement, including exhibits and attachments, may not be amended except in a writing signed by each party.

ACCEPTED AND AGREED by duly authorized officers of KFH and Grantee:

KFH:	Grantee:		
Kaiser Foundation Hospitals Northern California Community Benefit Programs	San Francisco General Hospital Foundation		
By: Yvette Radford	By: Cen Lazarus Ann Lazarus		
Title: <u>Vice President</u>	Title: Interim CEO		
Date: 10/24/2019	Date: December 13,2019		

Kaiser Foundation Hospitals, Northern California Region - Communications Guidelines -

Congratulations on your Kaiser Permanente Northern California Region grant. We appreciate the opportunity to partner with you and to help others learn about your important work. Please review the information below concerning communications and publicity and contact your grant manager if you have any questions.

How to acknowledge your grant. To make it easy to communicate about your grant, we have prepared language describing our partnership. This language can be used for newsletters, websites, or other communications. *Please use this description when acknowledging your Kaiser Permanente grant.* You can also find this text on our grantee website at about.kaiserpermanente.org/community-health/communities-we-serve/northern-california-community/grants.

Short credit:

The project is supported by Kaiser Permanente Northern California Community Benefit Programs.

Longer credit:

About the Kaiser Permanente Northern California Community Benefit Grants Program
Kaiser Permanente's community involvement uniquely pairs grant funding with 65 years of clinical
expertise, medical research, and volunteerism to support prevention-focused, evidence-based programs
that are expanding access to care and creating healthy environments. Kaiser Permanente recently
awarded SAN FRANCISCO GENERAL HOSPITAL FOUNDATION a \$5,000,000.00 grant that will help more
people in this community get access to the resources they need to lead a healthy life. For more information
about Kaiser Permanente's work in the community, visit about kaiserpermanente, org/community-health.

Logo. If you would like to use a Kaiser Permanente logo, please contact your grant manager. Tell them your preferred file type (JPEG or EPS) and color (blue or black). As a nonprofit organization, the Kaiser Permanente logo cannot be used on materials that imply endorsement of legislation or a candidate.

Promoting your Kaiser Permanente grant. Your new grant is an excellent time to tell the story of your important work—to your partners, the community, and the media. There are many ways to communicate, including via a press release, newsletter, Web site, social media, and donor communications. If you are interested in doing outreach or promotion, our communications team may be available to help. Please contact your grant manager to discuss this further.

Collecting stories about your work. Personal stories and testimonials are particularly effective ways to illustrate the value of your work—for fundraising, donor and board communications, and grant reports. The reporting requirements for this grant include capturing and relaying at least one story about your work, but we also appreciate your sharing stories with us at any point.

Free online training resources. At <u>about.kaiserpermanente.org/community-health/communities-weserve/northern-california-community/grants</u> you will find a "story capture sheet" and storytelling tips. This special website for our grantees has many other useful resources, including trainings and resource lists on storytelling, messaging, social media, and more.



Memorandum of Understanding

This Memorandum of Understanding (MOU) between San Francisco General Hospital Foundation herein after called "Foundation" and the City and County of San Francisco Department of Public Health, herein after called "DPH", is made and entered into as of 11/24/2020.

PURPOSE AND SCOPE

The Purpose of this MOU is to identify the roles and responsibilities of each party as they relate to the disbursement of funds for expenses incurred in carrying out the purpose of the Kaiser Permanente gift agreement with San Francisco General Hospital Foundation, namely to support the EHR (Epic) integration into primary care clinics.

MOU TERMS

The term of this MOU Agreement is the period within which the project responsibilities of this agreement shall be performed. The expected timeframe of the **Epic integration into primary care** begins November 1, 2019 and ends October 31, 2021.

DPH RESPONSIBILITIES UNDER THIS MOU

DPH is a sub-awardee under the Kaiser Permanente gift agreement, providing personnel resources to assist with carrying out the purpose of this gift, specifically for Epic license costs and implementation, software integration, and operational readiness.

The non-personnel expenses allowed are up to a maximum of \$4,545,455 between November 1, 2019 and October 31, 2021. There are no personnel expenses supported by this gift.

DPH shall comply with the Foundation Disbursement Request Policies and Procedures (Exhibit A). Any exceptions to the disbursement request procedures, including requests for advance payments, must be requested in advance and agreed upon in writing by the Foundation.

MODIFICATION AND TERMINATION

IT IS MUTUALLY UNDERSTOOD AND AGREED BY AND BETWEEN THE PARTIES THAT:

This agreement may be terminated with or without cause by either party upon 30 days prior written notice to the other party. Such notification shall state the effective date of termination or cancellation and include any final performance and/or payment invoicing instructions/requirements.

Any and all amendments must be made in writing and must be agreed to and executed by the parties before becoming effective.

Either party may terminate this agreement immediately on written notice if the other party has committed a material breach of this MOU and has not cured the breach within thirty (30) days after receiving written notice of the breach by the non-breaching party, or the parties cannot reach an agreement to amend this MOU.

If the Kaiser Permanente budget of the current year or any subsequent years covered under this agreement does not appropriate sufficient funds for the program, this Agreement shall be of no further force and effect. In this event, the Foundation shall have no liability to pay any funds whatsoever to DPH and DPH shall not be obligated to perform any provisions for which they are not reimbursed.

Date: 11/24/2020

Date: 12/17/2020 | 3:18 PM PST

CONTACT INFORMATION

All notices hereunder shall be addressed to the other party as follows:

Gerry Chow Vice President, Finance San Francisco General Hospital Foundation 2789 25th Street, Suite 2028 San Francisco, CA 94110

Kim Meredith

Kim Meredith
Chief Executive Officer
San Francisco General Hospital Foundation
2789 25th Street, Suite 2028
San Francisco. CA 94110

—Docusigned by: Grag Wagner

SFDPH Authorized Signer

Greg Wagner

Chief Operating Officer

101 Grove Street, Suite 308

San Francisco, CA 94102

EXHIBIT A

Disbursement Request Policy and Procedure

For each disbursement requested, a disbursement request form must be completed and authorized by the individual named on the Establishment of Restricted Funds document. Valid documents, such as vendor invoices, receipts,* payroll reports etc., verifying the expense, must be submitted along with the disbursement request form.

The cost categories allowed for use in identifying expenses are as follows:

Salaries & benefits**Acc#	7500	Software	7524
Consultants	7510	Equipment/Remodeling	7530
Graphic Design	7511	Permits/Fees/Inspection	7532
Translation Services	7512	Meals/Refreshment	7540
Supplies	7520	Transportation & Lodging	7560
Incentives	7521	Conference & Training Fee	7570
Stipend	7522	Patient Assistance	7580
Printing	7523	Other (please specify):	7590

^{*}Reimbursements: the receipt must show the following information: name of the person who paid it, item purchased, amount and date of purchase. Estimates are not accepted.

The Foundation recommends submitting authorized disbursement requests within 30 days of date of expenditure. All expenses must be submitted on or before July 15th in order to close the June 30 fiscal year. **Expenses that do not fall within the open fiscal year will not be reimbursed.**

The disbursement form can be submitted several ways:

- 1. Email to accounting@sfqhf.org
- 2. Interoffice mail
- 3. Dropped off at Foundation office location
- 4. Mailed to PO Box 410836, SF CA 94141.

Once the completed form is received, the disbursement check will be issued within 5 to 10 business days.

^{**}Salaries and benefits: the report provided as part of the disbursement request must clearly list the name of the individual, the period or periods covered. The compensation and benefit amounts must be also listed separately.

Budget and Budget Justification

Organization Name: Department of Public Health

Project Title: Adoption of Enterprise EHR System

Budget Contact Name & Phone: Eric Raffin (916) 258-7288

PROJECT BUDGET	Amount	Budget Justification (Narrative)
Project Expenses		
Epic License Costs and Implementation	\$ 2,000,000	Mobile device data plan, EPIC license fees, yearly EPIC maintenace fees
Third Party Software Integration		Clinical decision support notification tools (example: Cipher); 3rd party video integration options (UCSF Zoom subcontract price - \$15/yr/person); Medical transcription services; eMPI clean up tool; Codesets used in EHR Tool (example: ICD-10, SNOMED, Current Procedural Technology (CPT) file used for billing)
Operational Readiness	\$ 1,500,000	At the Elbow Go-Live Support-contractual costs
Project Expense Total	\$ 4,545,455	



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

Contact Name: Melissa Moore Contact e-mail: mmoore@sfghf.org

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.

EHR Integration into Primary Care Clinics

Status: Under Consideration

Date: 6/14/2019

Organization Information

The ID for this Proposal is #12444. Please make a note of it for future reference.

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Application Contact First Name	Melissa
Application Contact Last Name	Moore
Application Contact Prefix	
Application Contact Title	Senior Development Officer
Application Contact Phone Number	628-206-5928
Application Contact Email Address	mmoore@sfghf.org
Organization Legal Name	SAN FRANCISCO GENERAL HOSPITAL FOUNDATION
Federal Tax ID or Employer Identification Number	94-3189424
(IRS): Classification	1000
(IRS): Affiliation	3
(IRS): Foundation Code	15
(IRS): Assets	50,000,000 to greater
(IRS): Income	10,000,000 to 49,999,999
(IRS): NTEE Code	E20Z
(IRS): NTEE Activity	Health – General and Rehabilitative
Tax Status	501(c)(3)
Upload Your Organization's W9 Form	SFGHF W-9 Form.pdf
Organization Website	www.sfghf.org
Organization Primary Address (line 1)	San Francisco General Hospital Foundation
Organization Primary Address (line 2)	2789 25th Street, Suite 2028
Organization City	San Francisco
Organization State	California
Organization Zip Code	94110
Is your Primary Address the same as your Mailing Address?	Yes
Is the person submitting the application also the CEO/Executive Director of the organization?	No
Organization CEO/Executive Director Contact First Name	Ann
Organization CEO/Executive Director Contact Last Name	Lazarus
Organization CEO/Executive Director Contact Prefix	Mrs.
Organization CEO/Executive Director Contact Title	Interim CEO

Organization CEO/Executive Director Contact Phone Number	628-206-5943			
Organization CEO/Executive Director Contact Email	ALazarus@sfghf.org			
What is your organization's mission statement?	San Francisco General Hospital Foundation is dedicated to promoting excellence in research, education and care for all at Zuckerberg San Francisco General Hospital and Trauma Center.			
Please provide a brief overview of your organization's history.	San Francisco residents have benefited from Zuckerberg San Francisco General for well over a century. From the Gold Rush to the 1906 earthquake to the AIDS epidemic, San Franciscans have received exemplary care from renowned medical staff known for their compassion and excellence. San Francisco General Hospital Foundation was formed in 1993 to raise philanthropic support for ZSFG.			
What year was your organization founded?	1993			
Does your organization have a Board of Directors?	Yes			
Upload a listing of your Board of Directors, including their affiliations	SFGHF Board of Directors 3.19.pdf			
Upload a listing of your Executive Officers or Leadership Team	SFGH Foundation Leadership Team.pdf			
Is your organization engaged in one or more active contractual agreements for supplier/vendor or member services with Kaiser Permanente?	No			
Do any Kaiser Permanente employees or physicians serve as a Board member or employee of the organization?	Yes			
Provide the person(s) name, position with Kaiser Permanente, and the nature of their relationship with your organization.	ure of their			
, ,	Kaiser Permanente San Francisco Medical Center			
		nember of the San Francis		
Does Kaiser Permanente currently provide a significant amount of technical assistance, supplies, equipment, or other resources to support this organization and/or project?	No			
Fiscal Sponsor				
Does your application include a fiscal sponsor?	No			
Request Overview				
Is the person submitting the application also the contact for questions about the proposed project?	Yes			
Project Title	EHR Integration into Primary Care Clinics			
Grant Term	Proposed start date of grant term	Proposed end date of grant term	Duration of grant term in months	
Enter Info	11/1/2019	10/31/2020	12	
Grant Range	Tier 3			
Enter the exact grant amount requested from	5,000,000.00			

Kaiser Permanente.			
What is the total cost of the project for which you are requesting support?	58,474,274.00		
Please attach the Project Budget	SFGH Foundation -	Kaiser proposal - Epic	Project Budget.pdf
Project Information			
Briefly describe the population(s) and location(s) who will be impacted by this project	Network (SFHN) will be uninsured working ind in addition to anyone pracial, ethnic minority	penefit. SFHN primarily ividuals and families, in requiring trauma care a	mmigrants and the homeless at ZSFG. 75% are from and more than 80% are
Please select the city or cities within the Kaiser Permanente service area where your project activities will take place. If your request is not related to a specific project, select the city or cities that your organization serves.	Option	Percentage	Primary
	All cities in San Francisco County	75	Yes
	San Mateo	25	
Please select the Community Health Need which your project will address. If your request is not for a specific project, select the Community Health Need(s) most aligned with your organization's work.	Option	Primai	у
	Access to Care & Cov	verage Yes	
Is your project intended to benefit a particular age group?	No		
Is your project intended to benefit a particular racial or ethnic group?	No		
Please provide a 1-2 sentence executive summary of your project, including your organization's full name, the project title, goal(s), and target population and communities. If your request is not related to a specific project, please refer to your organization's overall work.	San Francisco and the record (EHR), namely components of this pro	e SFHN to integrate a Epic, within its 14 prin oject will include patier and clinicians as well	ation is assisting the City of unified, electronic health nary care clinics. Key nt engagement to connect as Epic coordinated care
Please provide a high-level overview of the project activities and explain how the project will address the identified Community Health Need. Please note any evidence-based strategies utilized in the project design. If your request is not related to a specific project, please refer to your organization's overall work.	communities, and SF adoption and use of b management applicati primary care population the patient experience who receive their heal through trauma or through	oth Epic MyChart and ons to improve the oven, while driving down on Records will be more the care within the SF Fough transition with the	Health (DPH) staff with the
	just as likely to benefit patients (Enabling Qui Meaningful Use Readi for Healthcare Quality, (HealthIT.gov) reported	t from EHR-enhanced of ality: Electronic Health iness in Federally Fund February 25, 2014). E d better self-managem	ded Health Centers, Journal

outcomes for patients with chronic disease conditions such as diabetes, cancer and heart disease – all which are common conditions to the SFHN population – after implementing an EHR system. Locally, Epic is practice-proven and widely used by other healthcare institutions in our

area. Kaiser, Stanford, UCSF Health and Sutter all use Epic. Additionally, Santa Clara Valley Health System and Contra Costa County Health System have been using Epic for many years. Both systems report excellent satisfaction with Epic and that it is easier to report and analyze data for quality improvement and for pay-for-performance programs. Alameda Health System will also be going live with Epic in September, 2019.

Measurable Objectives: List up to 5 concise "SMART" objectives for the proposed request. If you are responding to a request for proposals that does not require you to determine measurable objectives at this time, please enter N/A.	List of Objectives	Activities	Timeline 🗓	Outcomes	Measureme nt 🗓
Objective 1	Increase patient awareness about the value of Epic MyChart and establish governance to drive DPH's device deployment strategy	 Create marketing campaign for MyChart activation access Create governing bodies to provide strategic and operational oversight 	Q2 2019 - Q4 2019	Marketing campaign and correspondin g print collaterals	Predictable cadence and minutes from planning meetings
Objective 2	Complete Epic CCM Planning Groundwork – Wave 2 Phase 0	 Create a CCM implementati on project plan Confirm Key Organization al Scope decisions Complete key organization al kick-off meetings Establish Direction Setting schedule 	Q1 2020 - Q2 2020	 Key organization scope defined. CCM project plan and direction setting schedule established. 	 Weekly and monthly planning sessions to monitor progress of project plans Regular status report to EHR Governance decision bodies Report to SF Health Commission
Objective 3	Secure required contracts and organization al resources to implement DPH's mobile device strategy	Organize clinical and operational teams to operationalize the deployment strategy	Q2 2020 - Q3 2020	 DPH operational teams and Domain Groups engagement and oversight of deployment strategy 	 Weekly and monthly planning sessions to monitor progress of project plans Regular status report to EHR Governance decision bodies Report to SF Health Commission
Objective 4	Complete Epic CCM System Configuratio	• Complete application and interface	Q3 2020 - Q4 2020	 Adoption of Epic design and system 	 Weekly and monthly planning sessions to

	n and Adoption – Wave 2 Phase 2	functional testing scripts Complete configuration and adoption sessions Initiate integration testing scripts including 3rd party applications		configuration	monitor progress of project plans • Regular status report to EHR Governance decision bodies • Report to SF Health Commission
Objective 5	Complete Epic CCM System Integrated Testing – Wave 2 Phase 3	Complete Independent application review Complete required integrated testing and resolve issue remediation Complete revenue cycle testing scripts Complete 120-day and 90-day GLRA (go-live readiness assessment) Complete credentialed trainer training	Q4 2020 - Q1 2021	All integrated testing completed Credentialed trainers trained Two GLRA	 Weekly and monthly planning sessions to monitor progress of project plans Regular status report to EHR Governance decision bodies Report to SF Health Commission
How many people will be directly served by this funding?	70000				
Upload any additional information that you would like Kaiser Permanente to consider (annual report, strategic plan, relevant media coverage, success stories, etc.)	SFGH Fou	ndation Project	Workplan - Ka	iser - Epic 2019	.pdf

Program Information

Please list key partners who have a significant role in this project, and indicate whether an MOU (Memorandum of Understanding) or a Letter of Agreement is in place. If your project does not involve key partners, please enter N/A.

In addition to the main institutions listed below who are involved in the coordination of this project, private philanthropy, particularly Kaiser Permanente, is also playing a significant role in making this public-private partnership a reality:

- -San Francisco Department of Public Health
- -San Francisco Health Network (includes ZSFG, Laguna Honda Hospital, 14 primary care clinics and community behavioral health programs)
- -University of California, San Francisco

Describe how you will evaluate the success of

The implementation of Epic will be deemed successful when sufficient

the program, including the methods that will be used to collect and analyze the data measurements listed in your workplan. Please identify the internal or external evaluator and be clear on how we will know that the project is successful. If your application does not require an evaluation plan at this time, enter N/A.

funding is secured to ensure full installation, adoption and optimization across the entire SFHN, starting with the primary clinics. Additionally, data analytics will be able to support performance tracking of strategic priorities and metrics. Lastly, there will be effective and sustainable staff development, change management and communication strategies in place.

Provide a brief overview of your organization's goals for the next three years. How does this project fit in with those goals?

True North is ZSFG's unwavering commitment to its mission, vision, values, strategies and metrics that represent its commitment to becoming the health care organization of choice for patients and staff. To ensure movement in the right direction, ZSFG developed a True North Scorecard, which mirrors goals and values of the SFHN. The True North goals for at least the next three years include: Equity; Safety; Quality; Care Experience; Developing our People; and Financial Stewardship.

Plans to implement a new enterprise EHR system falls under the True North goals of Equity, Financial Stewardship, and Patient Safety. With this improvement strategy, ZSFG aims to effectively implement and adopt a system-wide EHR by coordinating workflows with DPH and SFHN primary care clinics.

In 2017, the City and County of San Francisco conducted a citywide Digital Equity Survey to measure technology access, use, and perception among a representative sample of San Francisco residents. The survey found that most San Francisco's residents are online, have high-speed home Internet connections, smartphones with data plans, and key Internet-related skills. However, significant digital divide disparities still exist for seniors, low-income residents, and those speaking a primary language other than English at home; all common characteristics of patients receiving care from our network of 14 community and Zuckerberg San Francisco General Hospital primary care facilities.

In summary, the digital divide is a combination of several different issues, with digitally excluded individuals facing different barriers. Some don't know how to use technology at all. Others have the basic digital skills but need situational help, maybe navigating a complicated patient portal or troubleshooting a malfunctioning smartphone. Finally, there are those with all the skills but are unable to afford adequate connectivity and devices.

A successful digital equity strategy must address common barriers to access and use of the internet, computer or tablet, and related technologies such as video conferencing. Although Epic offers several tools including the MyChart patient portal, which DPH has scoped the initial August 3, 2019 go live including all DPH primary care clinics, MyChart activation and maximum use by patients or their proxy require resources, tools, and governance. Epic MyChart offers many features that can enable primary care teams to better engage patients to become partners in their own care. Engaging patients in their care has consistently demonstrated to improve the overall health of the population while driving down cost of care and enhancing the patient experience.

Furthermore, primary care plays a central role in connecting patients to community resources and helping them navigate our complex delivery system for diagnostic, ancillary and specialty services. When DPH certified the Epic contract in January 2018, the Coordinated Care Management (CCM) application was not yet released. Consequently, DPH's current contract does not cover any Epic CCM license, maintenance or implementation fees. Epic CCM provides case

management tools that can compile and organize a comprehensive set of health and social care records, enabling care teams in primary care to establish both patient and population-level health, social, and community interventions to improve the health and well-being of patient through care management and outreach.

Epic CCM will add value to DPH patients with functionalities that can enable primary care teams to address patients' social determinants of health gaps, map support networks, connect people to community services, and measure outreach and program effectiveness. Epic CCM will also play a critical role in addressing care coordination issues among San Francisco's residents who are homeless and living with social, mental and behavioral health issues.

Please describe how you engage community constituents in your organization's planning, goal-setting, or other activities that help determine the organization's overall direction.

Patient and Family Advisory Councils are a productive way for patients and families to partner with the San Francisco Health Network to provide guidance on how to improve the patient and family experience. The unique perspectives from patients and families can positively impact care and assist with engineering a more customer-centered approach to the work of the San Francisco Health Network.

If there are any significant challenges or risks which could affect the success of the project, please describe and explain how you will mitigate those risks. What organizational or community assets will help you ensure success for the project?

Major challenges and risks during implementation include contractual delays and competing demand on clinical and operational teams. To mitigate these risks, the team will work closely with the Contracts team to fully understand each step. Additionally, the team will prioritize competing demands through True North and ensure each member understands the dependencies and timelines.

Financial Information

Indicate the start and end of your organization's fiscal year.	Start	End
Fiscal Year start/end	July	June
Did your organization have an operating surplus or an operating deficit on your income statement for the previous fiscal year?	Operating Surplus	
Enter the dollar amount of the surplus for the previous fiscal year, using only numbers, no currency symbols.	483,175.00	
What is the amount of your organization's total operating expenses for the current and previous fiscal year?	Current	Previous
Enter Info	5,183,604.00	5,898,754.00
From your balance sheet, what are your organization's current assets?	92,732,083.00	
From your balance sheet, what are your organization's current liabilities?	2,368,232.00	
From your balance sheet, what was your organization's total cash at the end of your previous fiscal year?	6,583,126.00	

Attestation

Non-Discrimination Policy - Applicant: Does the applicant organization have a documented policy which prohibits discrimination in its programs, services, policies, hiring practices and administration on the basis of race, color, ethnicity, ancestry, national origin, age, gender, gender identity or expression, sexual orientation, marital status, or physical or mental

Yes

disability?

Non-Proselytizing Policy - Applicant: If the applicant organization is a religious or faith-based organization, will any portion of the grant be used to support general operations, services and programs of the congregation/membership/students, or to advance religious doctrine or philosophy?

N/A - not a religious or faith-based organization

Non-political activity policy: Will any portion of the grant be used for political advocacy, partisan activities, gifts to or on behalf of state and federal government officials, lobbying, election campaigns, or participation in fundraising events for the purpose of supporting a political action committee (PAC) or committee on political education (COPE)? No



London N. Breed Mayor

TO:		Angela Calvillo, Clerk of the Board of Supervisors			
FROM:		Dr. Grant Colfax Director of Health			
DATE: 2/2/2021					
SUBJ	ECT:	Grant Accept and Expend			
GRANT TITLE:		Accept and Expend Grant - Adoption of Enterprise EHR System - \$4,545,455			
Attach	ned please fir	nd the original and 1 copy of each of the following:			
\boxtimes	Grant information form, including disability checklist -				
\boxtimes	Budget and Budget Justification				
	Grant application: Not Applicable. No application submitted.				
\boxtimes	Agreement / Award Letter				
	Other (Explain): Email from Grantor approval of extension				
Special Timeline Requirements:					
Departmental representative to receive a copy of the adopted resolution:					
Name	Name: Gregory Wong (greg.wong@sfdph.org) Phone: 554-2521				
Intero	ffice Mail Add	dress: Dept. of Public Health, 101 Grove St # 108			
Certified copy required Yes ☐ No ☐					

From: Peacock, Rebecca (MYR)

To: BOS Legislation, (BOS); Groffenberger, Ashley (MYR)

Cc: Kittler, Sophia (MYR); Wong, Greg (DPH); Duning, Anna (MYR)

Subject: Mayor -- [Resolution] -- [Accept and Expend Grant - Retroactive - Kaiser Permanente - San Francisco General

Hospital Foundation - Adoption of Enterprise EHR System - \$4,545,455]

Date: Tuesday, February 9, 2021 5:00:50 PM

Attachments: (3) A&E DPH Electronic Health Record System.zip

Attached for introduction to the Board of Supervisors is a **resolution retroactively authorizing the**Department of Public Health to accept and expend a grant in the amount of \$4,545,455 from

Kaiser Permanente through the San Francisco General Hospital Foundation to participate in a program, entitled "Adoption of Enterprise Electronic Health Record System," for the period of November 1, 2019, through October 31, 2021.

@Groffenberger, Ashley (MYR), please reply-all to this email to indicate your approval. Thanks!

This is the final piece of legislation from the Mayor's Office. Please let me know if you have any questions.

Rebecca Peacock (they/them)

(415) 554-6982 | Rebecca.Peacock@sfgov.org Office of Mayor London N. Breed City & County of San Francisco