

ROSWELL PARK CANCER INSTITUTE CORPORATION IT Oversight Committee Meeting

A meeting of the IT Oversight Committee of Roswell Park Cancer Institute Corporation was held on Wednesday, June 2, 2021 at 8:30 a.m. in the Scott Bieler Clinical Science Center, 10th Floor, Joseph Family Conference Room

- Present:** Ken Manning, Esq., Chair (via WebEx)
Meghan Corcoran (via WebEx)
Gregory Daniel (via WebEx)
Chuck Fried (via WebEx)
Jason LeRoy (via WebEx)
Gail Mitchell (via WebEx)
Elyse NeMoyer (via WebEx)
Genevieve Schimpfle (via WebEx)
Shaun Stoltz (via WebEx)
Hannah Taylor (via WebEx)
Candace Johnson, PhD, President & CEO
- Excused:** Michael Joseph
- Staff:** Eugene Cullen, Vice President, Internal Audit
Christopher Darlak, Deputy Chief Information Officer
Laurel DiBrog, Chief Marketing and Communication Officer (via WebEx)
Betsy Doty-Lampson, Administrator -Board of Directors
Thomas Furlani, Chief Information Officer
Ryan Grady, Chief Financial Officer
Martins Innus, Infrastructure Manager, Information Technology
Shirley Johnson, Chief Clinical Operations Officer
Boris Kuvshinoff, Chief Medical Officer (via WebEx)
Jon Neumeister, Executive Director, Clinical Revenue Cycle & Clinical Practice Plan
Michael Pilato, Director, IT Infrastructure
Raghu Ram, Vice President of Value-Based Care Optimization and Community Clinical Collaboration
Adam Rosen, Chief Information Security Officer
Kristen Schwartz,
Michael B. Sexton, Senior Vice President, Chief Legal Officer, and Corporate Secretary
Nicolette Tse, Senior Clinical Informatics Specialist, Information Technology
Jeff Walker, Executive Vice President

Opening Remarks & Minutes

Mr. Manning opened the meeting and thanked the attendees for their presence at the meeting. Mr. Manning then called for a review of the Minutes from the IT Oversight Committee

meeting held on Wednesday, March 10, 2021. After review of those minutes, *a motion was made for approval by Ms. NeMoyer, seconded by Mr. Stoltz and unanimously approved.*

Mr. Manning then turned the meeting over to Mr. Furlani for a review of the contracts being presented to this meeting.

Virtual Desktop Infrastructure

Mr. Furlani then gave a demonstration to the Committee as to how a clinician will access the Electronic Medical Record (EMR) with VDI. Dr. Kane, the Chair of Surgery, discussed the ease of use of this process in the clinics. Constant rebooting of systems is avoided, and the practitioners do not have to re-enter their system credentials each time they see a patient or change location. They are able to go patient to patient, workroom to workroom and place to place with the same loaded profile, providing a seamless work experience.

Remote updating from the servers to the individual workstations makes the workflow much more efficient. This enables the practitioners to do a better job of educating the patients with on-line material as well. VDI will also allow the use of images with patient care on a much easier fashion.

Dr. Daniel questioned the use of VDI from a cost perspective, questioning the cost of the service. Mr. Furlani replied that productivity will be significantly increased with this system. There was a discussion about the costs and resources that are saved by implementing this system, as well as the improvements in provider satisfaction and the significant enhancement to the ability to patch and upgrade in a timely manner, providing significant security enhancement.

Mr. Manning suggested that there be a better quantification of the cost savings and productivity increases when the one (1) year look back is done on this project.

After further discussion, *a motion for approval was made by Ms. Corcoran, seconded by Ms. NeMoyer, and unanimously carried.*

HP Hardware Support

Mr. Furlani then presented on the Hewlett Packard hardware support project. This is a service and support contract with a cost of \$1.3 million over a three (3) year period. The three (3) year warranty on the HP hardware has ended, requiring a service, maintenance and patching agreement which is only available from the hardware vendor Hewlett Packard. A tiered model contract has been negotiated, which provides different turnaround times on response depending on

the criticality of the system involved. As Roswell Park is willing to enter into three (3) year commitment, significant discounts were obtained on the price. Mr. Furlani also noted that in the last couple of years several other hardware providers have been utilized on the clinical side which avoids having an HP-only site, so that HP cannot leverage Roswell Park on contracts. *A motion for approval was made by Ms. Mitchell, seconded by Mr. Fried, and unanimously carried.*

At that point, Ms. NeMoyer then made a motion for Executive Session for the purpose of receiving and discussing an update from the Information Security Department. The motion was seconded by Ms. Mitchell and unanimously carried.

Information Security Update

Mr. Manning asked as to whether there was an industry certification that IT Security looks for on vendor reviews. Mr. Rosen noted SOC type 2 certifications is what is looked for. High Trust is a certification in healthcare and if the vendor has it, this speeds up IT Security analysis.

After a few more questions, a motion was made to return the meeting to Open Session by Ms. NeMoyer, seconded by Ms. Mitchell, and unanimously carried.

Information Technology Updates

Mr. Furlani gave Information Technology updates. There has been a focus recently on clinical matters with add-ons to the electronic health record being reviewed to enhance the user experience. The PACS radiology viewer is now being integrated with the EHR which will make it possible for the provider to view PACS images through the electronic health record, which previously was not the case.

Athena IDX Revenue Cycle Replacement Update

Mr. Furlani also gave an update on the revenue cycle project. The revenue cycle project involves scheduling, registration, coding, and billing. The Envision and SCI revenue cycle systems are now 20 years old and being sunsetted. Implementation of the new Athena IDX revenue cycle system will be a 30-month project that is just now getting started. The implementation partner will be Deloitte and the system is Athena Health. Through an RFP process, Roswell Park has recently obtained KPMG and an associated law firm, SourceTech, to negotiate the contracts with Deloitte and with Athena Health.

IT Update

Mr. Furlani reviewed the IT strategic plan. He also reviewed the "become a patient" dashboard which is being implemented and patient conversion metrics systems. A new Chief Medical Information Officer has been hired, Lauren Bruckner, M.D., Ph.D. She is from the University of Rochester. Mr. Furlani reviewed her bio. She is a clinical informaticist with significant experience.

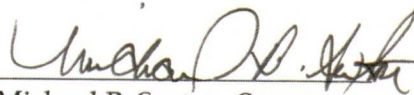
Pre-surgical Workflow Improvement

Mr. Furlani introduced Nicolette Tse from the IT Department who reviewed pre-surgical workflow improvements. She reviewed the current state of clinical workflows and the heavy use up to now of paper in clinics which must then be scanned into the electronic health record. Going forward the entire process is being automated. Electronic notes are being implemented into the EHR to allow nurses, doctors, and APPs to document directly in a much easier fashion. The providers will be able to see on one screen information that used to require various paper flows. This will obviously be better, more efficient, safer and a smoother clinical workflow for the providers and the patients. The systems are currently in testing and will go "Live" probably by the end of summer, 2021.

Cures Act Interoperability and Patient Access

Ms. Schwartz of the IT Department reviewed compliance with the Cures Act Interoperability and Patient Access rules. These rules have an implementation required of April 5, 2021 for the information blocking requirements. The "My Roswell" patient portal has been implemented with lab results now immediately available. Radiology results will be available within 5 to 7 days. 150 clinical documents including notes will be immediately available with pathology results within 5 days. It is expected that this will be fully implemented within two (2) months.

After questions, there was no further business to conduct, *a motion to adjourn the meeting was made by Ms. NeMoyer, which was seconded by Ms. Corcoran and unanimously carried.*


Michael B. Sexton, Secretary