Santa Clara Valley Health & Hospital System
Health Information Technology:
Opportunities and Challenges for the Safety Net

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Dedicated to the Health of the Whole Community

- **Santa Clara Valley Medical Center**

  - 574-bed teaching hospital, serving 25% of Santa Clara County residents. 8 Health Centers across the County.

- **Mental Health Dept**

- **Public Health Dept**

- **Dept of Alcohol & Drug Services**

Responding to Emergencies

- **Trauma Center provides highest level of care.**

- **San Jose's ONLY nationally recognized pediatric trauma center.**

- **1 of only 2 Burn Trauma Centers north of LA.**

- **1 of 6 Advanced Practice Centers: bio-terrorism, pan flu or natural disaster planning.**

- **95,000 calls made to 9-1-1 each year**

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Providing Specialized Care

- **Neonatal ICU serves 600 high-risk newborns a year.**

- **76-bed, nationally recognized Rehab Center for spinal cord and brain injuries.**

- **Outstanding regional Burn Center, serving 250 patients this year.**

- **High risk OB, palliative care, gyn/oncology**

Outstanding Staff Serving the Community

- **SCVMC is a teaching hospital for Stanford and UCSF, training 1 in 4 of the physicians in the County.**

- **Nearly 1,200 nurses trained at SCVMC every year.**

- **Numerous awards for outstanding care for many different SCVHHS leaders as well as units within the health system.**

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Region's Busiest Health Network

- **SCVMC serves the needs of *all* patients, regardless of ability to pay.**

  - 90% of county's charity hospital care

  - Majority of county's Medi-Cal population

- **SCVMC provides over 800,000 clinic visits per year; over 1 million visits with community clinic partners**

- **Serves people from diverse cultures; can communicate in 158 languages.**

- **45% increase in patients since 2000.**

  - January 2009 30% more ED patients than last year

  All while managing major fiscal challenges

SCVHHS History of Innovation

- **National "Advanced Practice Centers" - bio-terrorism, pandemic flu or natural disaster preparedness.**

- **First CA county to designate stroke centers**

- **Birthplace – Children's Health Initiative**

- **Coverage for adults – Valley Care**

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Technology as an Enabler at SCVHHS

- **30 years of information technology (IT) solutions**

- **140+ applications, 8,200 users**

- **Technology enabling numerous patient care, quality and financial initiatives.**

- **Coming trends:**

  - Electronic Health Record (E.H.R.)

  - Establishing SCVHHS as the Health Information Exchange (HIE) for the County of Santa Clara

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SCVHHS IT Leadership

- **Community Leadership**

  - Immunization Registry – 17M+ vaccine records managed for 13 Bay Area counties

  - ESSENCE – real time bio-surveillance in 6 EDs (additional ED's including Kaiser planned) – Grant Funded

  - Community Readiness - Mass Prophylaxis and Pandemic Flu

  - Emergency Medical Services – pre-hospital communications – Grant funded

  - Mental Health Services Act – fledgling E.H.R. - Grant Funded

  - CalRHIO – SCVHHS representative as Safety Net voice on Board of Directors for 3+ years

SCVHHS IT Leadership

Santa Clara Valley Medical Center – Sample Innovations

- Leveraging web technology for a decade

- 800,000 patients with results in clinical repository

- Highly integrated environment with *internal* and *external* interoperability

- Digital X-Ray (PACS) live since 1999; Digital images to MD desktop since 2002. Now: Voice Recognition with final results in as little as 15 minutes

- Electronic billing record

- Physician Intranet Web Portal – "Webstation", SCVHHS and beyond

- Wireless Access for Patients and Families - IT supporting families in Rehab

Santa Clara Valley Medical Center – Cont.

- Patient Appointments for Valley Express Referrals e-Referral system highlighted by CHCF

- Vocera "in-house" communication

- Ambulatory Electronic Medical Record, clinics and custody facilities; e-Prescription live; patient agenda

- Medication Administration Checking (MAC) – Grant funded, Barcode technology

- PCP Notification of ED visits; e-Fax technology

SCVHHS IT Vision

A Digital Integrated Health Care Delivery System by 2013

- IT Strategy for SCVHHS focuses on supporting the continuum of care, the coordination of care and direct real-time access by clinicians.

- Over time, the IT strategy must be capable of converging toward a regional "virtual health IT environment"

- Continuing shift from patients and episodes to population and health management – SCVHHS and beyond

Public Health Systems Adopting HIT

- **SCVHHS is an example. Many public healthcare system using HIT to promote wellness, prevent and manage chronic diseases, and improve patient care & efficiencies.**

  - "robots" dispense medications, use of bar codes

  - e-prescribing facilitates "medication reconciliation

  - disease registries

  - complex revenue cycle

  - support patient translation and communication

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Future Needs

Public health systems are very creative at making the most of limited resources to manage the health of large populations and are community, but we need help.

- **Funding**

  - ARRA provides some thru Medicare & Medicaid

- **Federal and State Billing Guidelines**

  - Framework

  - Interoperability

  - Standards

- **State Compliance with HIPAA**

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Q & A