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# 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

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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

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## 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

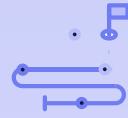


### **Senior Vice President of Client Success and Operations TouchWorks EHR**

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

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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



## H C T C P R E S E N T E R S



**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
<b>Tuesday, December 5</b>		
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
<b>Wednesday, December 6</b>		
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		
<b>Thursday, December 7</b>		
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

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# News You Can Use

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

[Jeanne.Armstrong@alterahealth.com](mailto:Jeanne.Armstrong@alterahealth.com)

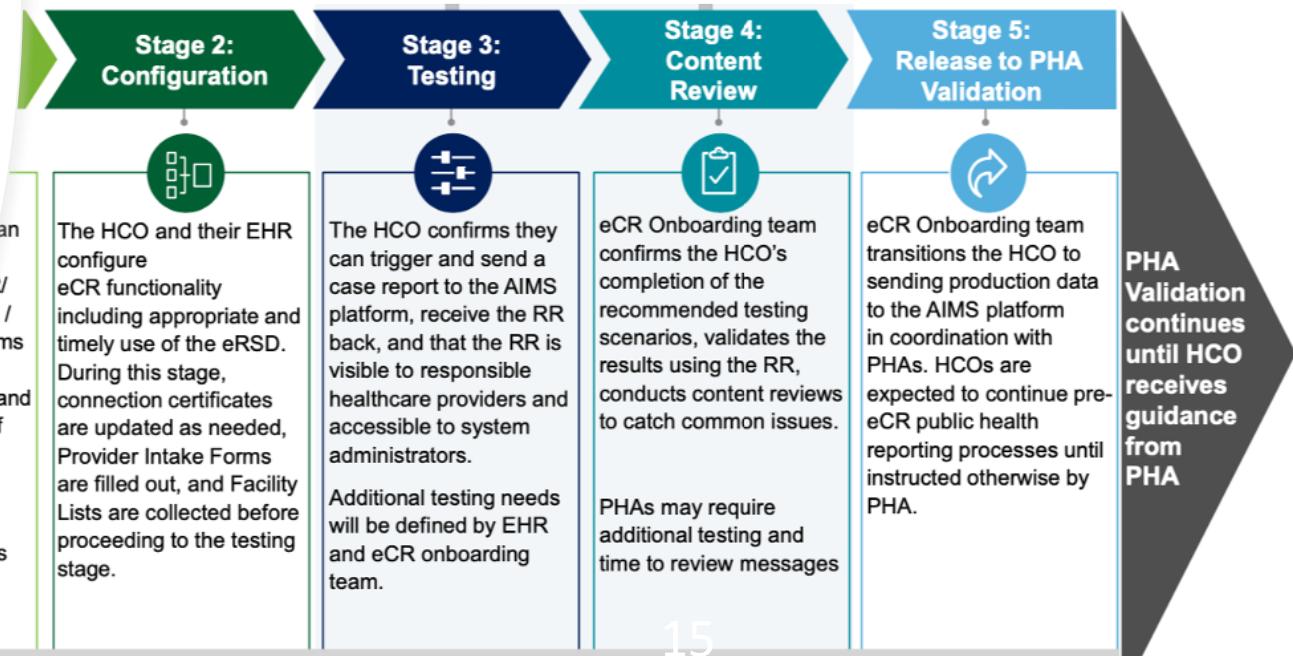
- Beginning in 2024, the performance period for the PI Category will increase from a minimum of 90 continuous days to a minimum of 180 continuous days within the calendar year.
  - Medicare and Medicaid Programs: Calendar Year 2024 Payment Policies under the Physician Fee Schedule and Other Changes to Part B Payment and Coverage Policies; etc to 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 ...

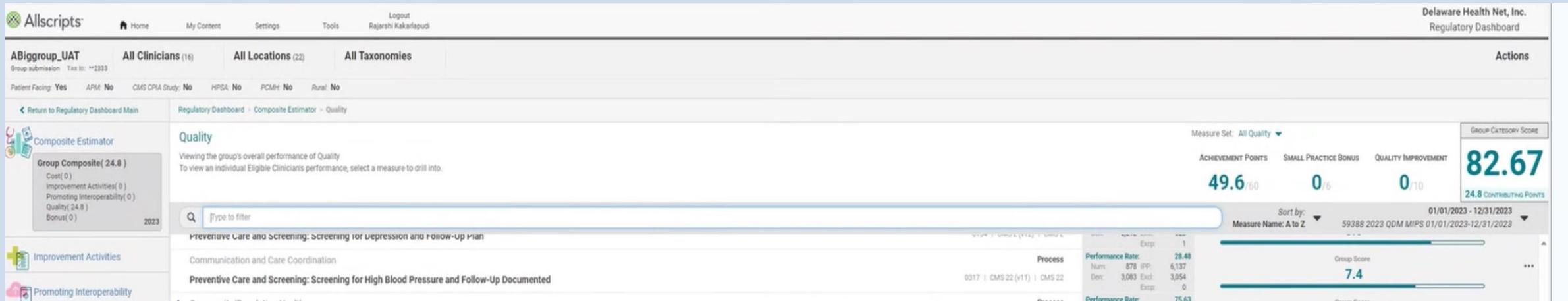
## Need to know

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



Confidential

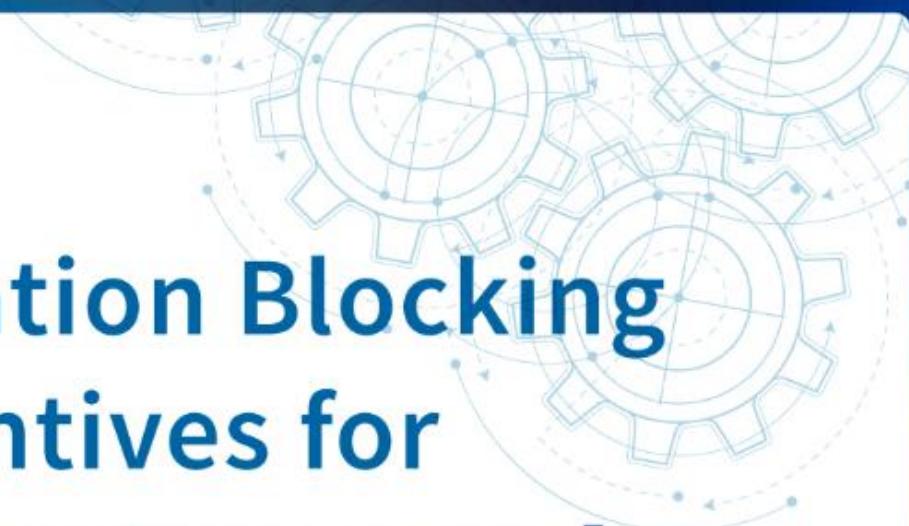
# MIPS Reporting Update



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™

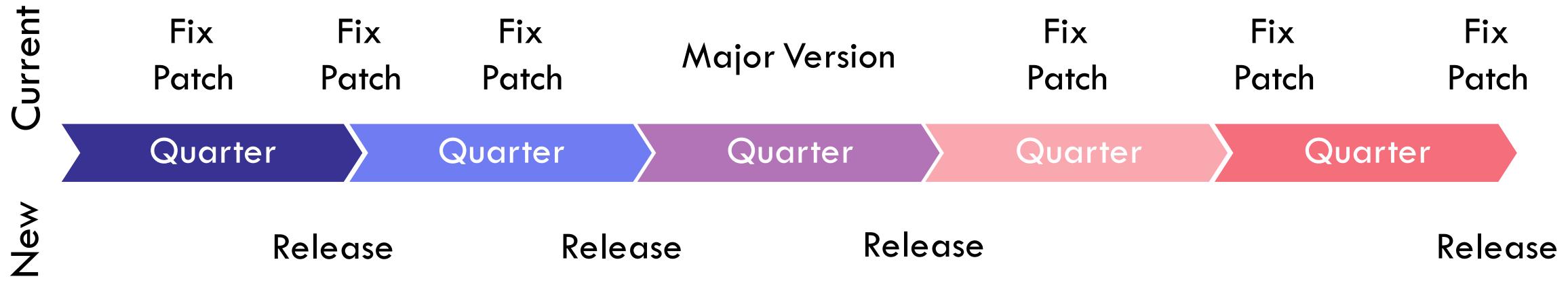
- Current: 22.2 GA12/22
- Next: TBD evaluating next defect release
- Future: 2024 TBD



## TouchWorks® EHR Mobile

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

## Release Cadence



Major Version = many features & fixes

Patch = fixes, PPS, etc.

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Release = iterative features & fixes

HotFix = PPS, etc.

# Release Numbering



# Client Release Adoption



Major Version = 1 per 2yrs

Patch = 3 per year

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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



Unlimited Updates  
with Staging &  
Installation

Assigned Liaison for  
Testing, Training, &  
Workflow Assistance

Disaster Recovery  
Planning, Testing,  
and Rapid Recovery

# Professional Services Subscription Bundle

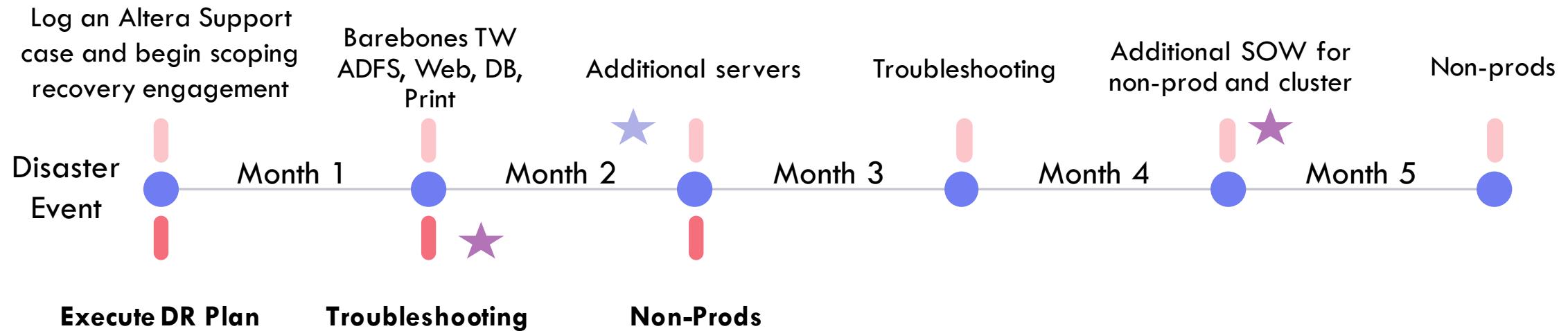
- Subscription model creates predictable spend and removes contracting barriers
- Monthly Payment Terms
- Annual Pre-Payment Discount

Service Deliverables		
Release Services	Software Updates	Unlimited (est. 3/yr)
	Release Services	Unlimited (est. 3/yr)
	Hot Fix (PPS, etc.)	Free HFs
	Regulatory Updates	Unlimited
Staging & Installation	eLink Upgrades	✓
	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



Unlimited Updates  
with Staging &  
Installation

Assigned Liaison for  
Testing, Training, &  
Workflow Assistance

Disaster Recovery  
Planning, Testing,  
and Rapid Recovery

# 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?

