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# TouchWorks® EHR Q2 Update Webinar

*Bringing next-level healthcare within reach*

May 24, 2023

# SAFE HARBOR

The following demonstration reflects generally available features and functionality and also includes a demonstration of features and functionality that Altera currently anticipates including in future solution releases. The development, release, and timing of any future features or functionality remains at the sole discretion of Altera and should not be relied upon in making purchasing decisions. Please contact your Altera account executive or refer to the related solution documentation for more specific details on the timing and anticipated functionality in future solution releases. Your Altera account executive can also assist in identifying the environment, implementation and configuration specifications that are required for the solutions to perform as demonstrated.

# Housekeeping



Recorded session,  
listening-only mode,  
lines are muted



Ask questions via  
Q&A panel



Watch for follow-  
up email containing  
webinar recording

# Agenda

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May 24, 2023



- 01 **Introduction**  
*Ben Scharfe, Executive Vice President*
- 02 **What's Coming for TouchWorks EHR**  
*Dr. Bob Taylor, Chief Product Strategist*
- 03 **TouchWorks EHR Basecamp Updates**  
*Ben Scharfe, EVP*
- 04 **Business and Product Updates**  
*Ben Scharfe, EVP*  
*Sean Schulz, Vice President - Professional Services*
- 05 **Q&A**

# What Inspires Us?

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Ben Scharfe, EVP

# Our Recent Altera Leadership Summit



**A Team of Incredible People**



**Recognized by Altera**



# Remembering our Purpose



## Mental Health Awareness Month

A child's mental health is as important as their physical health.



# Moving from Vendor to Partner



Communication – Sharing the “Why”



Investing- Responsibility to our Clients



Building Empathy – Your Support Teams and Ours



Code Quality – Shift Left



Designing in Service of Clinicians and Patients

# What is Coming Next?

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Dr. Bob Taylor, Chief Product Strategist

MEET A NEW TEAM MEMBER

# Bob Taylor, DO



**Chief Product Strategist**  
**TouchWorks EHR**

Dr. Bob Taylor is an experienced Physician Informaticist and Clinical Application Architect with more than 20 years of experience in clinical application design, development, implementation and training. He has expertise in clinical information modeling with common data models (i.e., FHIR, OMOP) and clinical reference taxonomies/ontologies.

Dr. Taylor also has expertise in a variety of technical areas/languages (i.e., Python, JavaScript) and is a certified Google Cloud Data Engineer. Having spent decades relying on click-heavy manual workflows for structured clinical data entry, he is excited by the potential of leveraging AI technologies to enable revolutionary solutions that providers will love. He lives in Pennsylvania with his wife, two sons, and dog (Dusty) and enjoys vegetable gardening and cross-training.

# TouchWorks EHR Basecamp Update

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Ben Scharfe, EVP

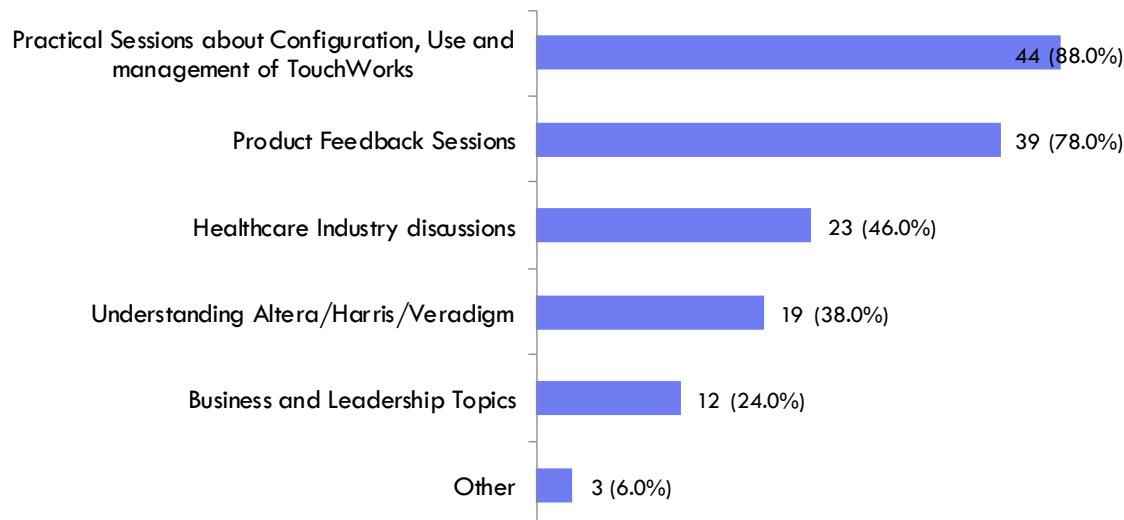
# Basecamp Pre-event Survey



Total responses: 51

Survey duration: March 20 – 30, 2023

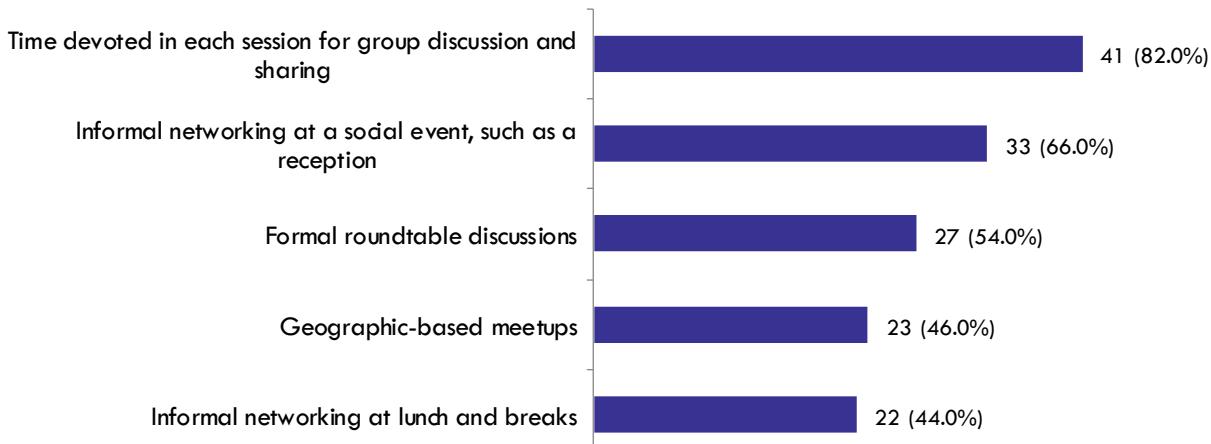
**Which of the following networking opportunities would you like to have at Basecamp? (Please select all that apply):**



**How much time would you like to dedicate to client networking during a one-day event?**



**Which of the following networking opportunities would you like to have at Basecamp? (Please select all that apply):**



# Basecamp Sessions

## Crossing the New-Stack Threshold

*How to survive your 20s*

**Sean Schulz and Jen Wiley**

## Inbox Strategy, Administration, and Use

*An intentional pivot away from task-grid approaches*

**Jen Wiley**

## Self-Service Optimization

*A framework for iterative improvement*

**Jeanne Armstrong**

## Advanced Noting

*The documentation of today is enhanced yet simplified*

**Jeanne Armstrong**

## Supporting TW Day to Day

*Users, IT and Altera – Oh My!*

**TouchWorks EHR Team**

## The Way Forward

*Product, features and feedback*

**Bob Taylor**

## SESSION HIGHLIGHT

# Value-based Care

*Today, the future and how to succeed*

Value-based care continues to gain traction and is a major focus of CMS as well as private payers. This session will be accessible for those who are unfamiliar with value-based care and relevant for experts as well. Learn about the nature of value-based care, available programs, and the future of our industry. Hear from peers and the TouchWorks team about how to drive success with value-based care using technology, now and in future.



**Dr. Scott Fowler**

President & CEO  
Holston Medical Group



**Samantha Sizemore**

COO  
Holston Medical Group



**Ben Scharfe**

EVP  
TouchWorks EHR

**DATE & TIME:** Tuesday, June 20, 2023, 9:15 am-10:15 am CST

# Registration Updates

**33** clients registered (as of 5/24/2023)

## Participating organizations

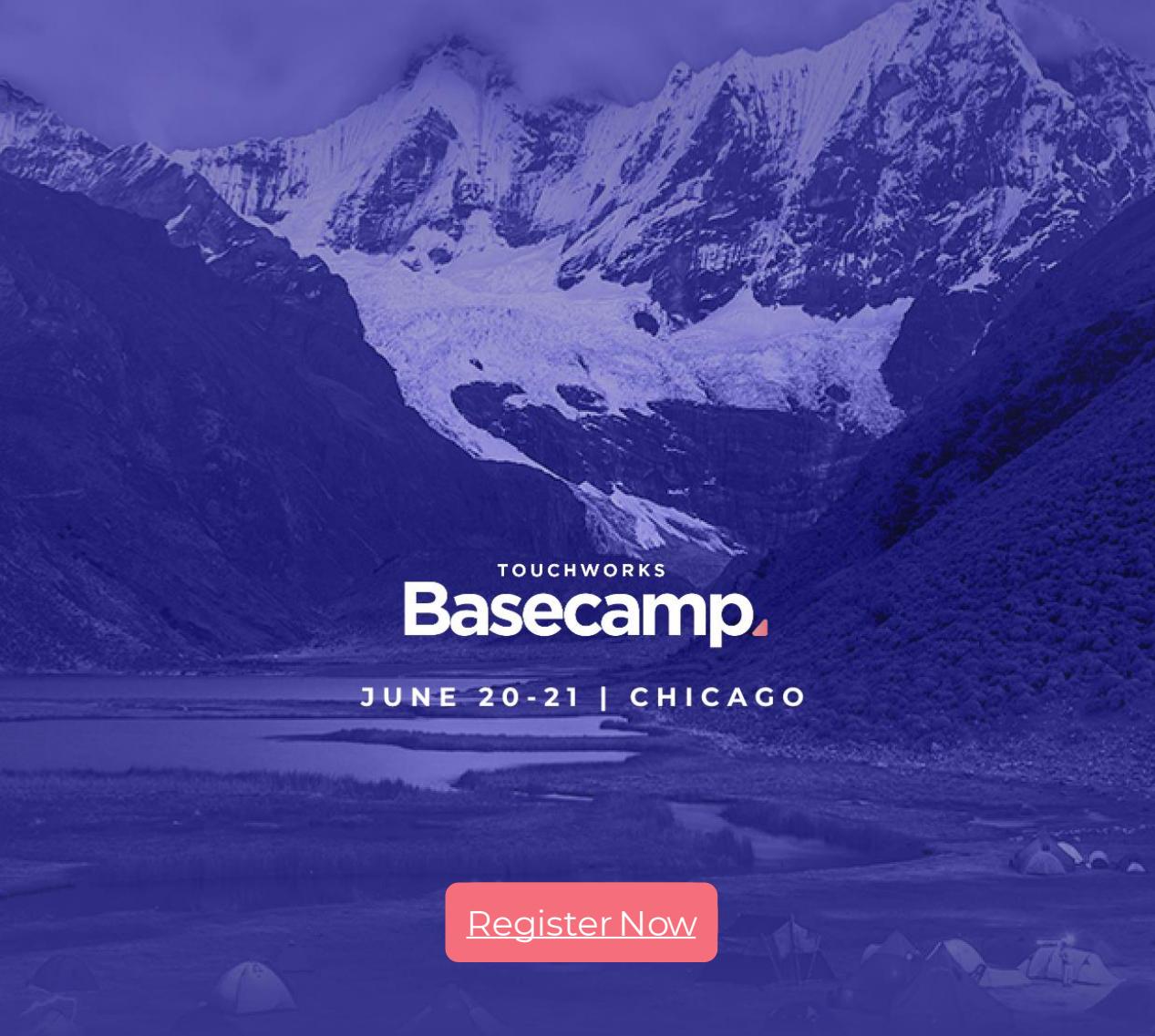


Stern  
Cardiovascular



## Sponsors





TOUCHWORKS  
**Basecamp.**

JUNE 20-21 | CHICAGO

[Register Now](#)

As we strive to equip healthcare professionals with the tools they need, join us for two days of collaboration and best-practice discussion with both Altera leaders and other organizations.

## Join Us and Your Peers

- Network and share knowledge with other TouchWorks EHR clients
- Connect with the TouchWorks EHR leadership team
- Learn more about Altera and Harris
- Explore Altera's SMART Center
- Get practical, useful information
- Engage in dedicated networking opportunities
- Participate in group discussions during each session
- Discover future developments of TouchWorks EHR
- Take advantage of a low price (\$197)
- Make 24 hours count

**LAST DAY TO REGISTER: JUN. 13, 2023**

# Business & Product Updates

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**Ben Scharfe, EVP**

**Sean Schulz, VP Professional Services**

# Increasing Investment and Revenue



## ENSCRYB

- Clinical architecture:  
Enscryb, Structured Content, Clin-Evolve, Questionnaires, v20+ E&M
- Pivoting for the long term



## OPTIMIZE RX

- Only visible to users with a valid NPI
- Only visible when no patient is in context (first login is typically the only time)

# OptimizeRx Sample

Search Patient...

SELECT PATIENT

**RARX**  
(Scientific Name)  
10 mg tablets

RARX Relieves RA Joint Pain.  
Helps Reduce Joint Damage.

Important Safety Information

Learn More

SCHEDULE

For My Providers View  MY  Allscripts, AppAdmin  Mercury\_3, Provider  Test, Security  Generic, Provider

Date 08-May-2023  Today SUN MON TUE WED THU FRI SAT   All: 0 AM: 0 PM: 0 [1] Appointments not yet assigned

\$	N	TC	SC	CS	A	Pt Loc	Pt Status	Time	Patient	Type	Dur	Comments	Assigned Provider	Scheduled
No Apps in the list														

# Enscryb Sample: Procedure and HPI NoteForm

TEST... | | CHART CHARGE

Add Note Form  Add Text Entry  Add Image

**Procedure**

**Shoulder Injection**

Shoulder Injection Trigger Point Injection - Knee

Normal Defaults Personalization Clear Custom Prefills Save As...   Create Template

**Shoulder Injection Procedure**

**Pre-Procedure Details**

Indication  effusion  inflammation  joint pain  osteoarthritis  oth

Procedure type  diagnostic  therapeutic

Consent  consent complete  consent not completed

Consent type  verbal  written

Discussed  Benefits reviewed  Risks reviewed  Alternatives reviewed

**Procedure Details**

Procedure Location

Location  left shoulder  right shoulder

Specific location  AC joint  GH joint

subacromial space long head of b

Anesthesia  Topical anesthetic  Local anesthetic

Local Anesthetic

Medication  lidocaine 1%  lidocaine 1% with epinephrine 1:100,000  lidocaine 1% with epinephrine 1:100,000

**View Output**

TEST... | | CHART CHARGE

Add Note Form  Add Text Entry  Add Image

**Chief Complaint**

Chief Complaint Chief Complaint

**Reason For Visit**

Reason For Visit Reason For Visit

**History of Present Illness**

Free Text Allergic Rhinitis Billing Testing COVID Screening AUDIT-C

Normal Defaults Personalization Clear Custom Prefills Save As...   Create Template

**History of Present Illness**

FREE TEXT HPI

Ms. Johnson, a 54-year-old female, presents to the emergency department with a head laceration that occurred after falling out of bed in the dark attempting to get out of bed quickly, but lost her balance in the dark and stumbled into the nightstand.

**Allergic Rhinitis**

Allergic Rhinitis Billing Testing COVID Screening AUDIT-C

Normal Defaults Personalization Clear Custom Prefills Save As...   Create Template

**Allergic rhinitis**

**Visit Details**

Reason for visit Historian

**Current Symptoms**

✓ Symptoms Severity Onset description Onset timing Episode periodicity Episode duration Episode frequency Time of day Seasonal occurrence Progression Exacerbated by Relieved by

**Results/Data**

Brain MRI

**Physical Exam**

Adult PE Ortho Demo Education Assessment Plan

**Discussion/Summary**

After Care Instructions Patient Instructions

**Preceptor Note**

Text box control Procedure Results

**Skin lesion**

Associated symptoms include: no chills, no cough, no fatigue, no joint pain, no nausea, n

**History**

Flowers have long been admired for their beauty and grace, captivating the senses with their hearts and minds, not only for their aesthetic appeal but for the emotions that they evoke. of birth, death, and rebirth. They remind us that life is fleeting and that we should cherish making them a popular gift for special occasions such as birthdays, weddings, and anniversaries. Their boundless beauty, from the striking elegance of roses to the whimsical charm of daisies and patterns, combined with their soft textures and fragrant aromas, make them an endless reminder of the wonder and magic of nature, reminding us to stop and appreciate the world and smell the roses, flowers are truly a thing of beauty that can uplift the spirit and bring Patient states symptoms began on 05/02/2023. She denies fever. She denies cough. Pt

**Risk Assessment**

The calculated COVID-19 risk score is 4 for infection, meaning that the patient is at Low Risk

# Enscryb Sample: PE NoteForm & Result Questionnaire

124 mmHg 98.20 mmHg 01 bpm 102.100

commit A Structured Content x

Physical Exam

Adult PE

Adult PE Ortho Demo

Basic Comprehensive Personalization Clear Custom Prefills Save As...

B C Constitutional alert; appears healthy; no acute di

B C Musculoskeletal Left Shoulder: normal appear Right Shoulder: normal appear

B C Peripheral Vascular Brachial Pulse: grade 2+ bilaterally Radial Pulse: grade 2+ bilaterally Femoral Pulse: grade 2+ bilaterally Pedal Pulse: grade 2+ bilaterally

PHQ9 

For: [1] Encounter for immunization

Status: Active

To Be Done: 15May2023

Overdue: 20-May-2023 5:18 PM

Record w/o Ordering

Order **Results** CC Results

Ordered By:  0123456789, 987654...    Route To:

Performing Location: ABC Location  Performed By: Allscripts, AppAd...  Accessed #:

Comments From Performing Location:

**Result Annotations**

**Result History**

**Results Item(s)**

Normal Defaults Personalization Clear Custom Prefills Save As...

Patient Health Questionnaire (PHQ-9)

Over the last 2 weeks, how often have you been bothered by any of the following:

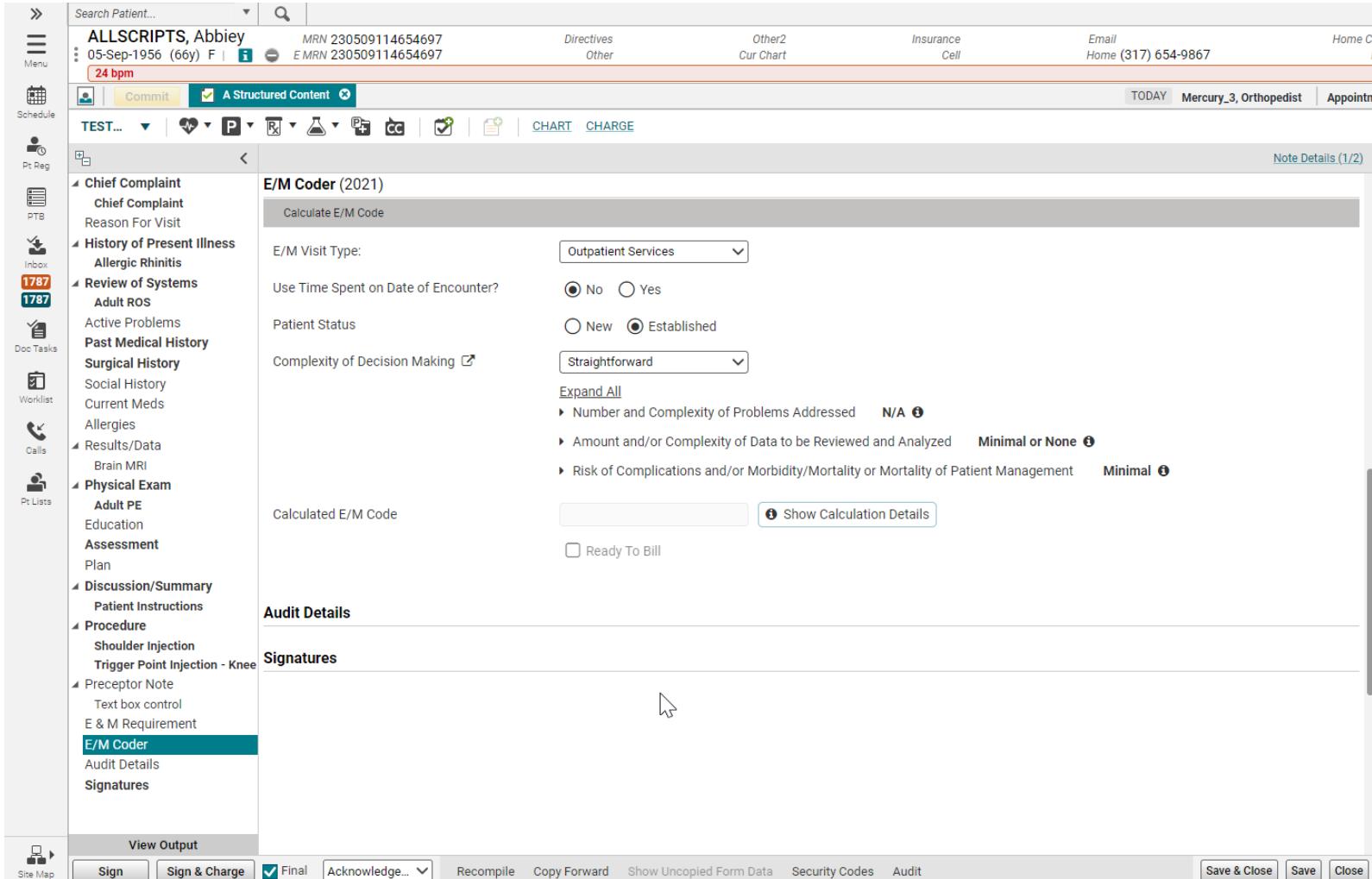
1. Little interest or pleasure in doing things?  Not at all  Several days  More than half the days  Nearly every day

2. Feeling down, depressed, or hopeless?  Not at all  Several days  More than half the days  Nearly every day

3. Trouble falling or staying asleep, or sleeping too much?  Not at all  Several days  More than half the days  Nearly every day

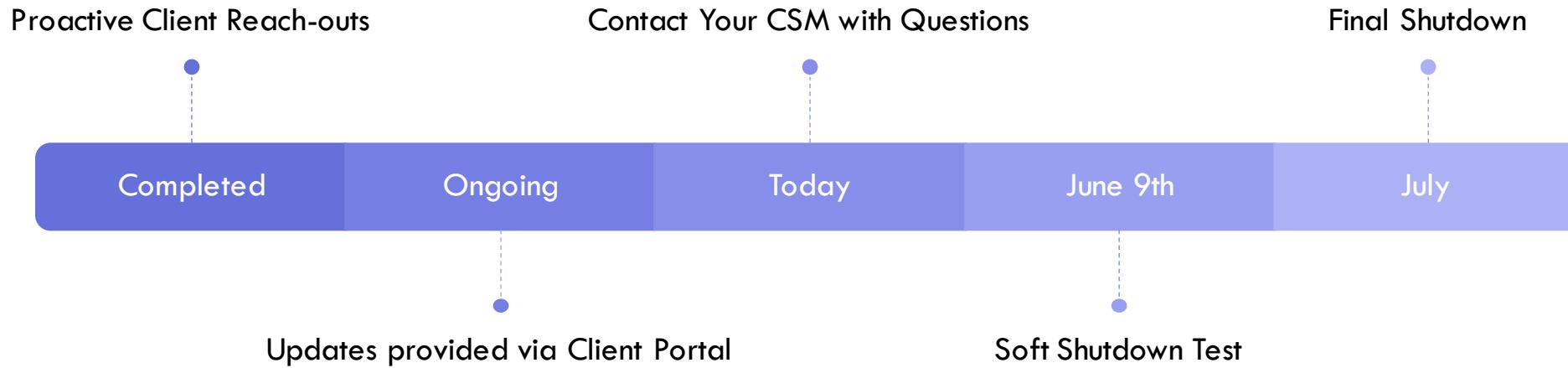
**Result Documents**

# Enscryb Sample: v20.1.2-v22.1.3 EM Coder



The screenshot shows the Enscryb EM Coder interface. The left sidebar contains a navigation menu with sections like Chief Complaint, History of Present Illness, Review of Systems, and Physical Exam. The 'E/M Coder' section is currently selected. The main content area displays the 'E/M Coder (2021)' form. It includes fields for E/M Visit Type (Outpatient Services), Use Time Spent on Date of Encounter (No), Patient Status (Established), and Complexity of Decision Making (Straightforward). Below these are sections for Calculated E/M Code, Audit Details, and Signatures. The bottom of the screen shows standard application buttons like Save & Close, Save, and Close.

# Timeline



# Product Updates



## TouchWorks® EHR

- Current: 22.1.3
- Next: 22.1.4 – **Patch 4** June 21st
- Patch 5 – TBD AUG
- Future: **24.1** - 02/14/2024

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- Current: 19.4 WC 6
- Next: None
- Future: None, Does NOT support cures act
- **19.4 End of life:** 2/24/2025



## Altera Prenatal™

- Current: 22.2 GA12/22
- Next: No Planned 2023 release, will assess need for defect releases
- Future: 2024 TBD



## TouchWorks® EHR Mobile

- Current: 22.1 12/2022
- Next: 23.1 TBD – fall 2023

# Partnership Opportunities

 **SIG: Scan**

Special Interest Group

Weekly/Monthly Meetings starting June 8<sup>th</sup> 1pm Eastern

Participate in ongoing Scan Replacement Designs

[george.chauvin@alterahealth.com](mailto:george.chauvin@alterahealth.com)  
[jeanne.armstrong@alterahealth.com](mailto:jeanne.armstrong@alterahealth.com)

 **eCR**

eCase Reporting Certification (part 2)

Immediate Need

3 Clients

v22.1.3 and higher

CSM or [jeanne.armstrong@alterahealth.com](mailto:jeanne.armstrong@alterahealth.com)

 **v24.1**

Upgrade Projects Starting **NOW**

Q1 Go Lives

Medium Upgrade from v20+

Easy Upgrade from v22.1.5

TBD NCPDP Requirement (July)

 **MIPS Value Paths (MVP)**

MVP Clients Contact CSM

More Info on Client Portal in June

Current Plan: G0056 M0005

 **Basecamp**

Register Today!

Only TW

Education | Idea Sharing

Networking | AI

<https://cvent.me/NKM42R>

# Next Webinars



## TouchWorks VoC Webinar

Jun. 14, 2023

[Register Now](#)



## TouchWorks EHR Q3 Update Client Webinar

Aug. 23, 2023

[Register Now](#)



# QUESTIONS?



ASCENDING TO NEW HEIGHTS IN HEALTHCARE