

## **AGENDA**

### **INFORMATION TECHNOLOGY COMMITTEE**

Meeting Date: November 1, 2022  
Time: 11:00 AM Location:  
50 Water St 17th Fl

### **BOARD OF DIRECTORS**

### **CALL TO ORDER**

**MR. PEÑA-MORA**

### **ADOPTION OF MINUTES**

*September 12, 2022*

### **CHIEF INFORMATION OFFICER REPORT**

**DR. MENDEZ**

### **OLD BUSINESS**

### **NEW BUSINESS**

### **ADJOURNMENT**

### **NEW YORK CITY HEALTH + HOSPITALS**

## **MINUTES**

**Meeting Date:** September 12, 2022

### **INFORMATION TECHNOLOGY COMMITTEE**

#### **ATTENDEES**

##### **COMMITTEE MEMBERS**

Dr. Mitchell Katz,  
Feniosky Peña-Mora, Chair  
Jose Pagan, BOD IT Committee Member  
Karega Atkinson  
Alex Hunter

##### **NYC HEALTH + HOSPITALS CENTRAL OFFICE STAFF:**

Dr. Kim Mendez, SVP/Corporate CIO  
Dr. Michael Bouton, Corporate CMIO  
Jeff Lutz, SAVP, Chief Technology Officer  
Apoorva Karia, AVP, EITS Business Operations  
Soma Bhudari, Chief Information Security Officer Lisa

**INFORMATION TECHNOLOGY COMMITTEE – September 12, 2022 – VIRTUAL MEETING**

**AS REPORTED BY: Feniosky Peña-Mora**

**COMMITTEE MEMBERS PRESENT:** Feniosky Peña-Mora, Dr. Katz, José A. Pagán,

Mr. Feniosky Peña-Mora, Chair of the Committee, called the September 12, meeting of the Information Technology (IT) Committee to order at 11:05A.M.

Mr. Peña-Mora proposed a motion to adopt the minutes of the IT Committee meeting held on June 13, 2022.

Upon motion made and duly seconded the minutes of June 13, 2022 IT Committee meeting was unanimously approved

Dr. Mendez shared the alignment of New York City Health + Hospitals EITS 2022 goals. The slide highlighted each of the different 5 categories with the mission, vision and strategic pillars of the organization.

Dr. Mendez presented on the data center migration initiative and highlighted that the 2-year project encompassing the migration from the current 2 data centers, which are nearing end of life, into 2 new data centers. The first data center, Sunguard, will be going over to QTS and the 2<sup>nd</sup> data center at Jacobi will migrate to Cyrus One. The overall 2-year project began May of 2021 and scheduled to be complete end of May of 2023. The project is currently 63% complete. Dr. Mendez went on to highlight that EITS is over 90% complete on their first data center migration from Sunguard over to QTS and will be finalized by October 2022. Dr. Mendez recognized all staff members who worked diligently to meet that expectation.

Mr. Lutz went into details on the areas of future technology that EITS is now leveraging to improve the environment from a performance and resiliency perspective as the new data centers begin to merge.

Mr. Peña-Mora asked if the new technology will be able to be used even during the time of the migration or will we have to wait until the completion of the data migration. Mr. Lutz answered that the new technology is able to be used immediately. He elaborated on Kings County and Bellevue already having elements implemented and

highlighted that Coney Island will have all of the technology elements with the opening of their new RBG building.

The data center at Jacobi, which is being transitioned/ migrated to Cyrus One, does not have the new technology; however, the new data center will. Mr. Peña-Mora then ask if the new technology will be able to deploy upgrades and security fixes to the BioMed devices/instruments that are connected or if it is only referred to actual PC computers/ desktops. Mr. Lutz explained the technology only applies to the network infrastructure along with the voice/ VoIP infrastructure which is facilitated through Cisco on the back end. It will not touch the biomed instruments; however, it can assist to highlight and show where they are and compliments the security technology.

Mr. Peña-Mora further asked if there is a plan or a need to look at how to deploy more centralized equipment, or is the current infrastructure good enough. Ms. Bhaduri explained that there is currently an inventory tool that assesses the risk level for BioMed devices that is currently deployed and in place for the past year. She went on to explain in the event of cyber security incident EITS could segment off particular devices if they are affected. Mr. Peña-Mora requested that something can be set up to learn a little bit more about this. He then asked if the technology is deployed centrally for software upgrade or will it require someone to go machine by machine to do this. Mr. Lutz answered that any technology that is rolling out is managed at the System level.

Dr. Mendez turned the meeting to Dr. Bouton to provide an overview of key care experience initiatives, including the newly implemented palm vein and an update on the patient portal, MyChart, activation.

Dr. Bouton shared the MyChart Patient Portal Activation slide which showed that H+ H is currently at 68% activation for patients who have come to our facilities in the last year. The 68% rate puts us in the top 25% percentile. The overall Epic average was noted to be at 53%. Dr. Bouton highlighted that Harlem and Woodhall are doing a lot better. Dr. Bouton mentioned that is it easier to benchmark where H+ H facilities are by site compared to other institutions. There is a MyChart Steering Committee centrally align with local steering committees at each facility. The committees choose site specific PI projects to improve activation. Dr. Bouton mentioned that the MyChart activation rates are strong; however, the log- ins per users are not as strong and offers opportunity for improvement. The way to address this is to add more functionality for the patients and respond to them quicker when they message the providers through MyChart.

Mr. Peña-Mora suggested that the data could be sorted by the activation rate. Dr. Bouton agreed that this will be updated.

Dr. Bouton went on to present on palm vein authentication, which is currently live at four of the acute care facilities. He explained that the patient is asked for their date of birth, they then touch the device or hover over the device and it will read their palm and can accurately and quickly identify the patient. The device is 6 Sigma, it is very useful for the emergency department or in a setting where the patient is unconscious and unable to provide their information. It is a faster and more accurate process that will help reduce patient record/chart duplication rate, which is the number of patients that have more than one chart in the facilities. The data graph illustrated the week by week utilization trend. The goal is to have all facilities achieve 75% utilization by February 2023, which he feels is reasonable. Dr. Bouton believes this device is going to be a time saver for the end user clerks and will improve the operation and the safety of our System. It will improve the safety by knowing exactly who the patient is and their past medical history, along with their allergies, etc.

Mr. Pagán asked for clarification on the process on what happens. Dr. Bouton went into detail on the initial process: the patient has to register first, then puts their palm down on the device, the device then securely attaches to who the patient is. The next time they come in for a visit, the patient places their palm down on the device and inputs their date of birth. Mr. Pagán asked if this device is losing the human interaction. Dr. Bouton assured him that the registration clerks are still present and actively involved and that the patient can also choose to use the kiosk to check-in. Dr. Katz added that though person to person is great, there are other patients that object to the possibility that other people are hearing the answers to certain questions. Mr. Peña-Mora added that he has used the system and it allows you to do what you need to do and allows the clerks to handle the complex questions. He agreed with Dr. Katz on the patient's privacy.

Dr. Bouton went on to present on the Epic gold stars program highlighting all the features that Epic has turned on and users across the country find highly effective. It was noted that Health + Hospitals is currently in the top 3<sup>rd</sup> percentage nationally. Dr. Bouton explained that every quarter Epic does an upgrade with new features, when that happens the achieved Gold Star numbers will drop down. It is a dynamic and continual improvement process. He also shared some upcoming features that will help support the direction of the enterprise.

Dr. Bouton shared a chart of the current Epic Wisdom, dental module, implementation by site. Half of the sites are now live with Wisdom in the dental clinics, with great utilization. He then went on to share the Epic Willow, out-patient pharmacy, key performance indicators, which improves the pharmacy billing. The chart showed the length of

time patients have to wait has steadily decreased since Go live. One of the main benefits is it aids in being able to see what is in the pharmacy and available to prescribe to patients. The benefit for the pharmacy is it loops them closer into the clinical fold which is great for the System.

Mr. Peña-Mora complimented that the use of technology to the service of the patients and not implemented just for technology sake.

Dr. Mendez presented on the changes made to the Epic training team which has a new title: Applications Learning. The Applications Learning team has transitioned from strictly implementation to a more sustainable model for all new staff being onboarded in clinical areas. The Applications Learning Team were critical in onboarding of supplemental staff in response to COVID-19. They also have added new areas of training, which Dr. Mendez highlighted the Thrive program, Dragon dictation system and soon Omnicell.

Dr. Mendez then highlighted and acknowledged the EITS Project Management Office team, which has had an intake of over 2,000 IT projects annually.

Dr. Mendez then announced that the Chief Applications Officer, Sean Koenig, has transitioned to a new position outside of the System and relocated. All wished him well. Dr. Mendez highlighted that September 21<sup>st</sup>, 2022 is National IT Professionals Day, and she thanked her entire team for their hard work and efforts.

Mr. Peña-Mora asked if there are any old business or new business to bring to the committee, hearing none, Mr. Peña-Mora then adjourned the meeting at 11:44 am.

# **Enterprise Information Technology Update**

## **November 1, 2022 Committee Update**

Kim Keziah Mendez, Senior Vice President- Corporate Chief Information Officer

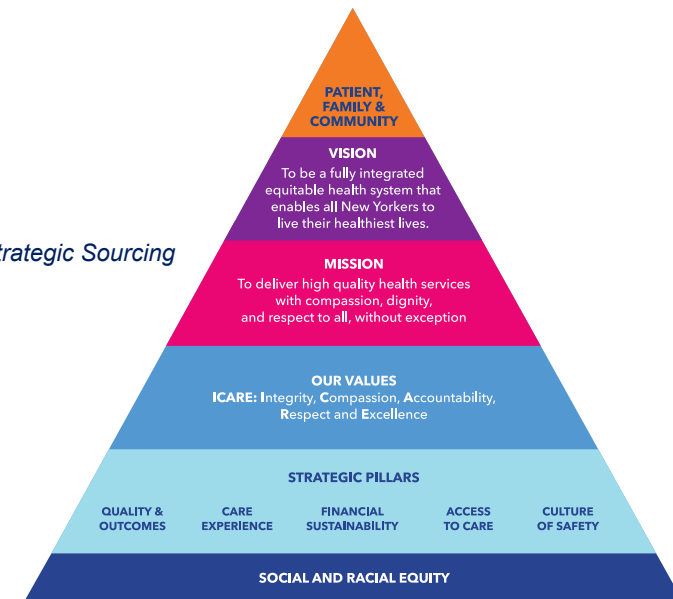
# EITS Update Agenda

- Introductions
- EITS Targeted November 2022 Updates
  - 2022 EITS Goals
  - Data Center Migration Initiative Update
  - Cyber Security Awareness
  - Clinical Informatics/ Applications
    - Care Experience:
      - MyChart
      - Interdisciplinary Communication
      - Voice Dictation
    - Center X
    - IV Pump Upgrade
    - Epic Wisdom
    - Epic Willow
    - Epic Rover Rediscovery Project
- Q & A



# NYC H + H Information Technology 2022 Goals

- **Data Management (Quality & Outcomes)**
  - Data and Analytics (DnA) ongoing developments: website, Platform , Enterprise Data Warehouse, Archiving, etc.
  - UMPI
  - Data Conversion best practice guidelines
- **Infrastructure Enhancement (Financial Sustainability/ Quality & Outcomes)**
  - Data Center migration
  - Epic Hyperdrive transition planning
  - Telecommunication – improve experience & device tracking
  - CMDB Sustainable Structure with auditing & Qtrly ecosystem updates
- **Accelerated Digital Transformation ( Quality & Outcomes/ Access to Care)**
  - Telehealth Optimization
  - Remote Radiology Program in partnership with Quality & M & PA
  - Biomedical device asset tracking, security risk assessment and system standardization with *Strategic Sourcing*
- **H2O Effective Use (Care Experience/ Quality & Outcomes / Social & Racial Equity)**
  - MyChart Optimization
  - Leveraging Epic to support social & racial equity in care
  - Expansion & enhancement of Epic Modules
  - Application Learning Team Optimization
  - Downtime & Business Continuity Access (BCA) enhancement
- **CQI (Quality & Outcomes)**
  - Security & Risk Assessment / Mitigation best practices
  - Portfolio Management & Application Rationalization
  - Enterprise Resource Planning (ERP) Governance & Prioritization Structure
  - Establish Service Management Office (SMO)

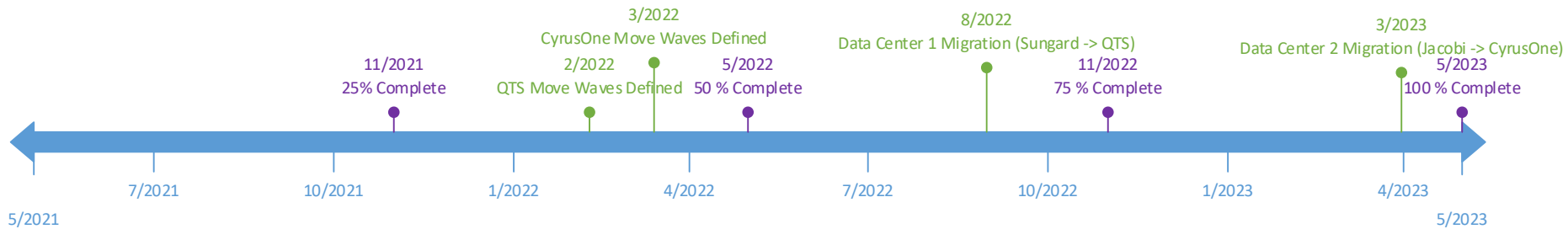


## **Data Center Migration November 2022 (Financial Sustainability & Quality)**

- Enterprise Data Center Migration : Project Timeline 5/2021-5/2023
- As of October 31, 2022, overall project progress remains on target at 70% completion
- Enterprise Data Center Migration remains on target. Key accomplishments include:
  - All production systems including MetroPlus, migrated out of Sungard by September 30.
  - Sungard contract ends October 31, 2022, all services to this location will be terminated and required equipment relocated by this date.
  - Design and preparation work is underway for Norwalk Data Center (NDC/Cyrus One)



# Data Center Migration Update



Discovery, Planning, and Design  
5/1/2021 - 4/1/2022

QTS Build and Migration  
7/1/2021 - 8/30/2022

CyrusOne Build and Migration  
11/1/2021 - 4/1/2023

# Cybersecurity Strategy

## (Quality & Outcomes)

### Our Journey is Dynamic



NYC Health + Hospitals follows the NIST Cybersecurity Framework that aligns with the HIPAA Security Rule to ensure :

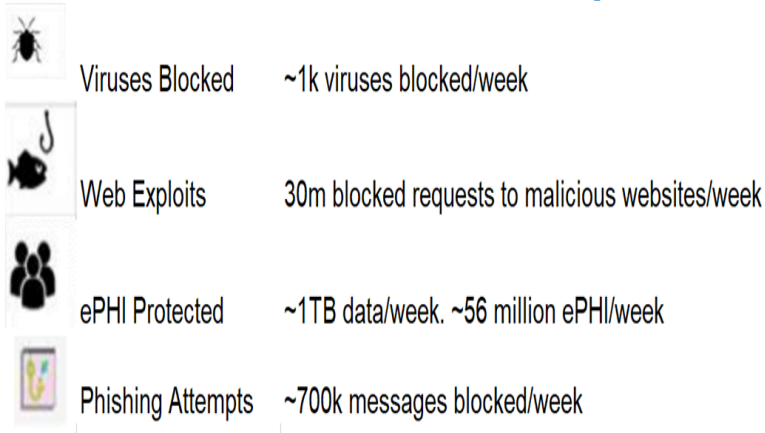
- ✓ ePHI is being stored and transmitted securely.
- ✓ Cyclical process allows for continuous monitoring and maturation of our security program.
- ✓ Regulatory compliance & enhanced security posture while reducing security expenditures.

Key Initiatives as part of our EITS Enterprise Risk Assessment include:

- ✓ Legacy Systems Assessment & Mitigation Plan
- ✓ Biomedical Device Risk Management
- ✓ Multifactor Authentication
- ✓ Personal Email Access Restriction
- ✓ Interagency Collaboration
- ✓ Continual Education & Learning

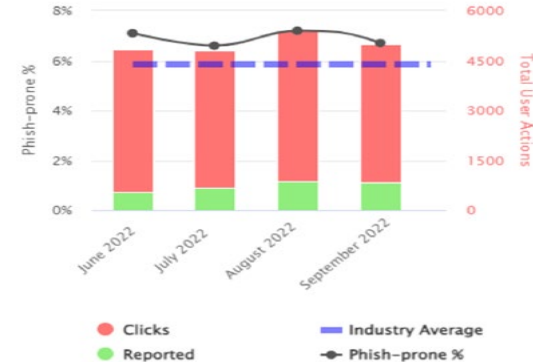
## Cybersecurity Metrics as part of NIST CSF

### Threat Landscape

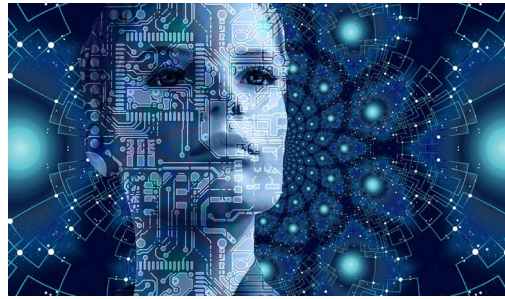


- Utilizing the latest security technologies available, we prevent as many threats as possible from entering our perimeter. This includes malicious campaigns, such as Ransomware. We have also implemented automated endpoint security via behavioral analytics.

### Monthly Phishing Exercise Results



- Insider Threat: we conduct monthly phishing exercises targeting all workforce members.



## October 2022 was Cybersecurity Awareness Month

**Theme:** “See yourself in Cyber – Cybersecurity Starts with You”.

NYC Health + Hospitals is conducting a series of activities including Weekly Webex-based events, email reminders, emailed Newsletter, and Games with prizes to reinforce the key themes.

**Week 1:** *Kickoff Remarks* with Dr. Kim Mendez,  
*Recognizing & Reporting Phishing* with Scott Petricig

**Week 2:** *Enabling Multifactor  
Authentication* with Andrew  
Greenspan

**Week 3:** *Strong Passwords* with  
Rich Richards, Security  
Coordinator, US Cybersecurity &  
Infrastructure Security Agency

**Week 4:** *Onboarding New  
Technologies the Secure Way* with  
Susin Garcia and Lavina Amladi ,  
*Closeout Remarks* with Soma  
Bhaduri



## **Clinical Informatics & Applications Updates** **(Care Experience/ Quality & Outcomes / Social & Racial Equity)**

- **Care Experience:**
  - **MyChart Activation**
  - **Interdisciplinary Communication**
  - **Voice Dictation**

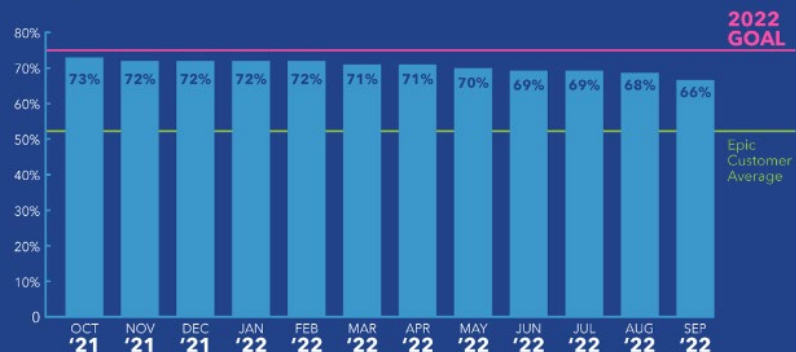
## Care Experience: MyChart Patient Portal Activation

Average activation rate of Safety Net Systems is 47%, all Epic customers is 53%

Primary Care 01/01/22-9/30/22 (*excluding special pathogens encounters)	% MyChart Activation
Lincoln (36,084 / 39,863)	91%
Belvis DTC (9,019 / 11,358)	79%
Metropolitan (25,474 / 32,718)	78%
Queens (38,721 / 49,380)	78%
Morrisania DTC (13,336 / 17,955)	74%
Bellevue (29,255 / 40,443)	72%
Gouverneur (19,442 / 27,536)	71%
Jacobi/NCB (50,904 / 72,770)	70%
Elmhurst (38,495 / 56,152)	69%
East New York DTC (8,128 / 11,966)	68%
Harlem (18,493 / 27,011)	68%
Woodhull (26,524 / 38,856)	68%
Cumberland DTC (6,910 / 10,335)	67%
Kings (37,072 / 55,013)	67%
Sydenham Health Center (5,278 / 7,876)	67%
Coney Island (19,561 / 30,849)	63%

ENY.....88%  
 Cumberland..... 83%  
 Belvis.....81%  
 Gouverneur.....78%  
 Morrisania.....78%  
 Coney.....76%  
 Metropolitan.....74%  
 Bellevue.....68%  
 Kings.....67%  
 Sydenham.....67%  
 Queens.....63%  
 Lincoln.....62%  
 Elmhurst.....60%  
 Woodhull.....60%  
 Jacobi/NCB.....57%  
 Harlem.....57%

## MyChart ENTERPRISE ACTIVATION RATES



Displays the percentage of patients seen in the last 12 months that are MyChart active. Data is current as of the last day of the previous month. (September 2021 to September 2022)



## Interdisciplinary Communication

Epic Monitor - Patient List

Epic

Patient List

Metropolitan 9B (7 Patients)

Refresh 1 min ago

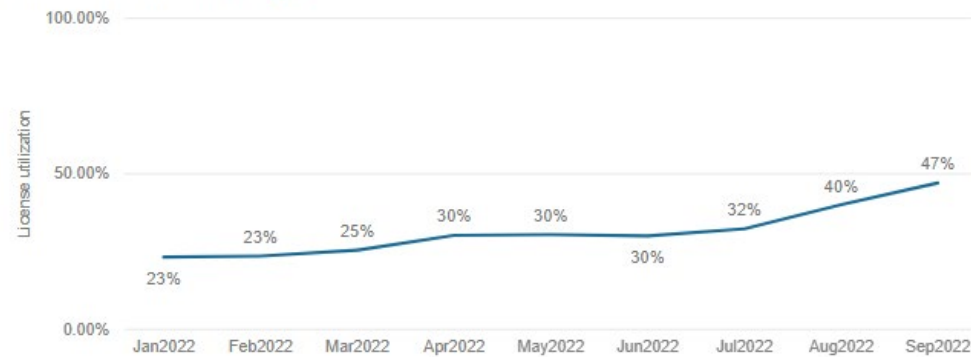
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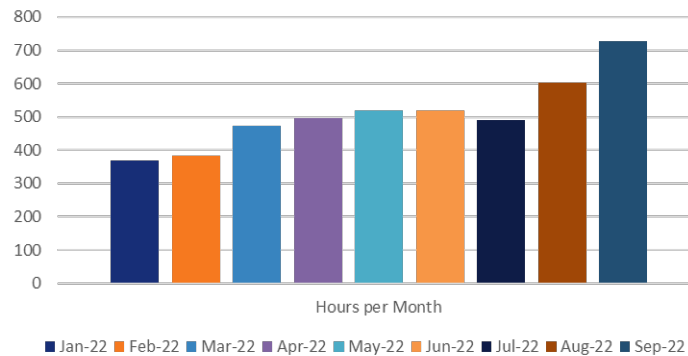
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## Voice Dictation

License Utilization ⓘ



# of Hours per Month



## Clinical Informatics & Applications Updates (Care Experience/ Quality & Outcomes / Social & Racial Equity)

- **Center X Implementation-** allow providers to access real-time pharmacy benefit information (RTPB) and electronic prior authorizations (ePA) for all patients.
- **Enterprise-wide IV Pump implementation-Timeline**
  - Phase 1: Implement pumps at all facilities (except Elmhurst)
  - Phase 2: Establish enterprise wide universal drug library
  - Phase 3: Integrate pumps with Epic
- **Epic Wisdom ( Dental) module implementation**  
**Implementation at 22 sites**
  - Phase 1: 7/1/2022 (7 Sites) **Complete**
  - Phase 1b: 8/15/2022 (2 Sites) **Complete**
  - Phase 2: 10/22/2022 (13 Sites) **Complete**
- **Epic Willow ( Ambulatory Retail Pharmacy) module implementation**
- **Epic Rover Rediscovery Project**

## Rover Rediscovery Fairs 2022

- New Rover devices are being deployed across the enterprise to supplement inventory post implementation & COVID19 pandemic response
- Training was conducted by the Applications Learning Team, with the objective of providing hands-on, train the trainer sessions to reacquaint end-users to the Rover device

**A Total of 1, 356 RN's & Ancillary Staff have attended this training**

### Session content:

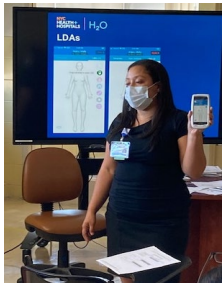
- Re-orientation to Rover functionality
- Introduce the Rover's exciting new features
  - Secure Chat
  - Document LDAs: Lines, Drains & Airways
  - Access to more Flowsheets

### Completed Fairs:

- Metropolitan: **114** attendees
- Woodhull: **231** attendees
- KCH: **452** attendees
- Harlem: **414** attendees
- Lincoln: **145** attendees

### Up Next:

- Queens
- Elmhurst
- Jacobi-NCB
- Bellevue



**Thank You!**