



TouchWorks® EHR Q4 Update Webinar

Bringing next-level healthcare within reach

Nov 15, 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

November 15, 2023

01

Introduction/Event Updates

Ben Scharfe, Executive Vice President

02

Release Updates

Jeanne Armstrong, MD, CMO

03

New Professional Services Offering

Sean Schulz, VP Professional Services

04

Q&A

Introduction

TouchWorks EHR Mission and Vision

MEET A NEW TEAM MEMBER

Ranjan



Vice President, Research & Development
TouchWorks EHR

Ranjan Gaur, our new VP of Research and Development at Altera, is a seasoned IT innovator with a global background. An Electronics Engineering graduate from India and Masters in IT holder from Australia, he's known for his pivotal work at Amazon, developing the Kindle ebook gifting platform and Alexa shopping. His expertise extends to AI in transportation optimization and strategic post-merger integrations.

An avid photographer and off-roader, Ranjan's adventurous spirit is matched by his commitment to driving rigorous, metric-based improvements in our R&D division.

MEET A NEW TEAM MEMBER

Doug



Senior Vice President of Client Success and Operations TouchWorks EHR

Doug Snow, our new SVP of Client Success and Operations at TouchWorks, brings distinguished expertise from Microsoft, Boeing, and Harris. His recent VP role at Sunrise bolsters his profile as an adept leader in client relations and business strategy. Doug has had a storied career centered around leadership in services, consulting, and client success.

Doug is a Canadian native, known for his steady, thoughtful, client-centric leadership. Doug will focus on elevating business operations, deepening client engagement, and integrating AI to streamline services, driving TouchWorks towards a future of success and innovation.

NEW TOUCHWORKS EHR MISSION & VISION



MISSION

To provide healthcare organizations and professionals with reliable, innovative technology solutions that enhance patient care outcomes and operational efficiency.

Why we exist and what we fundamentally aim to achieve.



VISION

At TouchWorks, we are revitalizing our commitment to be a trailblazer in the EHR technology landscape. Guided by fresh leadership and driven by innovation, our focus is to regain our position as a trusted partner to mid to large ambulatory health systems. We strive to exceed regulatory standards, enhance patient care efficiency, and restore customer faith through relentless improvement and superior service. Our vision is to redefine healthcare technology, one successful client relationship at a time.

Our aspirational future state, inspiring long-term goals and guiding our journey towards innovation in healthcare.

Event Updates

HCTC 2023

Harris Customer Training Conference 2023



- Date: December 5–7
- Location: Gaylord Palms Resort | Orlando, FL
- Registration: \$1,500
- Hotel Rate: \$212 plus resort fee of \$38 plus applicable taxes
- What To Expect at HCTC



Hear from Industry Experts



Engage with Partners



Network with your Peers



Breakfast & Lunch Provided Daily



Evening Entertainment

[Learn More & Register](#)

- **47** clients registered (as of 11/15/2023)
- Participating organizations



HCTC PRESENTERS



Ben Scharfe
Executive Vice President



Bob Taylor
Chief Product Strategist



Jeanne Armstrong
Chief Medical Officer



Sean Schulz
Vice President, Professional Services



Aaron Armstead
Director, Solutions Management



Rob Sloan
Manager, Professional Services



James Alexander
Architect



Jen Wiley
Sr. Implementation Consultant

HCTC AGENDA FOR TOUCHWORKS CLIENTS

TouchWorks Track 1	TouchWorks Track 2	Altera C-Suite Track
Tuesday, December 5		
Registration		
Breakfast		
HCTC Opening Address		
Healthcare Opening Address		
AM Break/Exhibitors		
Sponsor Sessions/Exhibit Hall		
Lunch		
TW: Ask the Experts and Altera		
TW: v24 & Simple Image Management (Scan)		
PM Break/Exhibitors		
TW: Regulatory Outlook	TW: Federation, App Tiers, & Architecture	
TW: Beyond v11 Note	TW: SQL Database Server Overview	
Reception		

TouchWorks Track 1	TouchWorks Track 2	Altera C-Suite Track
Wednesday, December 6		
Breakfast		
Administration & Maintenance	Web Server Overview	Big Data and the Consumer Privacy Landscape
Training & Documentation	Unity & FHIR Server Overview	Altera Context: Enhancing Patient Care Through Interoperability
AM Break/Exhibitors		
Sponsor Sessions/Exhibit Hall		
Lunch		
Inbox 101 - Inbox vs. Task Grid	Message Servers Components	Workforce Crisis
Inbox 201 - Design Strategy & Operations	Message Servers Components (continued)	Reaching the Summit, Together
PM Break/Exhibitors		
Preparing for TWNext		AI in Healthcare: A Brave or Scary New World?
Where to Find Stuff		Disrupted Healthcare: Competing with Amazon & Pleasing Empowered Purchasers
Banquet		
Thursday, December 7		
Breakfast		
Order Compendium Best Practices	Systems Maintenance Training	Managing Healthcare Disruptions
Order Compendium Best Practices (Continued)	Systems Maintenance Training (continued)	Securing Healthcare Data
AM Break		
Artificial Intelligence		

Release Updates

News You Can Use

- Mastermind questions or feedback on resolution, windows 11 feedback – submit to CSM or Jeanne Armstrong
Jeanne.Armstrong@alterahealth.com

- Beginning in 2024, the performance period for the PI Category will increase from a minimum of 90 continuous days to a minimum of 180 continuous days within the calendar year.
 - Medicare and Medicaid Programs: Calendar Year 2024 Payment Policies under the Physician Fee Schedule and Other Changes to Part B Payment and Coverage Policies; etcto be published on 11/16/23 (aka tomorrow)
 - <https://www.federalregister.gov/public-inspection/2023-24184/medicare-and-medicaid-programs-calendar-year-2024-payment-policies-under-the-physician-fee-schedule>
- Windows 11 Update
 - Currently not listed as supported on the SES
 - We have been incorporating it in our testing by prioritizing fixes for windows 11
 - We anticipate supporting windows 11 in 2024, would like feedback on client demand
- We would like feedback on proposed change to the SES
 - Updated from Minimum monitor resolution support referenced in Client Web Workstation / Monitor section of the SES to 1920 x 1080
- Reminder about VPI – Veradigm Payer Insights, free to use

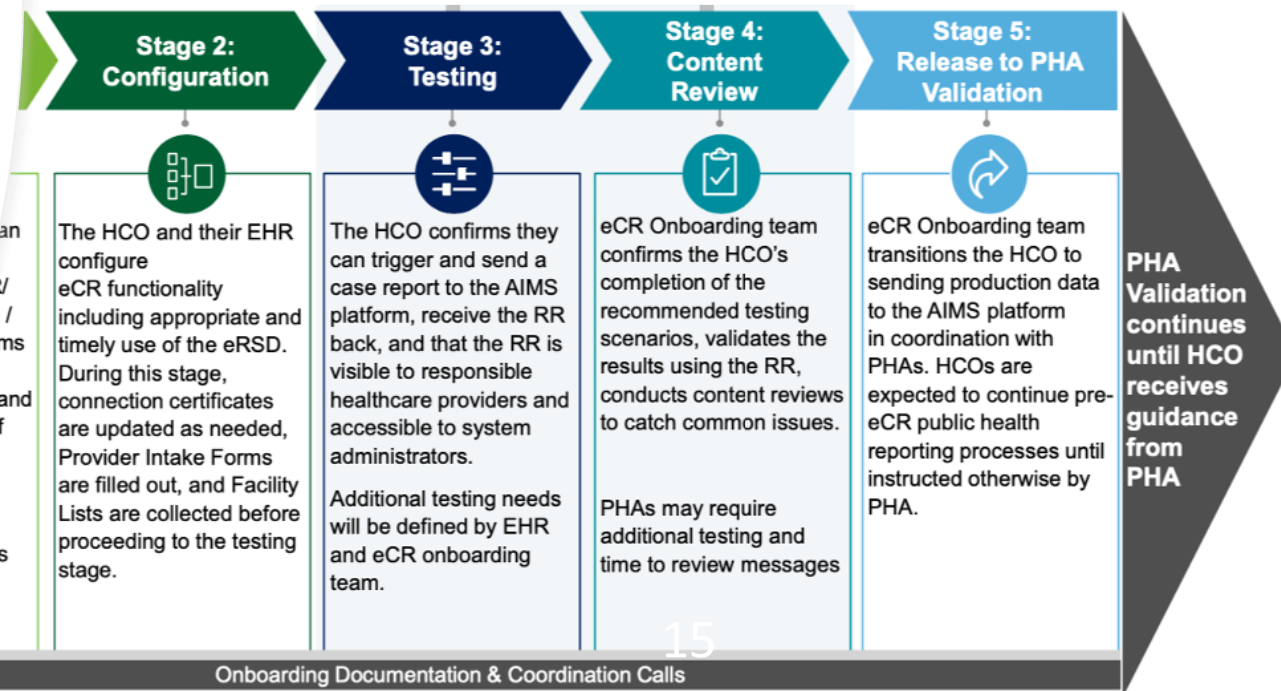
E-Case Reporting

- TouchWorks in Stage 3, testing directly with the CDC.
- Phase 4, beta testing with preselected client group.
- Phase 5, mass rollout ...

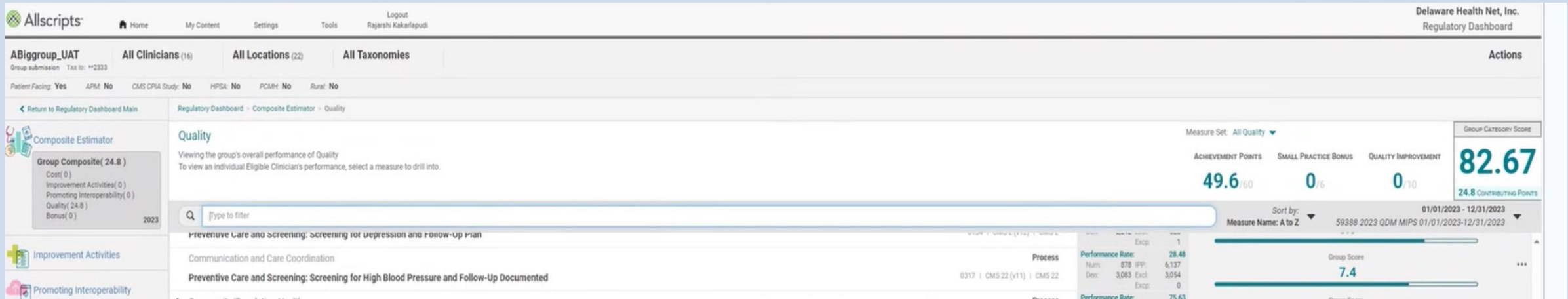
Need to know

- Every state is different, have contacted each state's Public Health Agency
- Learning / growing together
- Slow progress (as expected)

Confidential



MIPS Reporting Update



**Traditional MIPS Estimator Dashboard Updates
clients should start checking their data starting
November 17, 2023...**

NEW

Information Blocking Disincentives for Providers **Proposed**

**Commenting Period
Closes January 2, 2024**

Reference Site: <https://www.healthit.gov/topic/information-blocking>

Recommending: read the proposed ruling, comment as appropriate.

Product Updates & Thank you!!



TouchWorks® EHR

- Current: 22.1.4
- Next: 22.1.7 – Dec 20th
- Future: 2024.1 - TBD under review

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- Current: 19.4 WC 6
 - Next/Future: None
 - 19.4 End of life: 2/24/2025



Altera Prenatal™

- Current: 22.2 GA12/22
- Next: TBD evaluating next defect release
- Future: 2024 TBD

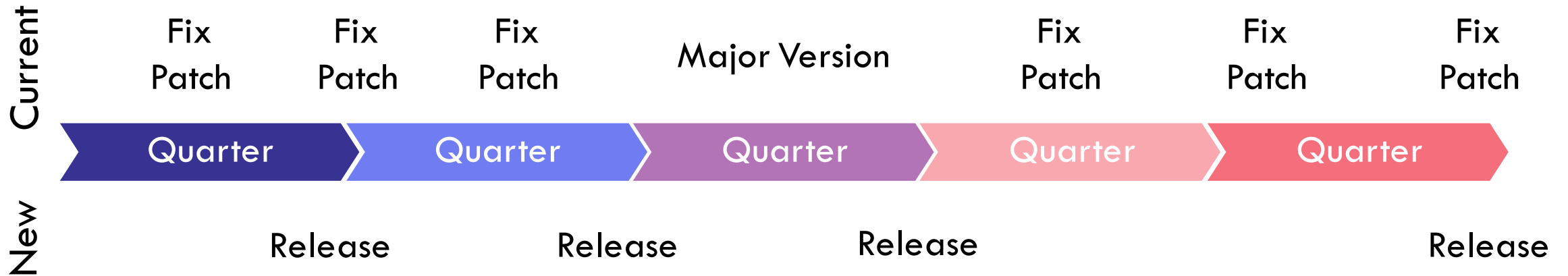


TouchWorks® EHR Mobile

- Current: 22.1.3 – 10/30/23 12
- Next: 24.1 TBD – 2024

SHIFT TO ITERATIVE

Release Cadence



Major Version = many features & fixes

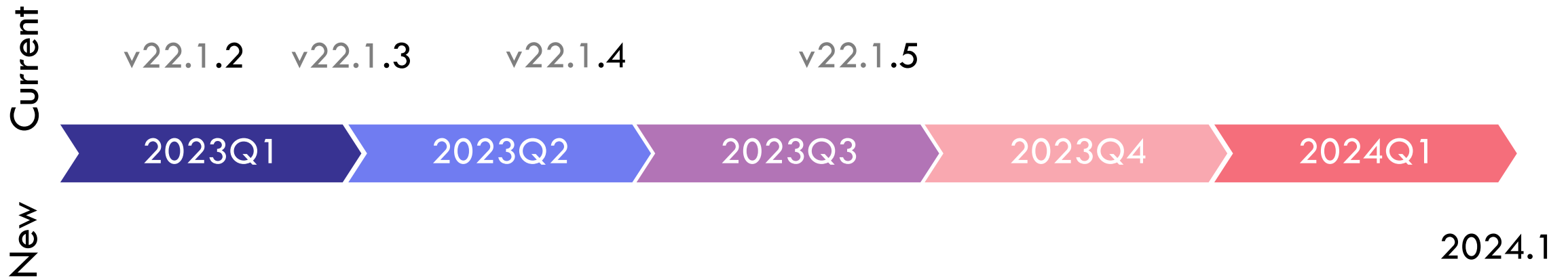
Patch = fixes, PPS, etc.

Release = iterative features & fixes

HotFix = PPS, etc.

SHIFT TO ITERATIVE

Release Numbering



Major Version = v22.1 (yy.seq)

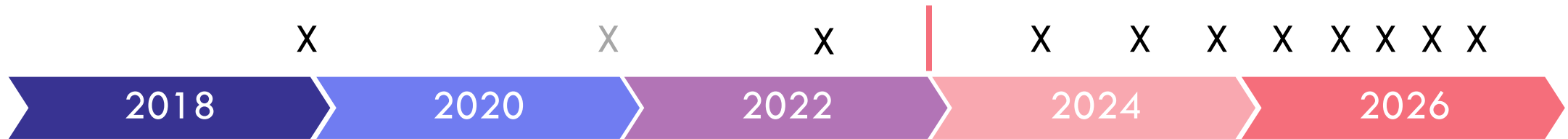
Patch = v22.1.4 (yy.seq.seq)

Release = 2024.1 (yyyy.seq)

HotFix = 2024.1 HF1 (HFseq)

SHIFT TO ITERATIVE

Client Release Adoption



Major Version = 1 per 2yrs

Patch = 3 per year

Release = 1 + per year

HotFix = If Required



Shift in Approach

TouchWorks Professional Services

Client Feedback - Challenges

TouchWorks EHR Updates

Major Upgrades = large ops impact

Not prepared for the spend;
Difficult to contract

Hard for users to adopt to changes

Patches (new-stack) are easier, but patch change questions aren't well supported

CMS Moving to Iterative Model (TBD)

Application Services

Upgrades can be overwhelming and therefore new capabilities are not implemented

User Adoption occurs over time and requires follow-up training

Implementing and using functionality allows clients to realize the value from the software

Ongoing relationships between Implementation Consultants helps Altera better understand client workflows and business needs

Disaster Recovery

2021 KLAS Report on Critical Outages:

- 43% of Hospital and Health Systems in 2020
- 25% by Cyberattacks
- 20% by Infrastructure Failures
- 15% by Software Bugs
- 5% by Natural Disaster/Utilities

Multiple TouchWorks EHR Clients Impacted this year

Professional Services Subscriptions



Professional Services Subscription Bundle

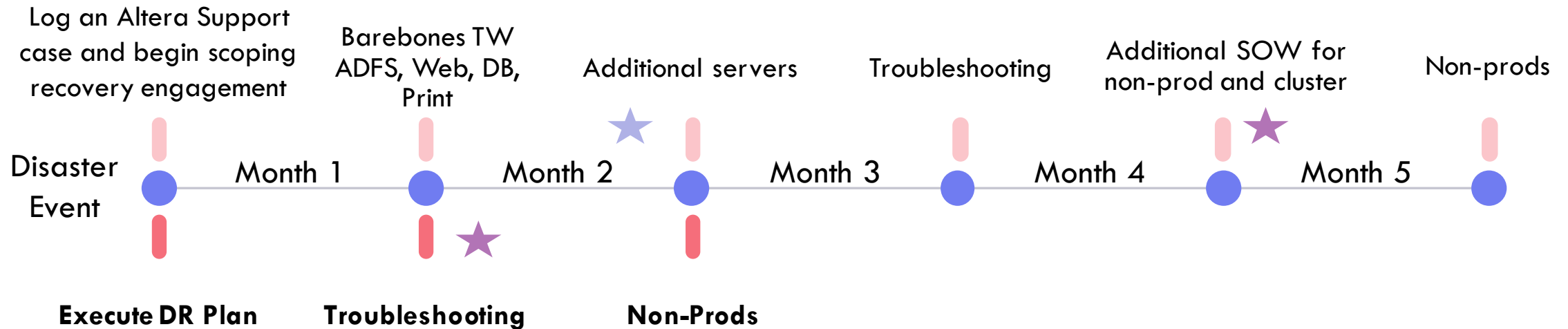
- Subscription model creates predictable spend and removes contracting barriers
- Monthly Payment Terms
- Annual Pre-Payment Discount

		Service Deliverables	
Release Services	Software Updates	Release Services	Unlimited (est. 3/yr)
		Hot Fix (PPS, etc.)	Free HFs
		Regulatory Updates	Unlimited
		eLink Upgrades	√
	Staging & Installation	Proactive Hardware Refresh (1 in 3yr)	√
		Ad-hoc Servers	√
		Copies of Environment (COE)	√
		Password Updates	√
		Annual System Maintenance Training	√
		System Maintenance Optimization	√
		Annual Hardware Review	√
	Application Consulting	Assigned Experienced Liaison	√
		Training Manual Updates	√
		Test Scripts Updates	√
		2x/yr On-Site Visit	√
Disaster Recovery Consulting		Detailed DR Plan	√
		DR Plan Testing	√
		Business Continuity Planning Participation	√
		Quarterly DR Plan review	√
		Downtime procedure planning assistance/consulting	√
		Disaster Event Response Time	\$🕒

Examples of Recovery Time with no DR Plan

No Disaster Recovery Plan

Real world example, Apr 2023



Disaster Recovery Plan

Time estimate will be based on plan and testing results

- ★ Some users with limited functionality
- ★ End users allowed back in the application

Take-Away



Sponsored Educational Content in TouchWorks EHR

- Patch 6 and Beyond Includes Sponsored Content:
 - Login display in banner until patient in context
 - Add Clinical Item Workspace on far right
 - On Logout
- “Smart” Educational Content for Treatment Awareness
- Sponsorship Funding to Drive Investment in TouchWorks EHR
- Ethical Considerations – Never Influence or Bias Care
- Paid opt-out option available





QUESTIONS?

