

AHS Board of Trustees Meeting

# CEO REPORT

## JUNE 28, 2018

# Updates

- April System Dashboard Update
- System Updates
  - #weserveall
  - Alameda County Safe Kids Day
  - AHS Foundation Gala 2018
- Epic Performance Status Update
  - April Epic performance update
  - Direction Setting Sessions and Naming Contest
  - County Agreement Update

AHS OPERATIONAL PLAN FY 2018

# PERFORMANCE DASHBOARD

# AHS FY'18 Performance Management Dashboard



Fiscal Year 2018 -June Report: True North Metric Dashboard  
Data Current to May 2018

Updated: 6/8/2018

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%	May-18	22.37%	22.25%		↓
		Specialty No Show Rate	25.25%	22.73%	May-18	22.57%	23.02%		↓
		3rd Next Available Appointment: Adult General Medicine Return	54.12*	48.71	May-18	23			↓
		Non-Traditional Ambulatory Encounters (E-Consults)	600	660	May-18	83	889		↑
		HPAC Non-Traditional Ambulatory Encounters (coded telephone visits)*^	112*	123.2^	May-18	471	326		↑
		Outpatient Therapy Waitlist Volume (OT,PT, ST, Audiology)*^	2548*	2293.2^	May-18	1167	1607		↓
		Outpatient Therapy Average Days on Waitlist (internal referrals)*^	104*	83.2^	May-18	62	101		↓
		Outpatient Therapy Average Days on Waitlist (external referrals)*^	194*	155.2^	May-18	22	56		↓
Sustainability	Be an organization that operates profitably and generates funding to support our mission	EBIDA Margin	5.5%	4.2%	Apr-18	11.1%	4.0%		↑
		Operating Margin	3.9%	2.7%	Apr-18	10.0%	2.4%		↑
		Expense Per APD	\$ 2,696	\$ 3,107	Apr-18	\$2,762	\$2,805		↓
		FTE's per AOB	4.37	5.10	Apr-18	4.27	4.50		↓
		Worked Hours Per APD	21.59	24.42	Apr-18	21.42	21.96		↓
Quality	Promote and maintain patient health and wellness while doing no harm	PRIME Metrics on Target	60	57	Apr-18	54			↑
		Acute: All Cause 30 Day Readmits	12.90%	11.53%	Apr-18	12.38%	12.35%		↓
		Inpt Acute Med-Surg Falls per 1000 Patient Days	2.59	2.10	May-18	2.52	2.78		↓
		Skilled Nursing Falls per 1000 Patient Days	1.98	1.68	May-18	0.69	1.41		↓
		Behavioral Health Falls per 1000 Patient Days	3.49	3.14	May-18	3.38	3.07		↓
Experience	Be the best place to stay well, heal and receive care	HCAHPS - % Rate Hospital 9 or 10	71.5%	74.30%	Apr-18	73.2%	73.0%		↑
		CG CAHPS-% Rate Provider 9 or 10	69.5%	71.48%	Mar-18	69.0%	73.0%		↑
		Inpt Behavioral Health Mean	80.5	82.2	Apr-18	77.7	79.7		↑
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	May-18	On Track			■
		Rehospitalization during the first 30 days of Home Health	N/A	15%	May-18		13.51%		
Workforce	The best place to learn and work	Recruitment Days (Post to Start )	72.76 days	70	May-18	62.58	64.37		↓
		Turn Over †	12.34%	11.09%	May-18	13.85%	10.24%		↓
* Modified Baselines - Single Month instead of fiscal year: HPAC-June 2017, Waitlist Measures July 2017, 3rd Next Aug2017			Project Delayed or Performance Greater Than 2% From Desired Target						
^ Year to Date results represent a monthly average			Project At Risk or Performance Within 2% of Target						
† Results are annualized to allow for comparison			Project On Track/Completed or Performance Target Met or Exceeded						

AHS OPERATIONAL PLAN FY 2018

# SYSTEM UPDATES

# #weserveall- World Refugee Day





# Alameda County Safe Kids Day





# AHS Foundation Gala 2018





# AHS Foundation Gala 2018



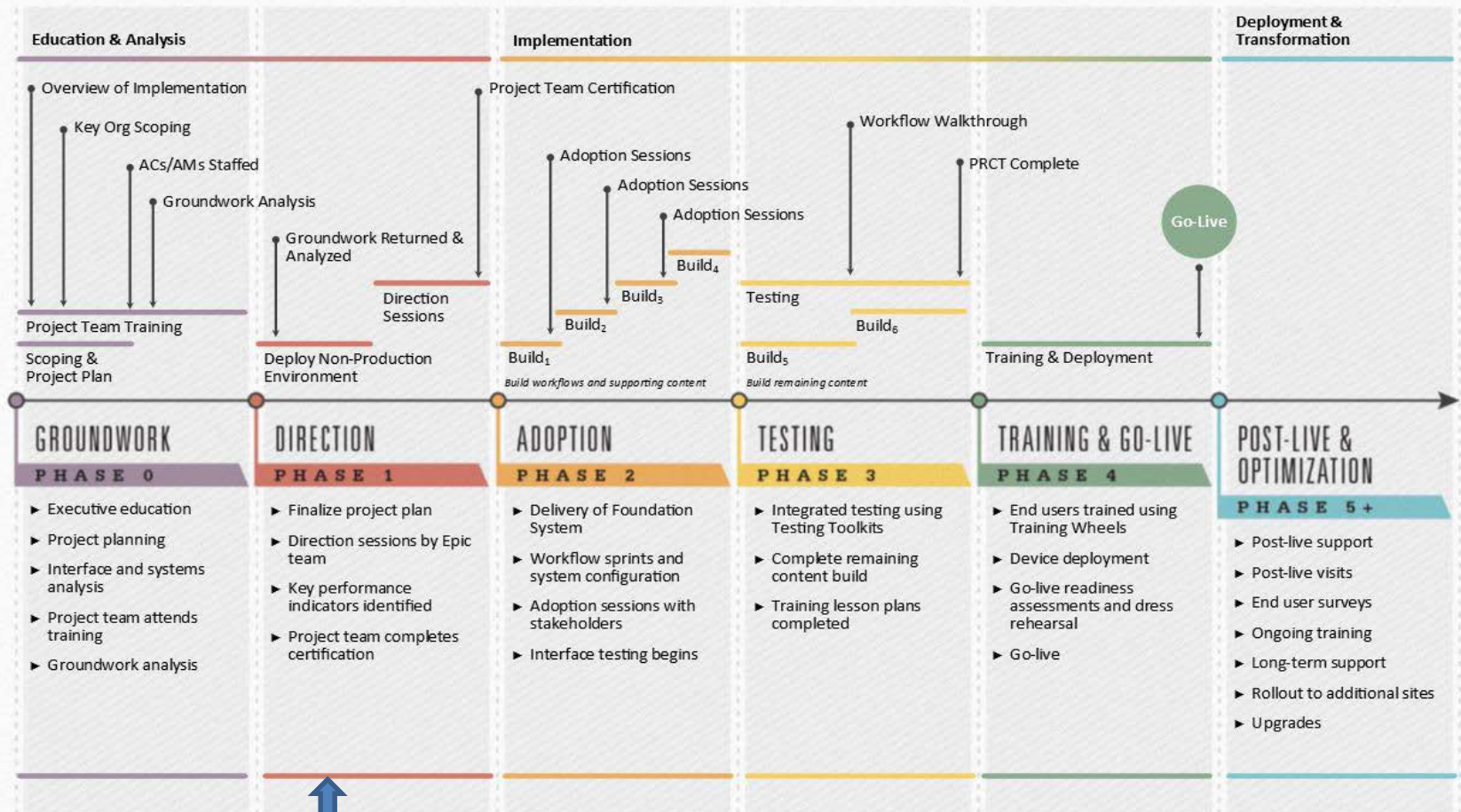


AHS OPERATIONAL PLAN FY 2018

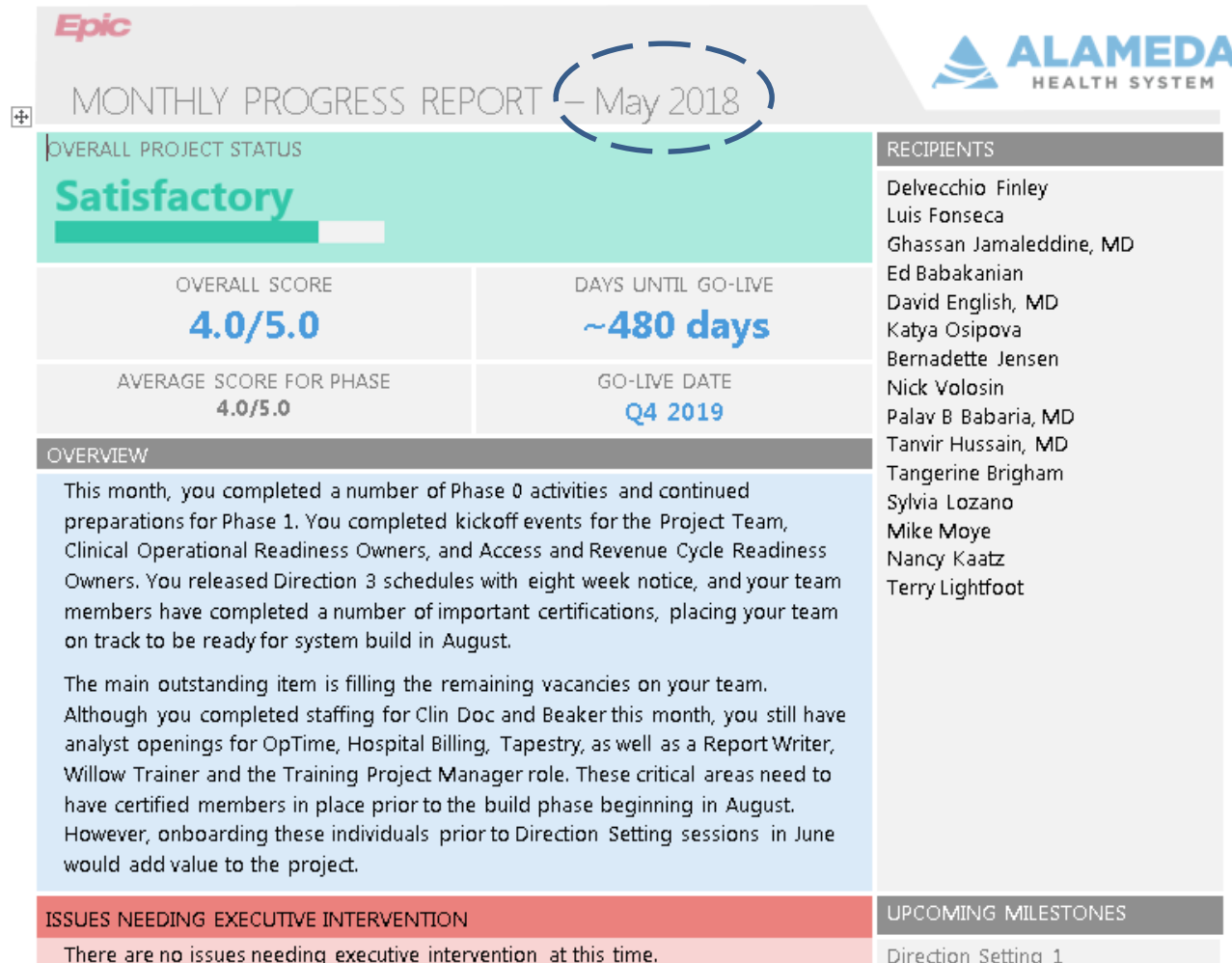
# EPIC PERFORMANCE STATUS UPDATE

# CRITICAL INITIATIVE - EHR

## IMPLEMENTATION OVERVIEW



# CRITICAL INITIATIVE - EHR



# Project Accomplishments

- Project is on track and favorable to budget.
- Project Team recruitment is > 90% complete and continues
- Project Team training is on track
  - 60 team members have gone to training
  - 30 + individuals have one or more certifications that are pertinent to AHS
  - Total 51 Certifications effective 6/26



# Project Accomplishments

- Direction Sessions Round 1 is complete
  - June 12 to June 14
  - 317 individual attendees
  - Day 1: 258; Day 2: 202; Day 3: 221 Total = 681
  - 75 total sessions held
  - ADT, Med Rec, Cardiology, Billing, ED, L&D...
- Direction Sessions Round 2
  - June 26 to June 28
  - 358 individual attendees
  - Day 1: 284; Day 2: 237; Day 3: 199 Total = 720
  - 63 total sessions held
  - Blood, dialysis, nutrition, advance care planning, disasters, behavioral health

# Coming up in July

## Direction Setting 3

- July 24 – July 26
- 75 sessions
- OR to IP, Mammography, Pain Management, Dental, Inpatient Rehab, Urgent Care, Orthopedics, Population Health...

## EHR Naming Contest

Advisory Councils/Data Conversion Workgroups  
convene

# August - December Build/Adoption (PHASE 2)

## **Epic onsite visits**

- **Aug 7 – 9:** Epic onsite trip to work on build
- **Sept 11 - 13:** Epic adoption 1
- **Sept 25 - 27:** Epic onsite trip to work on build
- **Oct 9 - 11:** Epic adoption 2
- **Oct 23 - 25:** Epic onsite trip to work on build
- **Nov 6 - 8:** Epic adoption 3
- **Nov 27 - 29:** Epic onsite trip to work on build
- **December 4 - 6:** Epic adoption 4

## EHR PROJECT BUDGET

Budget Category	FY18 Budget	YTD Spend	YTD Variance
C-01 - Epic Software License	300,000	322,329	22,329
C-16 - Epic Hosting	435,600	224,825	(210,775)
C-02 - Interfaces	-	-	-
C-03 - Conversions	-	-	-
C-04 - 3rd Party Software	3,000,000	288,385	(2,711,615) *
<b>Total Capital Software</b>	<b>3,735,600</b>	<b>835,539</b>	<b>(2,900,061)</b>
C-05 - Hardware: Infrastructure, Network	1,000,000	711,609	(288,391)
C-06 - Hardware: End User Devices	306,750	-	(306,750)
<b>Total Capital Hardware</b>	<b>1,306,750</b>	<b>711,609</b>	<b>(595,141)</b>
C-07 - Labor - AHS FTE Implementation Team	3,100,000	2,357,414	(742,586) *
C-17 - Labor - AHS SME Compensation	399,653	-	(399,653)
C-08 - Labor - AHS FTE Implementation Team Training	900,000	234,069	(665,931)
<b>Subtotal Capital AHS Labor</b>	<b>4,399,653</b>	<b>2,591,483</b>	<b>(1,808,170)</b>
C-09 - Labor - Epic Implementation Fees	1,131,000	1,131,000	-
C-10 - Labor - Epic Travel Expenses	1,020,000	7,972	(1,012,028)
<b>Subtotal Capital Epic Labor</b>	<b>2,151,000</b>	<b>1,138,972</b>	<b>(1,012,028)</b>
C-11 - Labor - 3rd Party Consulting	300,000	228,791	(71,209)
C-12 - Labor - 3rd Party Consulting Travel	-	-	-
C-13 - Labor - Pre-Implementation Planning	500,000	428,536	(71,464)
<b>Subtotal Capital Consulting Labor</b>	<b>800,000</b>	<b>657,326</b>	<b>(142,674)</b>
<b>Total Capital Labor</b>	<b>7,350,653</b>	<b>4,387,781</b>	<b>(2,962,872)</b>
C-14 - Contingency	-	-	-
C-18 - Epic Project Transfer Funds	-	-	-
C-19 - FQHC Grant	-	-	-
C-15 - CEO Scope Contingency	-	-	-
<b>Total Capital Other</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Capital</b>	<b>12,393,003</b>	<b>5,934,929</b>	<b>(6,458,074) *</b>
* some invoices have not been received yet			
* 3rd party contracts executed, invoices have not been received yet			
* June payroll hasn't been posted in EPSI yet			

# County Agreement Update

- Draft document nearly complete
- Key terms include:
  - Confirmation that all capital costs reimbursements for County-owned assets will be remitted from AHS to the County
  - Methodology and timing for determining amount and authorizing payment
  - Confirmation that funds will be used to maintain County-owned facilities and assets operated by AHS
  - Agreement to develop a procedure for AHS requests to County (routine and emergent)
- Agreement will be brought to BoT in July



AHS Board of Trustees Meeting

# CEO REPORT

## JUNE 28, 2018