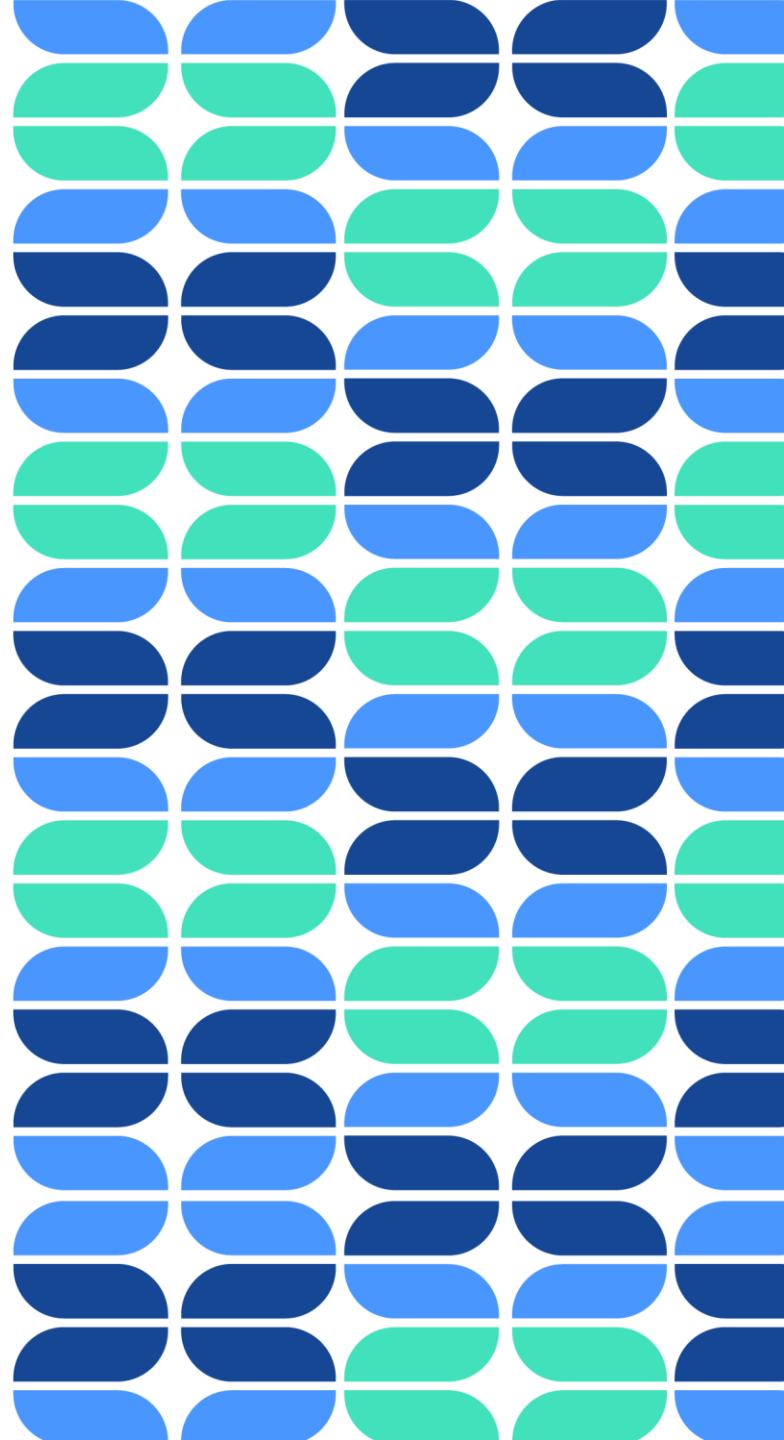




CIO/CMIO Peer Group

**THURSDAY, JANUARY 26, 2023
11AM-12:30PM**

Bi-Monthly CIO/CMIO Peer Group Meeting



Agenda

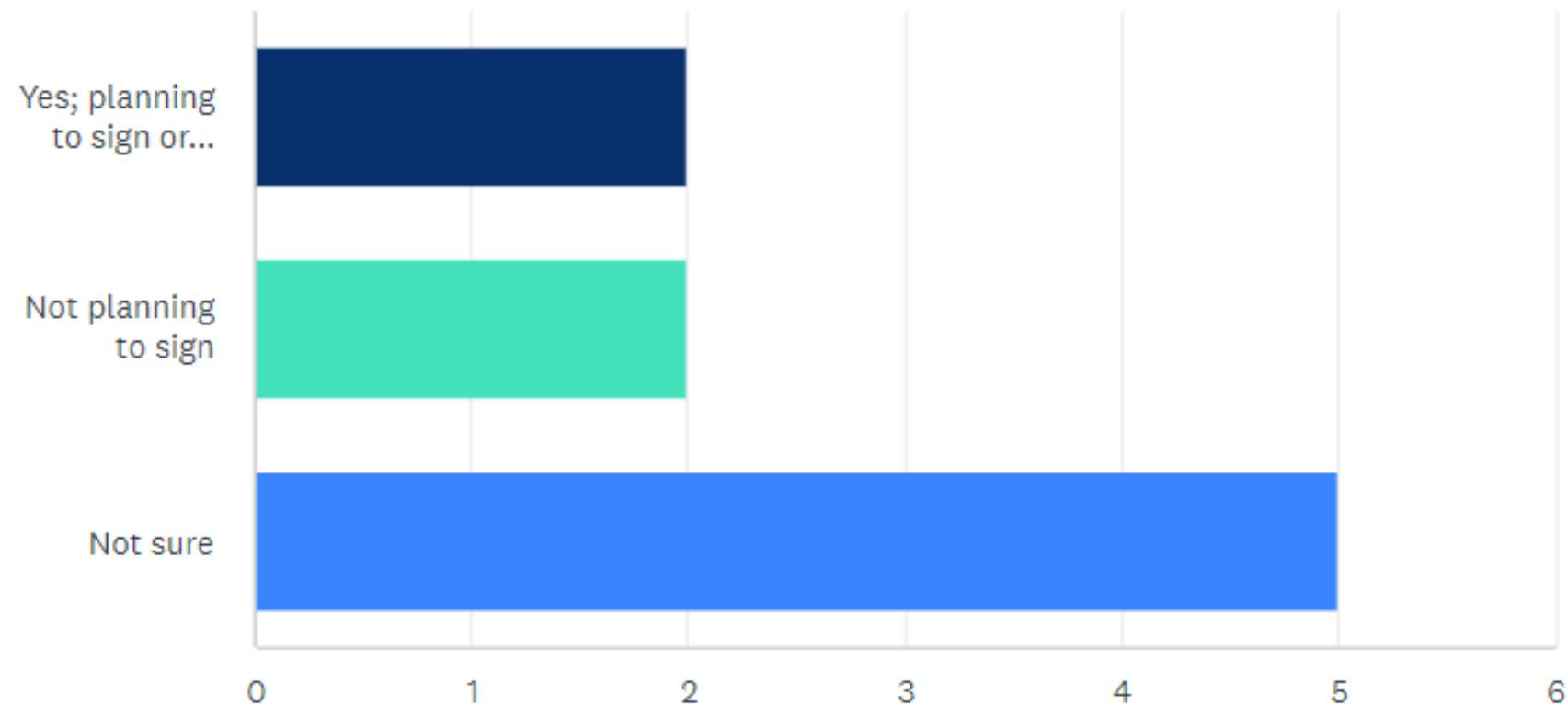
Time	Topic	Lead(s)
2 min	Welcome & Introductions	Zoe So, SNI
30 min	Data Sharing Agreement: SNI Survey Results & Peer Group Discussion	All Facilitator: David Lown, SNI
40 min	CIO/CMIO Member Updates	All
15 min	Jamboard Session: 2023 Priorities	All
3 min	Wrap-Up	Zoe



Data Sharing Agreement: SNI Survey Results & Peer Group Discussion

Does your organization intend to sign the DSA?

Answered: 9 Skipped: 0



CIO/CMIO Member Updates

Alameda Health System

2022 in Review

- CHIME Most Wired level 8
- HIMSS Stage 6 (EMRAM and O-EMRAM)
- Epic Gold Stars: 8
- QIP and first QIP Audit
- Fantastic ACMIO
- Operational Dashboards
- Epic Cognitive Computing models

2023 Plans

- Going live with Epic Beacon
- Kickoff of Enterprise Imaging project
- Digital Health Strategy
- Community Connect
- Trying for HIMSS Stage 7
- (Epic Hyperdrive)
- (Data Center Relocation)
- Continue development of operational metrics

Contra Costa Health Services

2022 in Review

- Improve patient access
 - Process improvement work with Appointment Unit and template changes
 - Reduce no shows with appointment reminders
- Population Health
 - ECM
 - QIP Outreach and Test to Treat using Luma
- Community Engagement: Covid dashboard, MPX dashboard, Metocio, Homeless PIT, LTCF Outreach
- Applying advanced technology: WGS, Data Science, GIS
- Set up computerized transcription systems using Dragon Medical One so that care givers can document sooner and easier. Allowing patients to read their notes and review them on their own time as they engage in their care.

2023 Plans

- Governance:
 - Improved integration of IT and Operational functions by immersing staff IT with operational workflows
 - Increase stakeholder engagement in prioritization and implementation of projects and communicating features
 - Transition to 3 major Epic releases a year
 - Remove single points of failures
 - Empower staff to make decisions with distributed leadership and provide growth opportunities
 - Develop mature Incident Management System
- Projects
 - Implement Epic Professional Billing Module for Mental Health
 - Implement Streamline EMR for AOD
 - Develop a Cloud Plan
 - Improve Patient Communication and Access using technology
 - Digitizing Administrative Workflows: Employee Tracking, Policy Management, Time tracking

Kern Medical

2022 in Review

- Expansion of Imaging Services
- NICVIEW / NICU remote monitoring

2023 Plans

- Improving Caregiver and Patient Communication Experience
- Improving our Digital Front Door
- Optimizing our Clinical Workflows
- Cyber Security Education
- Cloud-based PACS Implementation

Los Angeles County Department of Health Services

2022 in Review

- Virtual Healthcare Platform
- Multiple EMR optimizations
 - HIE (LANES) connectivity to EMR
 - Implementation of opioid toolkit
 - Surgical queue revamp
 - Transitions of care workflow
 - Lab CDS revamp
 - Synoptic reporting
- Patient queuing (Qmatic)
- Clinical interpreter services app
- Extension of EMR to jails

2023 Plans

- Clinical informatics staffing
- Nursing clinical practice councils
- EMR optimizations
- Scheduling / timekeeping project
- Clinical documentation improvement
- Encounter capture
- Mobile signature capture
- Infusion pump management
- Patient access transaction services
- Regulatory compliance: 2015 CEHRT

County of Santa Clara Health System

2022 in Review

- Roll out of multiple campaigns to support QIP/HEDIS
 - Dx Mammo ticket scheduling, Pedi Well Child, Pedi Vaccination, Mpox, Influenza + COVID Vaccines
- Increasing visit types for direct scheduling
- Joined eHealth Exchange + SSA
- Welcome Tablet roll out
- VNA Roll out
- KLAS Arch Collaborative
- Care Everywhere Referral Management

2023 Plans

- Focus on Digital Transformation Strategy
- Patient Access Support Services (PASS)
- Integration with CURES PDMP
- VNA PACS/ISCV Image Sharing
- Plan for Arch Collaborative Findings
- Provider/Staff Education/Optimization
- Inbasket Optimization
- Disaster/Downtime Planning
- Continue to develop campaigns
- 2-way SMS
- Ortho, Dialysis, Urgent Care, Nurse triage modules, Payer Platform
- Expanded Slicer Dicer

San Francisco Department of Public Health

2022 in Review

- Epic go-lives – CalAIM ECM and ILOS, Maternal Child and Adolescent Health, Jail Health, Integrated Video Visit, CE referrals, MPox, Occupational Health Services, Willow Ambulatory
- Mental Health SF Epic Go-Lives – Beh. Health Office of Coordinated Care, several “Street Med” related services, Navigation Center, WPIC
- Data Analytics – Lean Hoshin deployment
- 3rd party risk management implementation for contracts with vendors and CBOs
- Epic ROI – 28% increase in avg cash collection from pre-Epic

2023 Plans

- Epic – eSignature Tablet, CalAIM BH Payment Reform, BH Epic go-live implementation, Welcome, Campaigns, MyChart Bedside, Interpreter Services
- Epic Hyperdrive implementation
- Unite Us go-live for closed-loop referrals to social services providers
- LHH recertification
- Flow and Access
- MediCal county Fee-For-Service payment conversion
- Data sharing and access with external entities SW optimization
- Cloud data home proof of concept

SJ Health

2022 in Review

- Hospital MSA with Dignity Health
- Integration with Dignity for GPO, QM
- CDI Rev Cycle improvement project
- Facility-wide eConsent implementation
- HIM Improvements
- Dragon DMO Optimization
- Full loop vaccination records (RIDE/CAIR2)
- Digital Health: Notable (RPA), Nuance DAX, Livongo (RPM)

2023 Plans

- Bed capacity management
- Expand computerized coding
- IT upgrades (PACS, network/server)
- IT Service Management and PMO
- EHR vendor improved service delivery
- Unified Analytics/Improved DataViz
- Domain migration to separate SJ Health
- i2iTracks to augment Cerner HealthIntent EDW/PHM capabilities
- Digital Health: Luma (patient engagement, SMS)

2022 in Review

- **Reorganization:** Strategic re-alignment, process/operational improvements to meet enterprise goals; Informatics program assessment & CMIO search
- **Efficiency/Paperless:** Migration of desktop to cloud-based application platforms; automated remote application/upgrade deployment; implementations; transition research and new stem-cell activities from paper to EHR; Enhanced patient access to EHR tools (results, scheduling, messaging)
- **Upgrades & Growth:** Implementation and support of IT infrastructure for many new ambulatory sites and upcoming new hospital; development of EHR tools for remote home monitoring and hospital at home programs; MyChart Message Billing
- **Diversity:** Increased diversity representation in IT; expanded participation and leadership in the campus Women in Technology program

2023 Plans

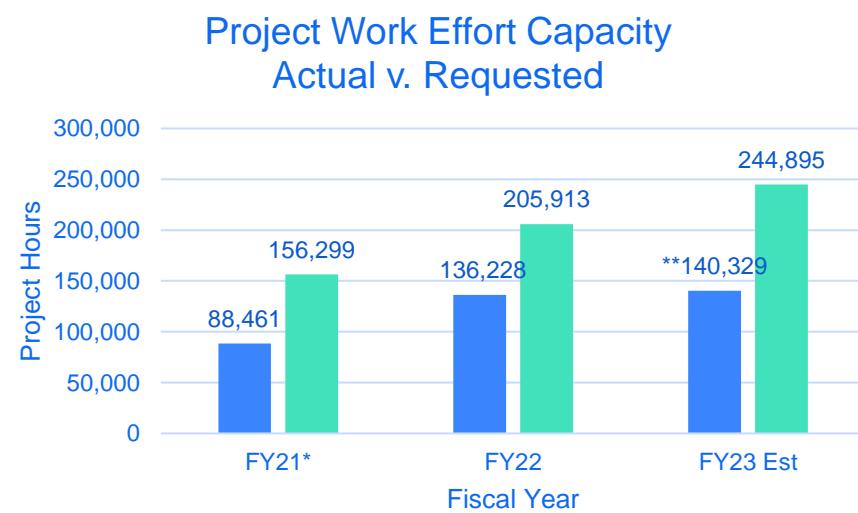
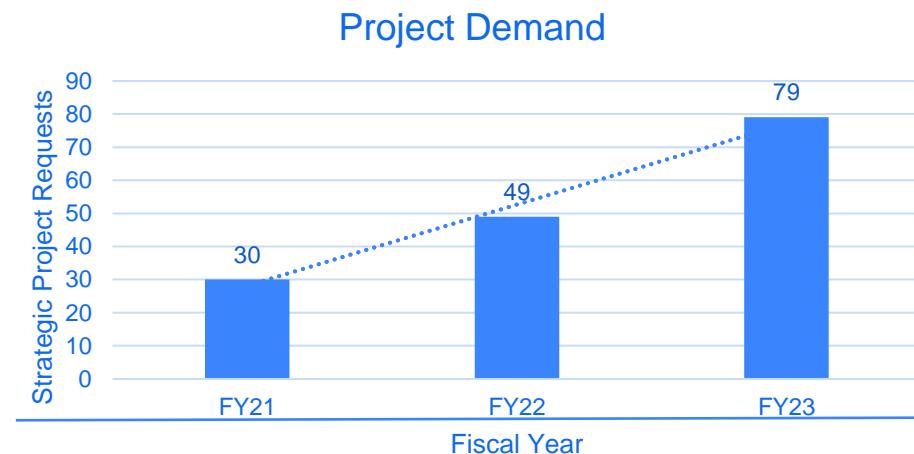
- **Reorganization:** Leadership transitions (CIO, CMIO and CNIO); informatics program updates; continued evolution of project intake/governance to preserve resources for highest priority initiatives; Pop Health development; Managed care expansion
- **Efficiency/Paperless:** Enterprise Epic Refuel; Digital Patient Experience & Access Enhancements (Welcome; Open Scheduling; Decision Trees); Enterprise Patient Throughput
- **Upgrades & Growth:** Net new UCI Health campus; Unified Care Team Communications; Genomics; Cosmos/Research; Oncology Program expansion; Beaker; Hyperdrive; Occupational Health; Student Health; Care Navigation Tools; Digital Patient Experience Web-Based App; AHA & Magview Integrations
- **Diversity:** Increased diversity representation in IT; expanded participation and leadership in the campus Women in Technology program

University of California San Diego



FY22 strategic priorities:

- Hillcrest and Expansion
- Enterprise Imaging Modernization Program
- Cybersecurity Hardening
- Infrastructure Modernization & Stabilization (Cloud)
- Revenue Cycle Optimization
- Enterprise System Renewal
- Clinical Research Technology



University of California San Diego

FY23 Information Services Priorities & Focus Areas



Achieve
High
Reliability

Achieve High Reliability

- Cybersecurity hardening program (endpoint protection, phishing, business continuity)
- Cloud infrastructure / migration and hosting of key applications (3M, Onbase, etc)
- Patient flow and capacity management optimization

Develop Innovative
Programs
that Create the
Future of Healthcare

Develop Innovative Programs:

- Epic Research / Genomics Modules
- Artificial intelligence and machine learning
- Center for Health Innovation partnership

Deliver
Excellent
Experiences

Deliver Excellent Experiences

- Focus on physician & clinician wellness
- Further develop our digital front door promoting patient engagement

Dismantle Structural
Racism

Create a Culture of
Engagement &
Integrity

Create a culture of Engagement and Integrity & Dismantle structural racism

- Encourage and support employee resource groups (ERGs) to promote inclusion
- Hybrid work structure engagement & collaboration plan

Josh Glandorf
Chief Information
Officer

Ventura County Health Care Agency

2022 in Review

- Cerner Anesthesia Go-Live
- Cerner Registries Go-Live
- Cerner 2018 code level upgrade
- WellHealth (Artera) patient engagement Go-Live
- Automatic Patient Education rules implemented
- InflowView productivity dashboard Go-Live
- Training uplift: clinic support team (TOSS) and Learning Journeys training curriculum
- Radiology AUC uplift
- Cerner Fetalink upgrade
- GE ViewPoint Perinatology
- CEHRT CURES upgrade/configuration
- Workflow page implementation for ambulatory staff

2023 Plans

- New full time CMIO
- Cerner Practice Management/Registration uplift
- Ambulatory Care Analytics Reporting Tools/Dashboards
- Tonic Patient Forms expansion (Consents/ACEs/PEARLS)
- Cerner EDW/HealtheAnalytics transition
- Video Telehealth Migration Doxy.me -> Amwell?
- GE Viewpoint/POCUS Management for ED
- Hospital Network Infrastructure and WiFi remediation (upgrade)
- eCase Reporting Go-Live
- Acute/Ambulatory Downtime Strategy Review/Update
- Commonwell/HIE Document Uplift
- **Expand Cerner anesthesia to 2nd hospital and GI Lab**
- **Cerner Learning Health Network evaluation and kickoff**
- **Nursing Core Clinical Data Set evaluation**
- **Digital Front Door Review**
- **eConsents Implementation (system-wide)**
- **PACS upgrade/migration**
- **Trauma Documentation uplift**

Proposed
in Red

Jamboard Session: 2023 CIO/CMIO Priorities

yellow

to expand on ideas

PHS Priorities for 2022

Please include your org name.

CalAIM

New programs, many new data gathering requirement, much staff training, large reporting burden. Alameda

Technical Advisory about CalAIM specifications and cross-system sharing of how each is meeting them with existing systems - Epic, Cerner, Avatar, ...

requirements will be needed but I know we will be asked to drop everything to implement changes. With these new programs there is often a disconnect between what the organization wants us to do and what is

Implement BHS Electronic Health Record that meets the non Electronic Health Record aspects of CalAIM (provider adequacy, timeliness, UR/UM)

Virtual Care

Still not doing enough virtual care to have reached economies of scale/efficiency/training

translation workflows with our current setup Are suboptimal

We need to decide on a new platform for virtual visits, and get the county to fund it

Workforce

Compete with Private Software Companies

Broaden recruitment partners, enable 100% remote for select roles, continue to comparative salary rates, determine insource/outsourced talent in roles, UC San Diego

We are losing report writers right and left!!

HIE

21st Century Cures part (SCC)

multiple political and non political competing priorities in HIE space w/o real value propositions always

Cures: updating to USCDIV2 (vsl)

Need to review every element of our designated record set that isn't in USCDIV. Review non-Epic systems with ePHI - can they share? Await huge Epic development of extract of complete record. Alameda

Electronic Case Reporting

Infrastructure and Capacity Building

working with private small innovation groups in an agile way

experience with Video visits, increase utilization of bidirectional, improvement and expansion of eVisit workflows, improving portal adoption and downstream workflows, as well as investigate Remote

"Analytics" resources - demand-capacity management, competencies and training, Governance and alignment, centralized-federated models, business case development, ... SFDPH

Define additional virtual encounter types that support quality between visits (billing/compliance such as nurse workflows), work to improve reliability of vendor platforms, UC San Diego

Instructions

1. Click the link in the chat:

https://jamboard.google.com/d/1zsETeql_d0IIPNRmceRMgMhSSRaYB1a-GoMpQQ6Fcpk/edit?usp=sharing

2. Review top priorities and discuss whether they resonate
3. Click and drag a pink (+1) icon to the topics that you would like to discuss at an upcoming CIO/CMIO call
4. Add details to each of the priorities

Announcements

Announcements

- New CAPH and SNI websites!
 - Data-related content on SNI Link at: <https://safetynetinstitute.org/member-portal/data/>
 - Sign in or register using a public health care system email domain
- Next CIO/CMIO meeting: Thursday, March 23, 11am-12pm