### 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		Desired
					Timeframe	Results	Results	Trend	Direction
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%	W/	4
		Specialty No Show Rate	25.25%	22.73%	May-18	22.57%	23.02%	3	•
		3rd Next Available Appointment: Adult General Medicine Return	54.12*	48.71	May-18	23		4	•
		Non-Traditional Ambulatory Encounters (E-Consults)	600	660	May-18	83	889	$\sim$	<b>^</b>
		HPAC Non-Traditional Ambulatory Encounters (coded telephone visits)*^	112*	123.2^	May-18	471	326	$\sim$	<b>↑</b>
		Outpatient Therapy Waitlist Volume (OT,PT, ST, Audiology)*^	2548*	2293.2^	May-18	1167	1607	V~~	4
		Outpatient Therapy Average Days on Waitlist (internal referrals)*^	104*	83.2^	May-18	62	101	$\sqrt{}$	4
		Outpatient Therapy Average Days on Waitlist (external referrals)*^	194*	155.2^	May-18	22	56	\	•
Sustainability	Be an organization	EBIDA Margin	5.5%	4.2%	Apr-18	11.1%	4.0%	~~/	<b>^</b>
	that operates	Operating Margin	3.9%	2.7%	Apr-18	10.0%	2.4%	_~~/	<b>^</b>
	profitably and	Expense Per APD	\$ 2,696	\$ 3,107	Apr-18	\$2,762	\$2,805	>	•
	generates funding to	FTE's per AOB	4.37	5.10	Apr-18	4.27	4.50	~~	Ψ.
	support our mission	Worked Hours Per APD	21.59	24.42	Apr-18	21.42	21.96	~	•
Quality	Promote and maintain patient	PRIME Metrics on Target	60	57	Apr-18	54			<b>↑</b>
		Acute: All Cause 30 Day Readmits	12.90%	11.53%	Apr-18	12.38%	12.35%	~~^	•
	health and wellness	Inpt Acute Med-Surg Falls per 1000 Patient Days	2.59	2.10	May-18	2.52	2.78	\$	•
	while doing no harm	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	$\vee \vee \vee$	<b>4</b>
Experience	Be the best place to	HCAHPS - % Rate Hospital 9 or 10	71.5%	74.30%	Apr-18	73.2%	73.0%	~~	<b>^</b>
	stay well, heal and	CG CAHPS-% Rate Provider 9 or 10	69.5%	71.48%	Mar-18	69.0%	73.0%	<u>√</u>	<b>1</b>
	receive care	Inpt Behavioral Health Mean	80.5	82.2	Apr-18	77.7	79.7	$\sim$	<b>1</b>
Network	care delivery across the continuum to	Successful completion of Year 1 deliverables of Health Homes Pilot with Alliance	Complete Project	Completed Project	IVIGY-10	On Track			•
	optimize directly provided or contracted services	Rehospitalization during the first 30 days of Home Health	N/A	15%	May-18		13.51%		<b>4</b>
Workforce	The best place to	Recruitment Days (Post to Start )	72.76 days			62.58	64.37	~~~	•
	learn and work	Turn Over †	12.34%	11.09%		13.85%	10.24%	~~~	<b>4</b>
* 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							

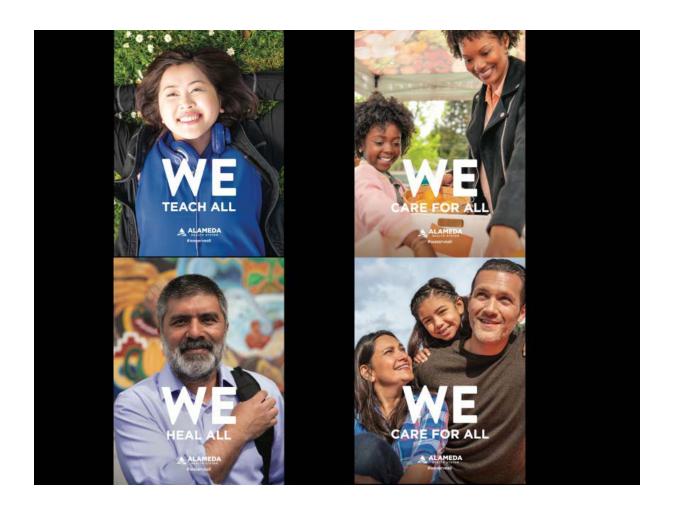


#### AHS OPERATIONAL PLAN FY 2018

### **SYSTEM UPDATES**



# #weserveall- World Refugee Day





# Alameda County Safe Kids Day











## AHS Foundation Gala 2018



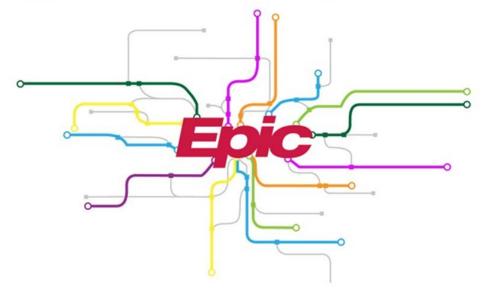
# AHS Foundation Gala 2018











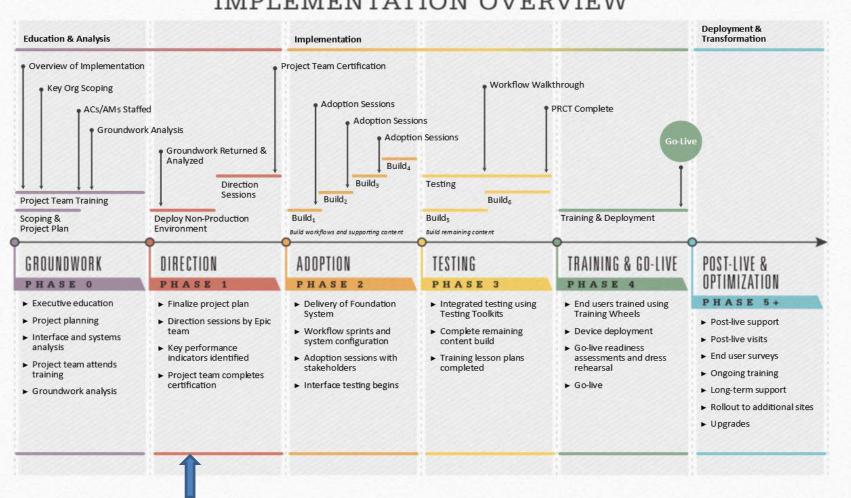
AHS OPERATIONAL PLAN FY 2018

### EPIC PERFORMANCE STATUS UPDATE



## CRITICAL INITIATIVE - EHR

#### IMPLEMENTATION OVERVIEW





## CRITICAL INITIATIVE - EHR

# MONTHLY PROGRESS REPORT (- May 2018

ALAMEDA HEALTH SYSTEM

OVERALL PROJECT STATUS

#### **Satisfactory**

OVERALL SCORE

4.0/5.0

AVERAGE SCORE FOR PHASE 4.0/5.0

DAYS UNTIL GO-LIVE

~480 days

GO-LIVE DATE Q4 2019

#### ----

This month, you completed a number of Phase 0 activities and continued preparations for Phase 1. You completed kickoff events for the Project Team, Clinical Operational Readiness Owners, and Access and Revenue Cycle Readiness Owners. You released Direction 3 schedules with eight week notice, and your team members have completed a number of important certifications, placing your team on track to be ready for system build in August.

The main outstanding item is filling the remaining vacancies on your team. Although you completed staffing for Clin Doc and Beaker this month, you still have analyst openings for OpTime, Hospital Billing, Tapestry, as well as a Report Writer, Willow Trainer and the Training Project Manager role. These critical areas need to have certified members in place prior to the build phase beginning in August. However, onboarding these individuals prior to Direction Setting sessions in June would add value to the project.

#### RECIPIENTS

Delvecchio Finley
Luis Fonseca
Ghassan Jamaleddine, MD
Ed Babakanian
David English, MD
Katya Osipova
Bernadette Jensen
Nick Volosin
Palav B Babaria, MD
Tanvir Hussain, MD
Tangerine Brigham
Sylvia Lozano
Mike Moye
Nancy Kaatz
Terry Lightfoot

#### ISSUES NEEDING EXECUTIVE INTERVENTION

There are no issues needing executive intervention at this time.

#### UPCOMING MILESTONES

Direction Setting 1



# **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) *	
Total Capital Software	3,735,600	835,539	(2,900,061)	
C-05 - Hardware: Infrastructure, Network	1,000,000	711,609	(288,391)	
C-06 - Hardware: End User Devices	306,750	711,007	(306,750)	
Total Capital Hardware	1,306,750	711,609	(595,141)	
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)	
Subtotal Capital AHS Labor	4,399,653	2,591,483	(1,808,170)	
C-09 - Labor - Epic Implementation Fees	1,131,000	1,131,000		
C-09 - Labor - Epic Implementation rees C-10 - Labor - Epic Travel Expenses	1,020,000	7,972	(1,012,028)	
Subtotal Capital Epic Labor	2,151,000	1,138,972	(1,012,028)	
C 11 Labor 2nd Douby Consulting	200,000	220 701	(71 200)	
C-11 - Labor - 3rd Party Consulting C-12 - Labor - 3rd Party Consulting Travel	300,000	228,791	(71,209)	
C-12 - Labor - 3rd Party Consulting Traver C-13 - Labor - Pre-Implementation Planning	500,000	428,536	(71,464)	
Subtotal Capital Consulting Labor	800,000	657,326	(142,674)	
Total Capital Labor	7,350,653	4,387,781	(2,962,872)	
C-14 - Contingency	<u> </u>		_	
C-14 - Contingency C-18 - Epic Project Transfer Funds		<u>-</u>	-	
C-19 - FQHC Grant	<del>-</del> -	<u> </u>	-	
C-15 - CEO Scope Contingency	<del>-</del> -	-	<u>-</u>	
Total Capital Other	-	-	-	
Total Capital	12,393,003	5,934,929	- (6,458,074) *	
* some invoices have not been received yet				
* Only and the second of the se				
Jard party contracts executed, invoices have not been received yet une 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

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