AHS Board of Trustees Meeting

CEO REPORT
APRIL 27, 2018

Updates

- March System Dashboard Update

- System Updates
  - Alameda Primary Care Clinic Re-Opening
  - Anthem Commercial Contract
  - Simulation Center Opening
  - League of Women's Voters Event
  - Newark Clinic launches AHS into primary care capitation

- Epic Performance Status Update
  - March Epic performance update
  - Website
  - County Agreement Update

ALAMEDA
HEALTH SYSTEM

AHS OPERATIONAL PLAN FY 2018

PERFORMANCE DASHBOARD

AHS FY'18 Performance Management Dashboard

ALAMEDA HEALTH SYSTEM

Fiscal Year 2018 -March Report: True North Metric Dashboard

Updated: 4/20/2018

Data Current to April 2018

Pillars	Definition	True North	FY 2017 (baseline)	FY 18 Target	Current Performance		FY18 YTD Results	Trend	Desired Direction
					Timeframe	Results			
Access	Be a leader in access to quality affordable care	Primary Care No Show Rate	23.40%	21.06%	Mar-18	21.76%	22.27%		↓
		Specialty No Show Rate	25.25%	22.73%	Mar-18	23.54%	23.27%		↓
		3rd Next Available Appointment: Adult General Medicine Return	54.12*	48.71	Mar-18	16			↓
		Non-Traditional Ambulatory Encounters (E-Consults)	600	660	Mar-18	90	692		↑
		HPAC Non-Traditional Ambulatory Encounters (coded telephone visits)*^	112*	123.2^	Mar-18	363	309		↑
		Outpatient Therapy Waitlist Volume (OT,PT, ST, Audiology)*^	2548*	2293.2^	Mar-18	1259	1683		↓
		Outpatient Therapy Average Days on Waitlist (internal referrals)*^	104*	83.2^	Mar-18	75	114		↓
		Outpatient Therapy Average Days on Waitlist (external referrals)*^	194*	155.2^	Mar-18	22	64		↓
Sustainability	Be an organization that operates profitably and generates funding to support our mission	EBIDA Margin	5.5%	4.2%	Feb-18	4.2%	2.6%		↑
		Operating Margin	3.9%	2.7%	Feb-18	2.6%	0.9%		↑
		Expense Per APD	$ 2,696	$ 3,107	Feb-18	$2,841	$2,814		↓
		FTE's per AOB	4.37	5.10	Feb-18	4.40	4.60		↓
		Worked Hours Per APD	21.59	24.42	Feb-18	21.26	21.98		↓
Quality	Promote and maintain patient health and wellness while doing no harm	PRIME Metrics on Target	60	57	Feb-18	51			↑
		Acute: All Cause 30 Day Readmits	12.90%	11.53%	Feb-18	13.02%	11.96%		↓
		Inpt Acute Med-Surg Falls per 1000 Patient Days	2.59	2.10	Mar-18	2.52	2.95		↓
		Skilled Nursing Falls per 1000 Patient Days	1.98	1.68	Mar-18	1.50	1.57		↓
		Behavioral Health Falls per 1000 Patient Days	3.49	3.14	Mar-18	0.97	3.05		↓
Experience	Be the best place to stay well, heal and receive care	HCAHPS - % Rate Hospital 9 or 10	71.5%	74.30%	Feb-18	74.6%	73.1%		↑
		CG CAHPS-% Rate Provider 9 or 10	69.5%	71.48%	Jan-18	76.1%	73.4%		↑
		Inpt Behavioral Health Mean	80.5	82.2	Feb-18	77.9	79.8		↑
Network	Integrated health care delivery across the continuum to optimize directly provided or contracted services	Successful completion of Year 1 deliverables of Health Homes Pilot with Alliance	Complete Project	Completed Project	Mar-18	On Track			■
		Rehospitalization during the first 30 days of Home Health	N/A	15%	Mar-18		12.90%		↓
Workforce	The best place to learn and work	Recruitment Days (Post to Start)	72.76 days	70	Mar-18	90.52	87.22		↓
		Turn Over †	12.34%	11.09%	Mar-18	9.12%	11.00%		↓

* Modified Baselines - Single Month instead of fiscal year: HPAC -June 2017, Waitlist Measures July 2017, 3rd Next Aug2017
^ Year to Date results represent a monthly average
† Results are annualized to allow for comparison

Project Delayed or Performance Greater Than 2% From Desired Target
Project At Risk or Performance Within 2% of Target
Project On Track/Completed or Performance Target Met or Exceeded

ALAMEDA HEALTH SYSTEM

AHS OPERATIONAL PLAN FY 2018

SYSTEM UPDATES

AT LAST!!

ALAMEDA HOSPITAL NOW "IN-NETWORK" FOR ANTHEM BLUE CROSS MEMBERS

Critical Initiative:
Primary Care Capitation

AHS TRANSITIONS TO MANAGED CARE

NewarkWellness

A member of Alameda Health System
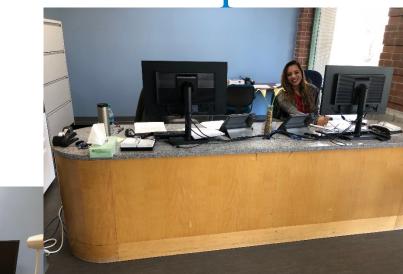
AHS Simulation Center
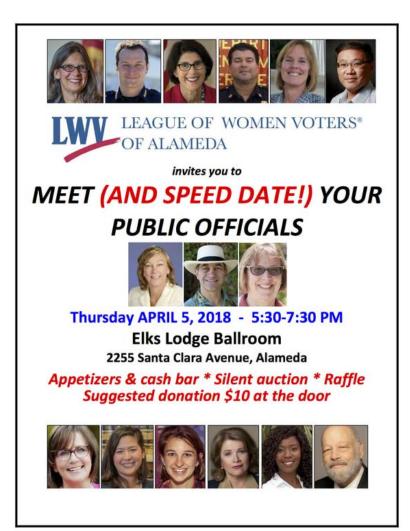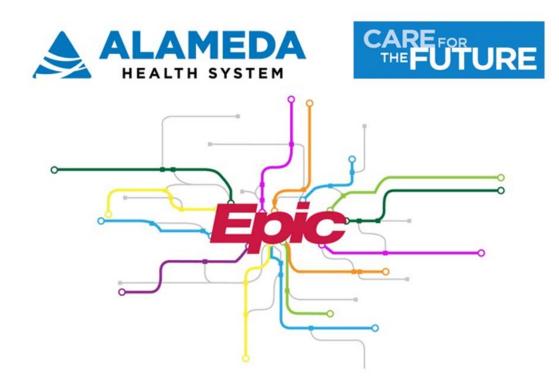
Critical Initiative:
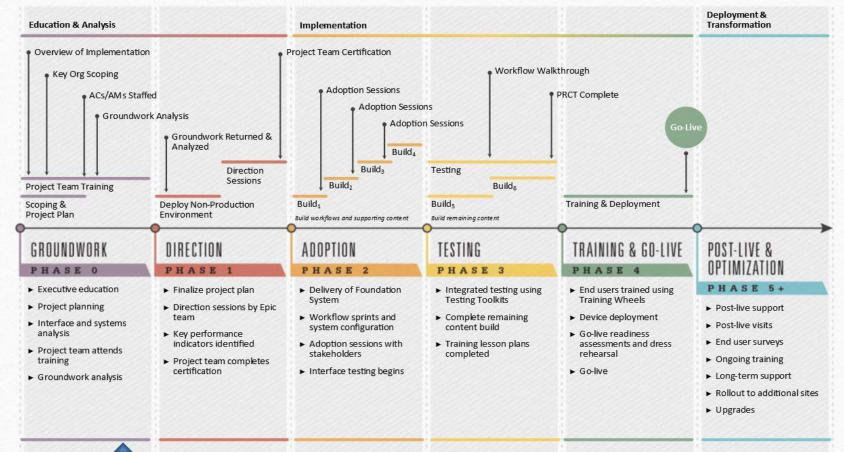# Marina Wellness Clinic Now Open

Alameda Community Outreach

AHS OPERATIONAL PLAN FY 2018

EPIC PERFORMANCE STATUS UPDATE

CRITICAL INITIATIVE - EHR

IMPLEMENTATION OVERVIEW

CRITICAL INITIATIVE - EHR

Epic

MONTHLY PROGRESS REPORT – March 2018

ALAMEDA HEALTH SYSTEM

OVERALL PROJECT STATUS

Satisfactory

OVERALL SCORE	DAYS UNTIL GO-LIVE
4.0/5.0	**~540 days**
AVERAGE SCORE FOR PHASE **4.0/5.0**	GO-LIVE DATE **Q4 2019**

OVERVIEW

Congratulations on beginning your Epic implementation! We we will provide you with a monthly progress report to ensure that you have up-to-date information regarding the project's status, accomplishments, and areas of concern.

To date, you have participated in executive planning sessions to outline milestones and expectations fo the project. You made significant progress this month on hiring your team and identifying operational readiness leads and subject matter experts. Next month, Katya Osipova, Project Director, will work with managers to fill the remaining vacancies and complete their registration for training by April 30.

ISSUES NEEDING EXECUTIVE INTERVENTION

There are no issues needing executive intervention at this time.

ISSUES NEEDING EXECUTIVE OVERSIGHT

RECIPIENTS

Delvecchio Finley
Luis Fonseca
Ghassan Jamaleddine, MD
Ed Babakanian
David English, MD
Katya Osipova
Bernadette Jensen
Nick Volosin
James Jackson
Palav B Babaria, MD
Tanvir Hussain, MD
Tangerine Brigham
Sylvia Lozano

UPCOMING MILESTONES

- Key Organizational Scoping – April 18 & 19
- Groundwork Questionnaires

ALAMEDA HEALTH SYSTEM

Project Accomplishments

- Project Team recruitment is 85% complete and continues

- Project Team training is on track
  - 39 team members have gone to training
  - 6 analysts successfully passed Epic Certification Exams, 100% success

- 55 CORe Owners and 35 ARCR Leads identified

- 220 SMEs identified

ALAMEDA
HEALTH SYSTEM

Project Accomplishments

- Key Organization Scoping Events held on 4/18 and 4/19

- Network connections to Epic data center established

- Groundwork questionnaires completion is on track, due date 4/30

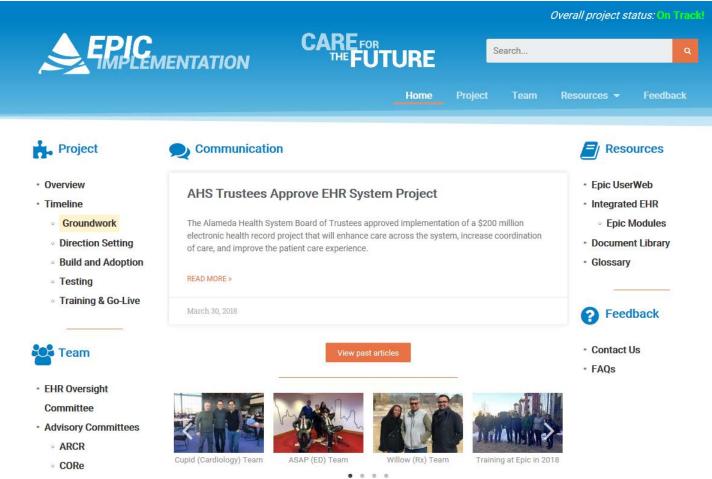- Project budget is on track and favorable as planned

Next Steps

- Groundwork questionnaires due 4/30
- Direction Setting Kickoff Events
  – Wed 5/23 – Thu 5/24
- Epic EHR Web Site Launch on 5/23
- Direction Setting work sessions
  – 6/12 – 6/14 (Tue-Thu)
  – 6/26 – 6/28
  – 7/24 – 7/26

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HEALTH SYSTEM

Epic EHR Web Site Launch on 5/23

Project Budget

Epic EHR Project Monthly Expense Report Card

Description	July - Dec '17	Jan	Feb	Mar	Apr
Epic Software License			$ 100,000.00	$ 50,000.00	$ 50,000.00
Epic Hosting Fee					
Epic Implementation Fees			$ 300,000.00	$ 381,000.00	$ 150,000.00
Epic Travel Expenses					$ 1,888.00
Hardware: Infrastructure, Network					
Hardware: End User Devices					
AHS FTE Implementation Team	$ 256,244.94	$ 79,245.70	$ 89,860.90	$ 326,879.39	
AHS FTE Implementation Team Training				$ 92,643.10	$ 13,287.21
AHS Implementation Team Office Supplies		$ 783.33	$ 369.40		$ 239.60
3rd Party Software					
3rd Party Consulting	$ 84,289.20	$ 16,048.00	$ 27,844.80	$ 35,956.40	
3rd Party Consulting Travel					
Interfaces					
Conversions					
Pre-Implementation Planning	$ 418,242.06	$ 10,293.54			
Total	$ 758,776.20	$ 106,370.57	$ 518,075.10	$ 886,478.89	$ 215,414.81

GRAND TOTAL	$ 2,485,115.57

ALAMEDA HEALTH SYSTEM

AHS Board of Trustees Meeting

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APRIL 27, 2018

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