



Scripps Health

Digitizing the Patient Journey

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Objectives

1. Provide an overview on Scripps Health & Scripps Information Services
 - Review implications of COVID-19 on digitizing the patient journey

About Scripps Health



\$3.6 BILLION
IN REVENUE

16,800+
EMPLOYEES

3,000+
PHYSICIANS

Not-for-Profit, Integrated Health Care System in San Diego, California
Operating Two of San Diego's Six Trauma Centers



Scripps Information Services Organization

Enterprise
Architecture

Information
Security

Applications
(Clinical, Rev Cyc)

Knowledge
Management

Biomedical
Engineering

Proj. / Portfolio
Management

- 600 FTEs
- Information Security co-management
- 3 data centers
- \$115M annual operating budget
- \$120M capital budget
- 200+ Active Projects
- 714 applications
- 40K medical devices

Information Services Operating Model



PLAN

Focus:
Strategic IS Portfolio Management

Key Responsibilities

- Co-create IS Roadmaps
- Portfolio Management
- Benefits Realization Framework
- Demand management of non-standard requests

Accountability

Multi-year IT plan and roadmap with associated budgets and solution architecture aligned to organizational strategy and improvement priorities

*Envisioning the future
with a bias for action*



BUILD

Focus:
Focused Project Execution

Key Responsibilities

- Execution of approved projects
- Project Management
- Assist in Plan assessing non-standard work requests

Accountability

Project execution and successful transition to operations and Run

*Building the future through
rigorous project execution*



RUN

Focus:
Service Commitment - Always on

Key Responsibilities

- Incident and problem management
- Operate systems with high availability
- Drive Operational efficiency
- Adequately respond to needs

Accountability

Availability, reliability, responsiveness, and improvement

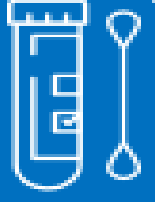
*Ensuring the future through availability
& responsiveness to Scripps needs*

COVID by the Numbers – February 2020 to March 2022


Global
475M Cases
6.1M Deaths



153 MILLION
Tested in
California



Scripps Acute
8,686 COVID Inpatients
1,757 ICU admits
68 ECMO patients
1,309 Deaths



Scripps Ambulatory
COVID patients treated
8,780 Clinic/Coastal
65,412 Health Express



US
79.8M Cases
974K Deaths



**San Diego
County VAX**
82.5% Fully Vax'd
55.6% Boosted



6,737 Hires
6,190 Terms
3/20-3/22




292,362 Patients tested
0.59% lowest positivity rate 8/11/21
30.85% highest positivity 1/6/22



California
9.1M Cases
88,251 Deaths



SD County
800K Cases
5,141 Deaths



Scripps EE VAX
99% Vax compliant
99% Booster compliant
629 Exemptions




3,100 Patients treated
with COVID Care
Companion program




225 Patients treated in
COVID Recovery Program

713,184 Virtual Visits completed

361 Shifts
Covered by SMF/SHAS
in January surge



\$258M
in cash advances



\$127M
Federal COVID
relief funds
received

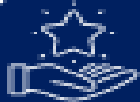


270,307
Doses of
Vax by
Scripps



 Global/State/San Diego County statistics
 Scripps' statistics
 Scripps' response

12 Targeted
Staffing
incentive
plans



4 NEW
Mental Health
offerings for
employees



Over 4K
New Donors
to Scripps



7,669 Media
placements
of COVID content



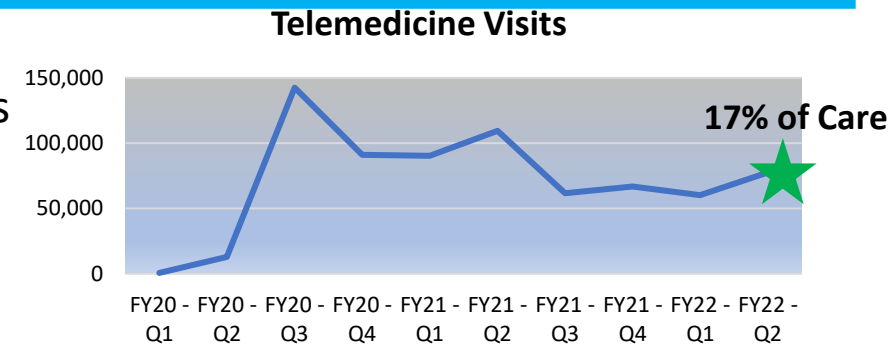
Learnings – Digital Advances

MyScripps Patient Portal

- Patient engagement and empowerment
- 81% increase in patient portal enrollment since Feb '20
- 609,000 patients enrolled & 86% active (seen 3 or more times)

Telemedicine

- Inpatient: Patient-to-Family and Provider-to-Patient
- Ambulatory: Compressed implementation from years to weeks
- Flexible, experience centered care
- 17 % of eligible encounters today



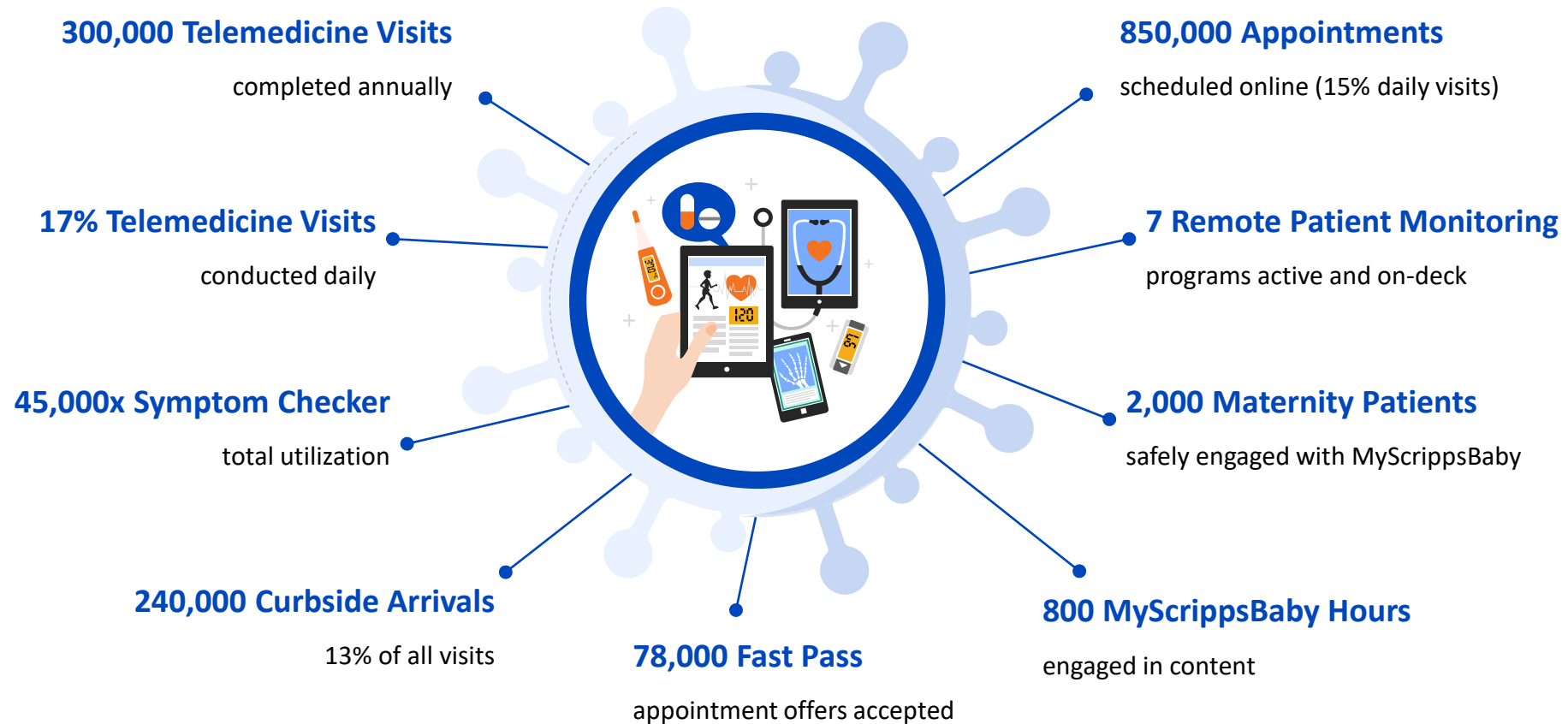
Integrated Solutions for Access & Convenience

- Anytime, anywhere care model
- Connected patient journey

Enterprise Analytics

- Enterprise master view for capacity management, staffing, vaccinations, supply chain, and lab
- Predictive models and risk scores

Pivoting to Digital / Virtual Care



Digital Enablers – Digitizing the Patient Journey

- **Scripps Health Operations & Command Center**

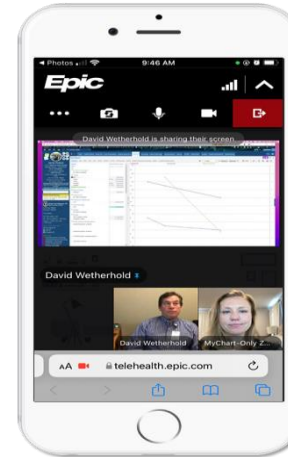
- Redesign the organization, delivery, and integration of care and services across the continuum
 - Patient Flow
 - Remote Patient Monitoring
 - Workforce Management
 - Hospital at Home
 - Virtual Telemetry



Digital Enablers – Digitizing the Patient Journey

- **Access & Convenience**

- Scheduling, Waitlist, Contactless Payment, One Touch Payment, Financial Assistance/Customer Service
Video Chat



- **Telemedicine**

- Strategic use and operational efficiency
- Remove distance as a barrier to care

- **Exam Room of the Future**

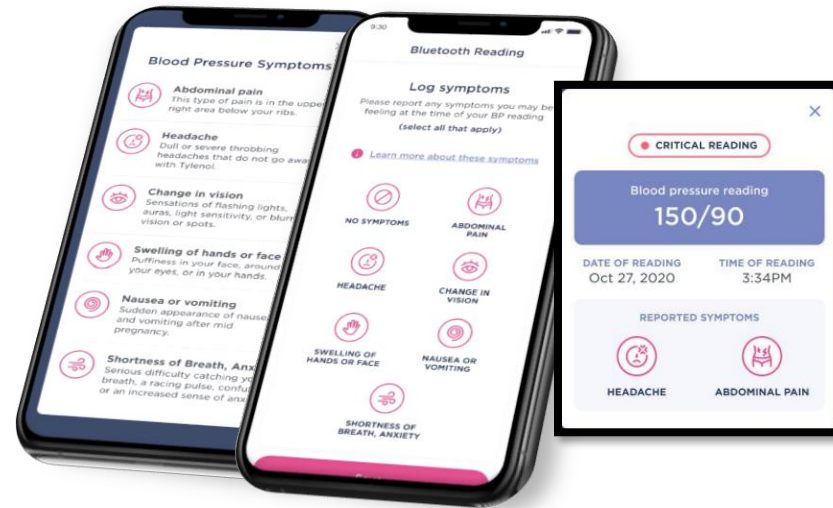
- Artificial intelligence listening solution to document care for in-office and telehealth visits
- Remove the computer from competing with the patient for the physician's attention



Digital Enablers – Digitizing the Patient Journey

- **Digital Health Prescribing**

- Place digital care orders in Epic
- Monitor remote patient data in Epic
- Track patient engagement with digital care



- **Patient Centered Communication for Proactive, Personalized Care**

- Bedside Interactive Patient Care
- Tailor communication to patient preferences, including expansion of text and application of chat
- Enhance patient outreach tools including ability to track outcomes from outreach campaigns



Themes / Next Steps

- 1. Empowered Consumer**
- 2. Virtual Care Pathway Integration**
- 3. Automation & Predictive / Prescriptive Analytics**
- 4. Digital Health Equity**

Thank You!