



ALAMEDA COUNTY HEALTH CARE FOR THE HOMELESS

1404 Franklin Street, Suite 200
 Oakland, CA 94612
 TEL (510) 891-8950
 FAX (510) 832-2139
www.achch.org

**Alameda County Health Care for the Homeless
 Commission Special Meeting
 Friday, March 24, 2023
 7:30am – 8:30am
 Agenda**

TELECONFERENCING GUIDELINES: FOR TELECONFERENCED COMMISSION MEETINGS, MEMBERS OF THE PUBLIC MAY OBSERVE AND PARTICIPATE IN MEETINGS BY FOLLOWING THE INSTRUCTIONS IN THE TELECONFERENCING GUIDELINES POSTED ON-LINE AT: www.achch.org/commission

Item	Presenter	Time
A. CALL TO ORDER: 1. Welcome & Roll Call 2. Adopt agenda	Laura Guzmán, JD Commission Chair	7:30am 5 min
B. PUBLIC COMMENT	Laura Guzmán, JD Commission Chair	7:35am 5 min
C. ACTION AGENDA 1. Letter of Intent – AHS and ACHCH for EPIC	Lucy Kasdin, LCSW ACHCH Director	7:40am 50 min
D. ADJOURNMENT	Laura Guzmán, JD Commission Chair	8:30am

*Meetings are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to participate in this meeting, or who have a disability and wish to request an alternate format for the agenda, meeting notice, or other documents that may be distributed at the meeting, should contact ACHCH at least five working days before the meeting at (510) 891-8930 in order to make reasonable arrangements to ensure accessibility to this meeting and the materials related to it. The ACHCH Commission regular meeting documents are posted at least 72 hours prior to the meeting and are accessible online at: <http://www.achch.org/>.



DATE: March 14, 2023

TO: Alameda County Health Care for the Homeless Commission

FROM: Staff, Alameda County Health Care for the Homeless

SUBJECT: **REQUEST FOR THE ACHCH COMMISSION TO TAKE ACTION:**

Accept the Letter of Intent (LOI) from Alameda Health System (AHS) and approve a Master Contract Agreement Amendment with AHS for implementation of AHS's Epic Electronic Medical Record (EMR) and related support services, for the period of March 27, 2023 – November 15, 2026

BACKGROUND:

The Alameda County Health Care for the Homeless (ACHCH) Commission, as the ACHCH health center governing board, is required to review and approve applications related to ACHCH's Health Center Scope of Project, including contracts, grants, and designation applications and other HRSA requests regarding scope of project. The Bureau of Primary Care (BPHC), Health Resources Services Administration (HRSA) is under the U.S. Dept. of Health and Human Services and administers the federal health center program.

The following request is for the ACHCH Commission to approve acceptance of the Letter of Intent (LOI) for Alameda Health System (AHS) to implement AHS's Epic Electronic Medical Record (EMR) system and associated applications at ACHCH and to provide ongoing support for the Epic system and environment for a period of three years. AHS launched its Epic EMR system in 2019; Epic is a HIPAA-compliant, federally certified EMR system developed by Epic Systems Corporation.

ACHCH is an awardee of HRSA grant funding pursuant to Section 330(h) of the Public Health Services Act (PHS) to provide health care services for people experiencing homelessness in Alameda County and provides a sub-award of this federal grant funding to the AHS Homeless Health Center as a subrecipient entity, per 45 CFR 75.2. AHS is the largest subrecipient of the ACHCH health center.

REQUEST:

ACHCH staff requests that your Commission accept the Letter of Intent (LOI) from AHS regarding provision of AHS's Epic EMR system and related support services to ACHCH, for the total period of March 27, 2023 – November 15, 2026. This action replaces the previously



approved action taken by the ACHCH Commission on December 16, 2022 regarding OCHIN Epic.

Pursuant to this LOI, ACHCH would enter into a Master Contract Agreement Amendment with AHS for implementation of AHS's Epic Electronic Medical Record (EMR) and related applications and support services, for the period of November 16, 2023 – November 15, 2026 (three years). Pre-implementation activities would occur between March 27, 2023 – November 15, 2023 (eight months), to prepare for the Epic "Go Live" date.

The amount requested will be cost-neutral relative to the agreement proposed to the ACHCH Commission on December 16, 2022, related to pursuing an agreement with OCHIN.

Furthermore, AHS is a key safety net partner to Alameda County and is one of the largest providers of health care services regionally. The requested amount includes one-time startup costs of approximately \$432,000, as well as annual operating costs estimated at \$90,000 per year. Funding is provided by the one-time funds from ACHCH's American Recovery Plan Act (ARPA) Funding for Health Center grant and by ACHCH's annual 330(h) base grant from HRSA, U.S. Dept. of Health and Human Services.

AHS will offset potential costs incurred beyond the negotiated not-to-exceed amount of the amendment to the Master Contract Agreement by billing for services provided by ACHCH clinicians to Health Center patients.

DISCUSSION:

ACHCH has been working towards procuring an Epic EMR for several years and has evaluated various potential partners and membership options for implementation of an EMR system for the ACHCH Health Center. Epic is the most utilized EMR by all major medical providers in the Bay Area and adoption of Epic presents benefits such as improved data-interoperability across providers and enhanced patient care documentation and coordination.

ACHCH staff recommends implementation of AHS' EPIC system as the most beneficial option for ACHCH operations. ACHCH evaluated additional options to acquire Epic, including contracting directly with Epic, or obtaining Epic through membership in OCHIN. ACHCH currently does not have a certified EMR system. While ACHCH's current patient record system meets minimum HRSA Health Center Program requirements on patient health information privacy and security, it lacks federal certification as a full EMR (for example, the current system lacks important features such as clinical decision supports, e-prescribing, capture of e-signatures, and access to care summaries for patients).



ACHCH and HCSA leadership strongly recommend contracting with AHS for the procurement of Epic's EMR. AHS, based in Oakland, is one of the region's longest standing public hospital systems and includes five hospitals and various wellness centers throughout Alameda County. After collaborative analysis and exploration of feasibility, HCSA has identified the following advantages:

- Homeless health center system integration;
- Expanded care coordination for health center patients, including in acute care and subacute settings (AHS hospitals, John George Psychiatric Hospital, Skilled Nursing Facilities);
- Responsiveness to business needs;
- Leverages AHS' existing EMR training and staffing support;
- Phased implementation timeline starting June 2023;
- Improved ACHCH/AHS patient UDS clinical outcome reporting; and
- Builds upon existing governance structures between AHS and ACHCH.

Partnership with AHS in implementing AHS' Epic system in ACHCH operations would entail licensure for the Epic software platform, research and analytics, training, technical assistance, and reporting modules. ACHCH will use Epic to manage health records for more than 1,000 ACHCH patients who are served by our clinicians and staff at encampments and shelters. ACHCH physicians, nurses, community health workers, and ultimately, ACHCH patients themselves, will be able to seamlessly track patients' clinical visits, medical history, test results, preventive care (e.g., vaccines), and referrals to specialists.



Alameda Health System (AHS) Community Connect Compared with OCHIN (Side-by-Side)	AHS	OCHIN
1. Access to Epic, with templates already built for an HCH program (might require minor customization, but wouldn't be building from scratch)	X	X
2. Experience with extending Epic to an outside organization		X
3. Cost transparency, e.g., costs of data migration, system maintenance, reporting etc are clearly defined		X
4. Experience with billing Medi-Cal on behalf of an outside organization		X
5. Incentive to integrate medical record with housing and criminal justice data through the Alameda County Social Health Information Network	X	
6. Implementation timeline (AHS late 2023 vs. late 2024 for OCHIN)	X	
7. Potential to integrate the local safety net in Alameda County as more practices join AHS (e.g., Santa Rita medical, ACBH, community hospitals, etc.)	X	
8. More seamless integration for patients in AHS acute-care settings (inpatient, emergency depts, John George, SNFs)	X	
9. More seamless access – AHS e-consults, and tracking referrals to specialty care services and messaging other outpatient services	X	
10. Increased opportunity for programmatic collaboration (Mobile Clinic, Bridge Clinic, Complex Care)	X	?
11. Close accountability – County Board of Supervisors, ACHCH and AHS governance oversight	X	
12. Cost	X	X



Risks

- ACHCH is the first to join AHS Community Connect
- Higher initial and ongoing AHS maintenance costs (absorbed by AHS in first 3 years)
- AHS changes in leadership over the years
- Clarity needed from AHS on how it plans to serve Community Connect partners (prioritization of ACHCH and other CC partners in the larger AHS institution)

Risk Mitigation

- Early success with ACHCH will bring in additional Community Connect partners
- Detailed project implementation plan to be submitted by May 15th
- Complete description of AHS applications and modules to be submitted by May 15
- Plan for data migration by May 15th
- AHS Project Team identified, incl. C-Suite and Project Manager, by April 15th
- Quarterly reports to the Commission by AHS Community Connect Team

