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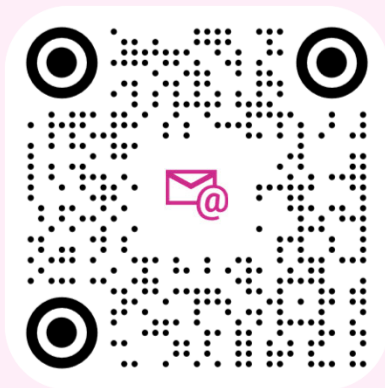
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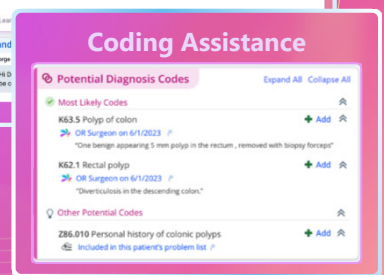
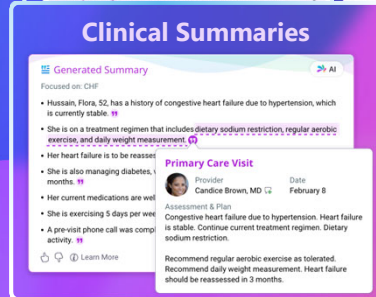
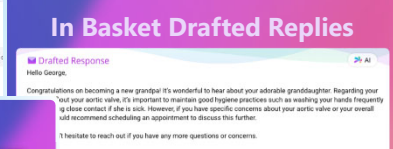
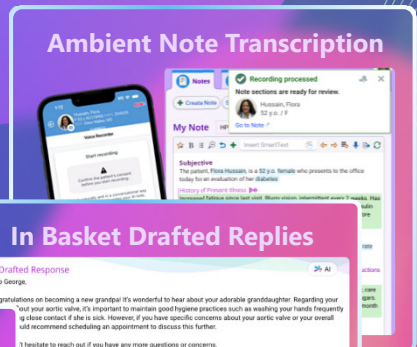
# Generative AI Adoption

94 Healthcare Organizations

7,000 Clinicians using Gen AI features

166k Notes drafted using Ambient

1.1M Replies drafted using AI



# The <sup>Epic</sup>Cosmos Community



**1,371**  
Hospitals

63 Academic Medical Centers

44 Pediatric Hospitals

140 Critical Access Hospitals



**31,400**  
Clinics

1 Billion Specialty Visits

5.1 Billion Face-to-Face Visits

1 in 5 FQHC Visits

**240 Million**

Unique Patient Records



**13 Million**  
Cancer Cases



**9 Million**  
Rare Disease Patients

Representing All

**50 States**

& Lebanon



**10.6 Billion**  
Encounters



## 7 Years of Transformation at UC San Diego

### Ambulatory Care

Establish Community Care, create presence where patients live and work, and implement team-based care in Primary Care

PDPM Established

### Care Navigation Hub 1.0

Centralize all call centers, right size staffing and elevate technology, create care assist for PC, and pilot centralized nurse triage line for specialties

### Pandemic Processes

Vaccine superstations, transition to virtual command center, virtual visits, and other operational support to elevate UCSD during the crisis.

### Culture Advancement

Decision pathways, communication pathways, org structure and meeting structure in place to support desired culture.

Operational Effectiveness Established

### Transformational Healthcare 2.0

Supply operational leaders with education, Continuous improvement expertise, and coaching in improvement science.

2017

2018

2019

2020

2021

2022

2023

2024

### Transformational Healthcare 1.0

Introduce lean thinking and establish DES, RPIWs, and lean belt training

THT Established

### EPIC Sprint Clinician Wellness

Elevating clinician wellness through EMR enhancements and fostering a culture of empathy and collaboration

SPRINT Established

### Tele and Digital Enablement

Actively leverage technology to support our institutional mission and integrate it well into our operations (alignment of people, process, and technology)

Telehealth Established

### Access to Care

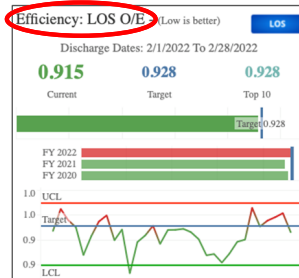
Improve ambulatory access, inpatient LOS, transition of care management, and reduced readmissions in partnership with broader care network in the region



## Aligning MD Priorities & Goals to Data-Driven Outcomes & QI Scholarship

Every medical director is required to identify 3 goals. 2 goals must be tied to organizational priorities and 1 must be an individual medical directorship goal

2 organizational goals must tie back to Vizient domains to promote coordination across the enterprise. Goals can be service or process specific if they adequately influence the right outcomes. Highest priority domains, where applicable, include:



1 individual goal to promote professional development (e.g., obtaining a minimum of Lean Six Sigma Yellow Belt and/or demonstration of scholarly activity related to quality improvement within the Health System)

Aligning and Coordinating Quality Improvement, Research, and Evaluation (ACQUIRE) Committee



CLINICAL QUALITY IMPROVEMENT	INFECTION PREVENTION & CLINICAL EPIDEMIOLOGY	PATIENT SAFETY	QPS ANALYTICS TOOLS	REGULATORY AFFAIRS	QI/PI PROJECTS	RESOURCES	SPINE PROGRAM
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Pulse Intranet → Departments & Services

COMMENTARY

Learning Health Systems

### Aligning and Coordinating (ACQUIRE) Quality Improvement, Research, and Evaluation

### Developing a highly-reliable learning health system

### Evaluation

Last updated: 12/16/21

- + About the A
- + Submit a pr
- + Submit part
- + Resources
- + Contact us

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Cancer Ris  
 Covid-19 C  
 Vaccinator  
 Covid-19 Care: APPLIED Telemedicine and Vaccination Roll-Out at Owen Clinic  
 R. Anson  
 ranson@health.ucsd.edu

#### Abstract

Multiple independent frameworks to support continuous improvement have been proposed to guide healthcare organizations. Two of the most visible are High-reliability Health care, (Chassin et al., 2013) which is emphasized by The Joint Commission, and Learning Health Systems, (Institute of Medicine, 2011) highlighted by the National Academy of Medicine. We propose that organizations consider tightly linking these two models, creating a "Highly-reliable Learning Health System." We describe several efforts at our organization that has resulted from this combined model and have helped our organization weather the COVID-19 pandemic. The organizational changes created using this framework will enable our health system to support a culture of quality across our teams and better fulfill our tripartite mission of high-quality care, effective education of trainees, and dissemination of important innovations.

Owen Clinic (HC) 2021-12 No No

+ Expand All

projects.



# Performance Improvement through Digital Automation, Machine Learning and Lean:

## Improving Heart Failure Outcomes in a Safety Net Healthcare System

Lucas S Zier, MD, MS  
Founder and Co-director PROSPECT Lab  
ZSFG Division of Cardiology  
UCSF Department of Medicine



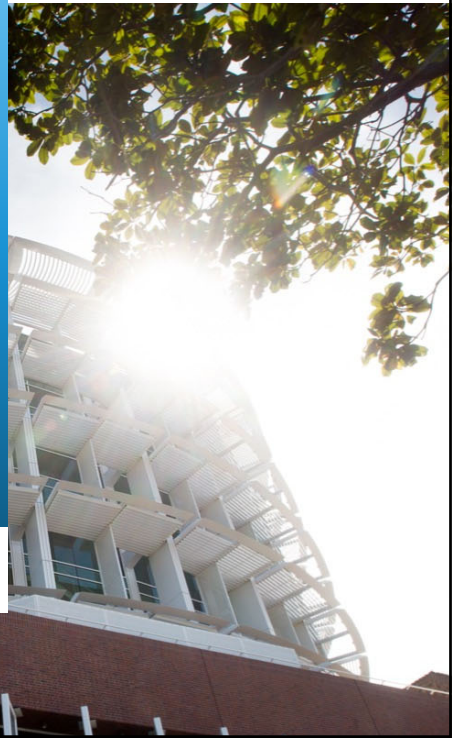
San Francisco  
Department of Public Health



ZUCKERBERG  
SAN FRANCISCO GENERAL  
Hospital and Trauma Center



San Francisco  
Health Network



## The Challenges with Heart Failure Care at ZSFG



Sub-optimal  
Clinical Outcomes



Inequitable Care



# PROSPECT Lab

Pioneering Research and Organizational Solutions to Provide Equitable Care Through Technology



## Team Methodology

- Lean Implementation Framework
- Specific problem dictates the intervention
- All interventions are deployed through the EHR
- Machine learning and AI must lead to *actionable* decision support for providers
- Projects driven by ZSFG/DPH priorities

Lean Performance Improvement



San Francisco Department of Public Health



San Francisco Health Network



ZUCKERBERG SAN FRANCISCO GENERAL Hospital and Trauma Center

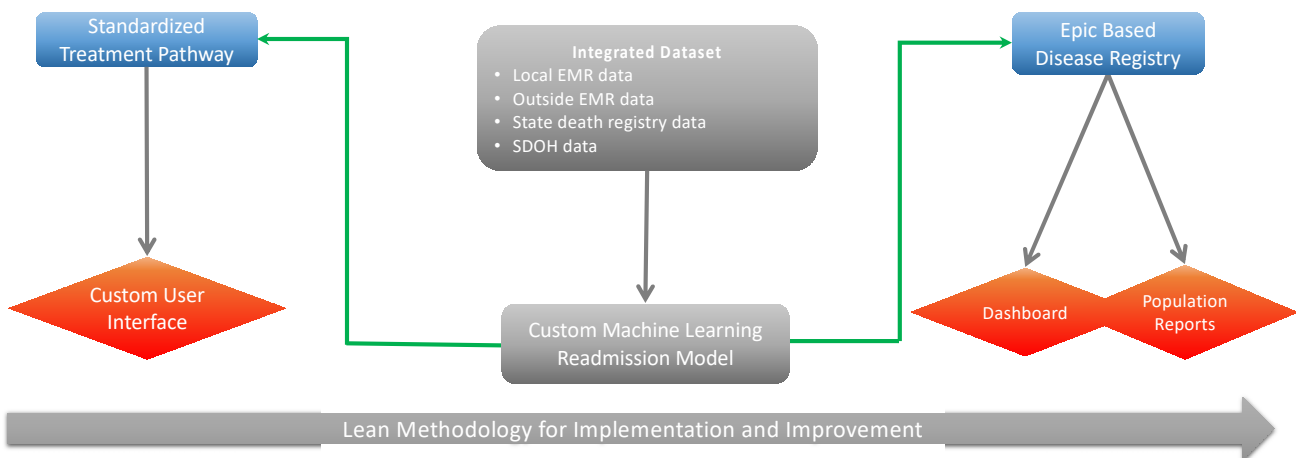
UCSF

## ZSFG Machine Learning Based Heart Failure Care Pathway



Patient Specific Treatment

Anticipatory Population Health Management



12 Lean Performance Improvement



San Francisco Department of Public Health



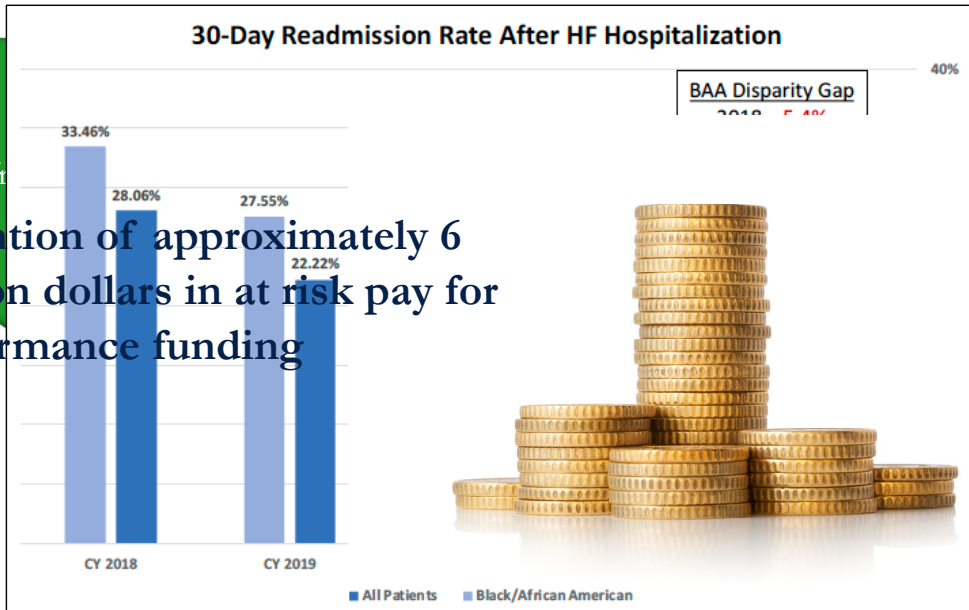
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# Outcomes Post Implementation



Retention of approximately 6 million dollars in at risk pay for performance funding

