

AHS Board of Trustees Meeting

# **CEO REPORT**

## **MARCH 22, 2018**

# Updates

- January System Dashboard Update
  - Home Health Agreement
- Epic Performance Status Update
- Interim CFO Contract

AHS OPERATIONAL PLAN FY 2018

# PERFORMANCE DASHBOARD

# AHS FY'18 Performance Management Dashboard



Fiscal Year 2018 -March Report: True North Metric Dashboard

Updated: 3/9/2018

Data Current to February 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%	Feb-18	21.08%	22.35%		↓
		Specialty No Show Rate	25.25%	22.73%	Feb-18	24.57%	23.23%		↓
		3rd Next Available Appointment: Adult General Medicine Return	54.12*	48.71	Feb-18	24			↓
		Non-Traditional Ambulatory Encounters (E-Consults)	600	660	Feb-18	89	588		↑
		HPAC Non-Traditional Ambulatory Encounters (coded telephone visits)*^	112*	123.2^	Feb-18	328	302		↑
		Outpatient Therapy Waitlist Volume (OT,PT, ST, Audiology)*^	2548*	2293.2^	Feb-18	1512	1736		↓
		Outpatient Therapy Average Days on Waitlist (internal referrals)*^	104*	83.2^	Feb-18	81	109		↓
		Outpatient Therapy Average Days on Waitlist (external referrals)*^	194*	155.2^	Feb-18	26	70		↓
Sustainability	Be an organization that operates profitably and generates funding to support our mission	EBIDA Margin	5.5%	4.2%	Jan-18	0.3%	2.3%		↑
		Operating Margin	3.9%	2.7%	Jan-18	-1.2%	0.7%		↑
		Expense Per APD	\$ 2,696	\$ 3,107	Jan-18	\$2,899	\$2,810		↓
		FTE's per AOB	4.37	5.10	Jan-18	4.56	4.57		↓
		Worked Hours Per APD	21.59	24.42	Jan-18	21.48	22.05		↓
Quality	Promote and maintain patient health and wellness while doing no harm	PRIME Metrics on Target	60	57	Jan-18	50			↑
		Acute: All Cause 30 Day Readmits	12.90%	11.53%	Jan-18	11.43%	11.77%		↓
		Inpt Acute Med-Surg Falls per 1000 Patient Days	2.59	2.10	Feb-18	1.70	3.07		↓
		Skilled Nursing Falls per 1000 Patient Days	1.98	1.68	Feb-18	0.53	1.54		↓
		Behavioral Health Falls per 1000 Patient Days	3.49	3.14	Feb-18	1.59	3.32		↓
Experience	Be the best place to stay well, heal and receive care	HCAHPS - % Rate Hospital 9 or 10	71.5%	74.30%	Jan-18	69.7%	72.9%		↑
		CG CAHPS-% Rate Provider 9 or 10	69.5%	71.48%	Dec-17	73.1%	72.7%		↑
		Inpt Behavioral Health Mean	80.5	82.2	Jan-18	81.3	80.0		↑
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	gol	Completed Project	Feb-18	On Track			■
		Rehospitalization during the first 30 days of Home Health	N/A	15%	Feb-18		10.00%		↓
Workforce	The best place to learn and work	Recruitment Days (Post to Start )	72.76 days	70	Feb-18	90.46	87.75		↓
		Turn Over †	12.34%	11.09%	Feb-18	11.40%	11.30%		↓
* 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

# EPIC PERFORMANCE STATUS UPDATE

# CRITICAL INITIATIVE - EHR

## ➤ Staffing:

- Successfully have reached a critical mass for recruiting staff needed to initiate project team training. EPIC has been very helpful and supportive.
- We have 56 FTEs on board:
  - Revenue Cycle: 14 FTEs
  - Inpatient: 18 FTEs
  - Ambulatory: 6 FTEs
  - Ancillary (Card, Rad, Lab): 8 FTEs
  - Reporting: 3 FTEs
  - Training: 3 FTEs
  - Integration: 4 FTEs

# CRITICAL INITIATIVE - EHR

## ➤ Training:

- In coordination with EPIC, training will be conducted in 3 waves
- Wave 1: starts on March 19
  - OpTime OR / Anesthesia
  - Beaker (Laboratory)
  - HIM
  - Cupid (Cardiology)
  - Tapestry (Managed Care)
- Wave 2: starts in April
  - Grand Central ADT / Registration, Cadence Scheduling, Billing, Claims
  - Willow (Pharmacy)
  - Ambulatory
  - ASAP (ED), Clinical Documentation, Orders
  - Radiology
  - Bridges (Integration)
- Wave 3: starts in May
  - BI/Reporting

# CRITICAL INITIATIVE - EHR

## ➤ **Third party systems:**

- Core Point Integration Engine: contract completion by 4/30
- Hyland Onbase Document Management System: contract completion by 7/1
- Relay Health contract is signed and is being aligned w. Epic
- Capsule contract is being aligned w. Epic
- Blood Bank: contract completion by 6/1
- Data Innovations contract is being aligned w. Epic

## ➤ **Budget Management**

- All third-party systems are within established budget
- EPIC activities are also within the timeliness and budget as planned



# CRITICAL INITIATIVE - EHR

## ➤ **New Office Location Preparation**

- Network connectivity and infrastructure is planned for implementation beginning on April 15<sup>th</sup> and will be completed and ready for occupancy on May 1<sup>st</sup>
- Space assignment completion by mid-April

## ➤ **Next Steps**

- Epic onsite visit during the week of April 16<sup>th</sup> for Key Organizational Scoping
- Official Kickoff / Direction Setting Sessions Round 1 during the week of May 21<sup>st</sup>

# County Conditions

- **Benchmarks**
  - 1. Routine Epic Project Status Reports
  - 2. Status of Project Contingency Funding
  - 3. Early notification for service adjustments (i.e. major reductions/eliminations)
- **Other conditions**
  - Working on scheduling discussions

# Kaiser Grant Milestones

## **By June 30<sup>th</sup>, 2018**

**Goal:** Establish AHS EHR project environment to ensure the highest degree of work flow and collaboration

- Finalize negotiations and execute contract
- Establish required project governance structure(s)
- Select appropriate office space and execute lease
- Recruit project team and initiate Epic training
- Procure and implement technology framework

## **July 1, 2018 - December 31, 2018**

**Goal:** Establish project implementation scope, design and start the build process

- Activate enterprise-wide committees and work groups
- Finalize 3<sup>rd</sup> party contracts
- Begin work on required interfaces and develop conversion plans
- Initiate the build and configuration phase

## **January 1, 2019 - June 30<sup>th</sup>, 2019**

**Goal:** Complete unit testing and launch coordinated integration testing

- Conduct comprehensive unit testing for all modules
- Initiate system-wide integrated testing

## **July 1, 2019 - January 30<sup>th</sup>, 2020**

**Goal:** Complete comprehensive user training and go-live activities

- Complete enterprise-wide user training across all departments
- Go live with Epic across all facilities

# Kaiser Grant Milestones

BY JUNE 30<sup>TH</sup> 2018

- Finalize negotiations and execute contract
- Establish required project governance structure(s)
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## AHS Team Begins Epic Training



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