

# Board Inquiry Form

Inquiry Number: 20

Board Member	
Carbajal	
Wolf	X
Farr	
Gray	
Lavagnino	

Department: PHD

Date:06/08/12

Page(s) of Budget Book: C-25

## Request/ Question:

"Fewer patients are being seen since transition to the EHR system....this is a loss of \$4.1 million." Is this a onetime occurrence? How can we increase utilization of County clinics?

Response Prepared by: PHD and ADMHS

## Response:

The chart on page C 25 of the Budget Book is a composite of many patient service funding streams. It includes Federally Qualified Health Center Medi-Cal for the Public Health Department, as well as, Drug Medi-Cal and other types of fee for service revenues received by both the Alcohol, Drug, and Mental Health Department and the Public Health Department. The combined revenue reduction from all combined revenue streams represented on the chart is \$4.1Million. It is indicated that one of the primary drivers of the revenue decrease of \$4.1 Million from the FY 11-12 adopted budget to the FY12-13 recommended budget is the productivity loss by staff during and after the implementation of the Public Health Department's electronic medical record. That amount accounts for \$1.6Million of the \$4.1Million or approximately 40%. The rest of the decrease (or approximately \$2.5Million/approximately 60%) is due to lowering ADMHS MediCal revenues for In-Patient and Out-Patient services to bring them in line with projected service levels.

The Public Health Department is working very closely with staff to assist them in adapting to the new technology and productivity levels are continuing to increase, particularly in our most recent clinic implementations. With each clinic that has converted to the electronic system, the department has "lessons learned" and best practices that are used to continue to ease the transition for the staff and minimize any interruption of clinic workflow.

The department is also analyzing its clinic and patient utilization on a system-wide basis and is looking at ways to reach more patients by changing its service mix (i.e. provide more pediatrics) and possibly expanding hours (to provide more access after working hours).

Dr. Wada will speak more to this last point during his budget presentation while on the FY 2013-14 *Preparing for the Future* slides.