• 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
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.
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
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
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
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
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
Q & A