TouchWorks® EHR Q1 Update Webinar

Bringing next-level healthcare within reach

Feb. 21, 2024

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 a follow-up email containing the webinar recording

Agenda

Feb. 21, 2024

01 **Introduction**
Ben Scharfe, Executive Vice President

02 **Release Updates**
Jeanne Armstrong, MD, CMO

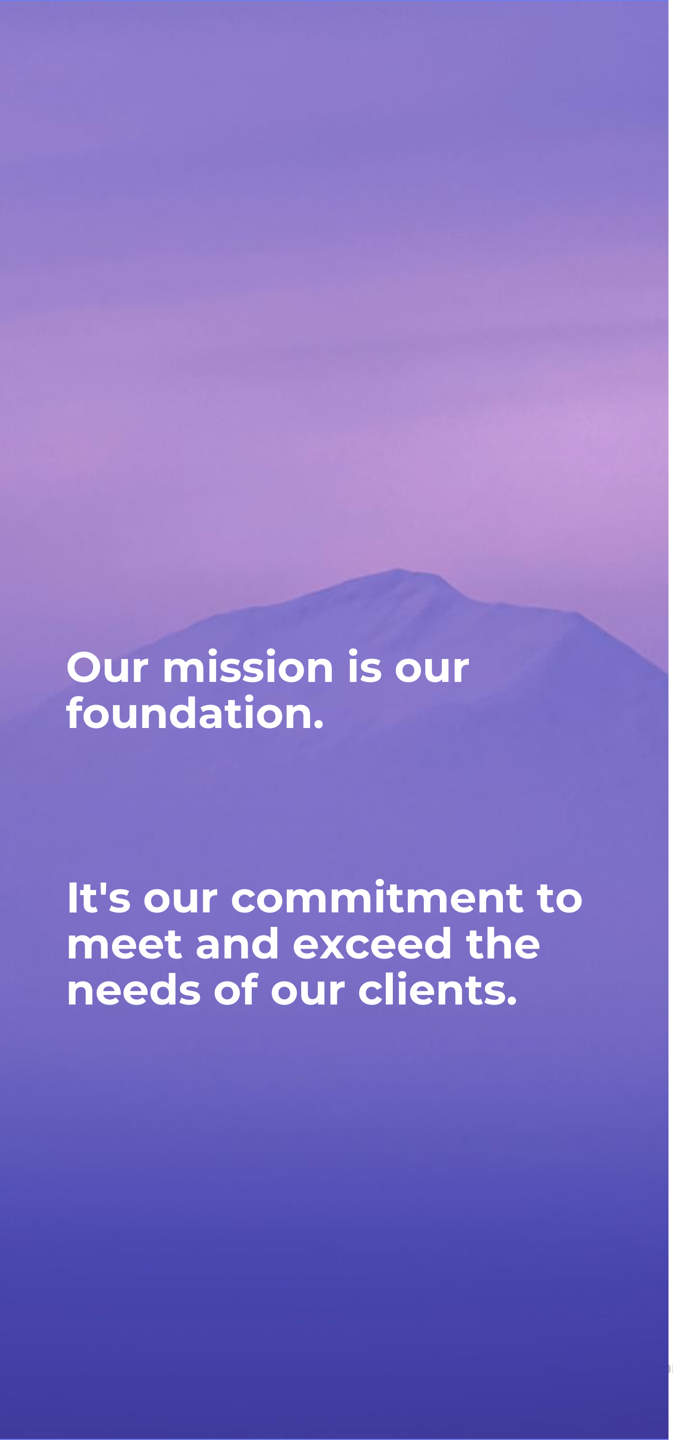
03 **New Professional Services Offering**
Sean Schulz, VP Professional Services

04 **Q&A**

Introduction

TouchWorks EHR Mission and Strategy

TOUCHWORKS EHR: MISSION



Our mission is our foundation.

It's our commitment to meet and exceed the needs of our clients.

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

This defines our daily operations, ensuring every action we take is geared toward providing innovative solutions for enhanced patient care and operational efficiencies.

Strategic framework for our blueprint

Rebuilding an enduring, client-centric organization

Exceeding regulatory certification standards

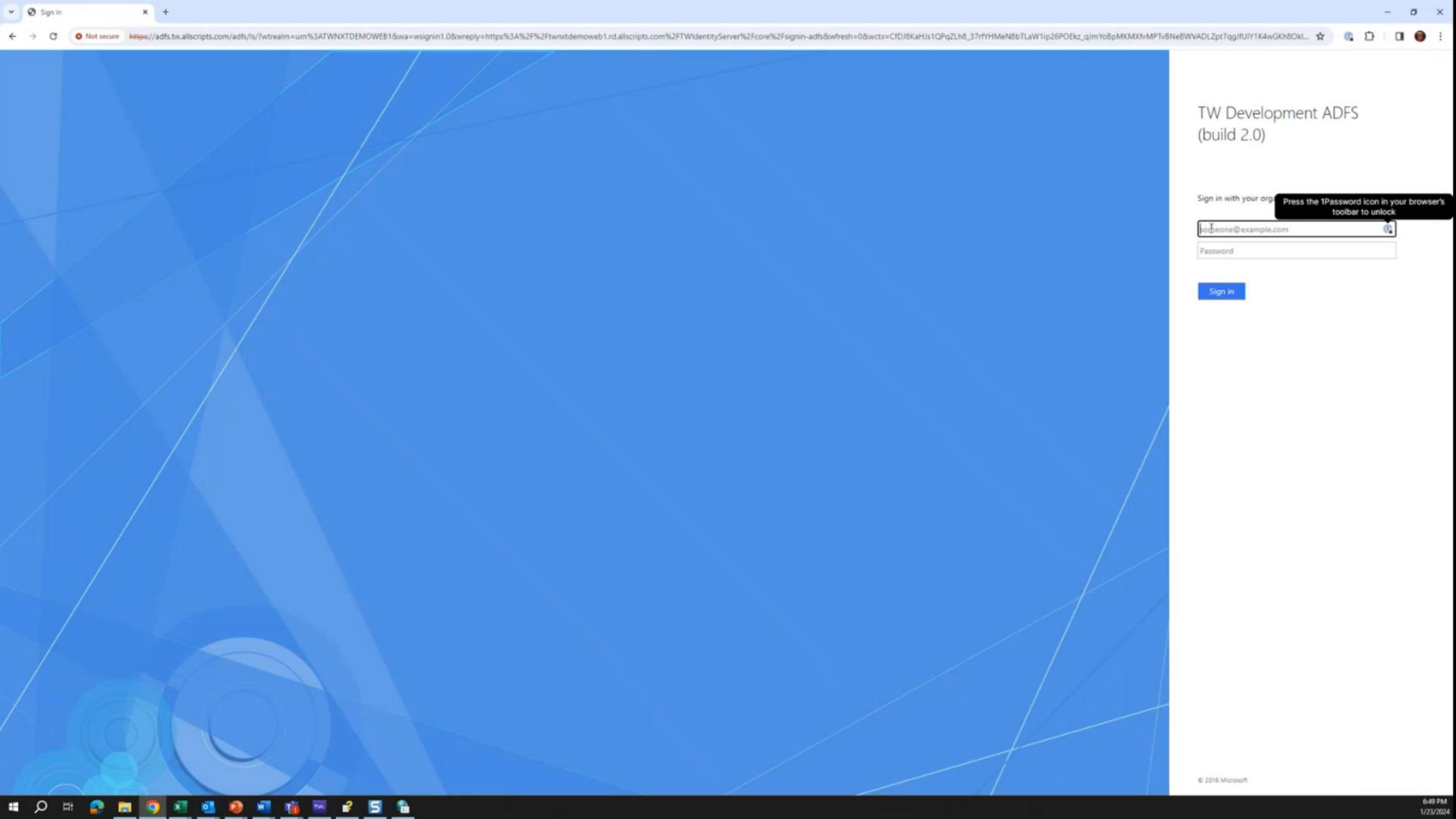
Independence and innovation in EHR solutions

Responding to your feedback

OptimizeRx content removed from ACI

Opt-out available

Video available on Client Connect



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TW Development ADFS
(build 2.0)

Sign in with your org

Press the 1Password icon in your browser's toolbar to unlock

Sign in
Not secure
someone@example.com
Password
Sign in
6:49 PM
1/23/2024

© 2016 Microsoft

Scan: Storage in cloud

- Our strategy and vision
- Enables AI functionality
- Potential investment to help us build

Release Updates

Product updates

TouchWorks® EHR

- Current: 22.1.7
- Next: 2024.1, GA 5-Apr-2024
- Future: 2024.2, planned for July

- Current:19.4 WC 6
- Next/Future: None
- **19.4/20.1 end of life: 24-Feb-2025**

Altera Prenatal™

- Current: 22.2.1 GA 6-Feb-2024
- Next/Future: 2024 TBD

TouchWorks® EHR Mobile

- Current: 22.1.4 GA 8-Dec-2023
  - **Must take release before Mar. 1.**
- Next/Future: 2024 TBD

Patient Safety Issue

- Affects all clients on v21.1 and higher

- Drug–drug interactions are not warning as excepted
- Safety briefing on client portal 2/20/24
- Active medications with a therapy start date > than 1 year in the past are not being considered in the Drug Utilization Review (DUR) drug-drug interaction checking
- Clinicians creating a new RX or renewing a medication may not be alerted to potential drug – drug interactions
- Until the issue is corrected, Altera recommends that users manually evaluate for interactions outside of TW – **please alert all clinical staff ASAP**
- A stored procedure update will be available for all product versions v21.1 and higher TBD but targeting the end of the week

Planned 2024 releases** TouchWorks EHR

2024.1 – April 5

- Copy items in banner
- Schedule at a glance
- Records destruction feature
- DUR precautions-related condition correction
- DUR precautions configuration no FH and Social HX items
- EPAM recommended Clinical desktop click call improvements
- Time zone remediation C-CDAs

2024.2 – July 23

- Windows 11 support SES
- HTI-1: Decision Support Interventions Requirements
- HTI-1: Safety-Enhanced Design Standards
- HTI-1: FHIR Endpoints Cert
- Problem terminology uplift
- AI platform endpoints
- EPAM recommended Cache

2024.3 October 29

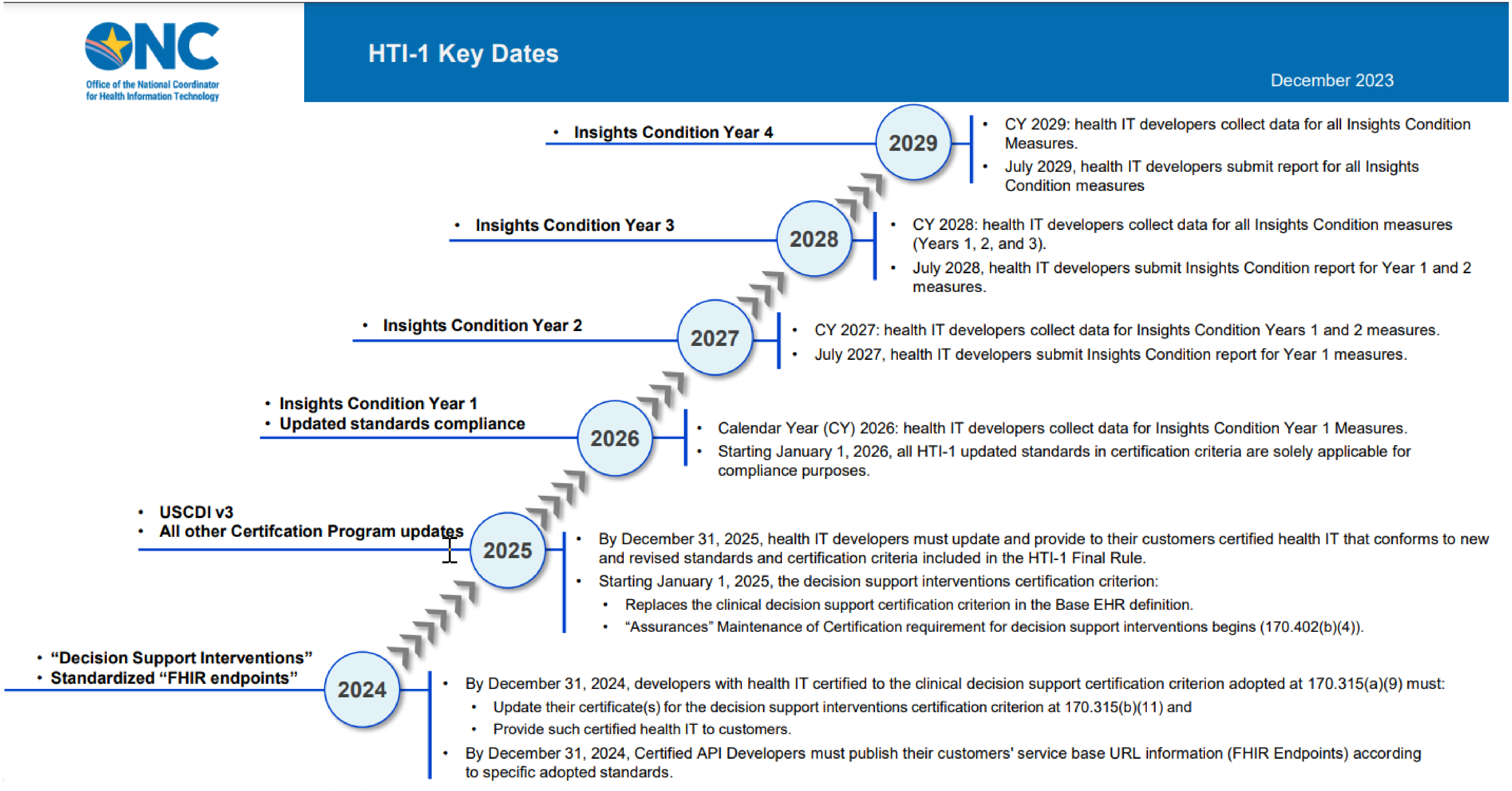
- HTI-1: Interoperability USCDI 3 _ partial
    - SDOH
    - FHIR USCDI IG v 5.0.1
- *TBD: Scan replacement*
- Alpha release new note
- Questionnaires Part 1
- HTI-1: Insight Measures Frameworks

** Nov/Dec release if needed

Release Insights

- 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.
  - Key to considering release dates
  - Example DSI:
  - Certify by 12/1/2024
    - “Fully available” GA by 12/31/2024
    - CMS deadline for live, tested upgrades (live by) 7/4/2025 – Altera is calling it June 1.
- 2024 SES
  - Windows 11 support introduced with 2024.2
  - 2024.1 - taking advantage more in 2024.2 – Updated from Minimum monitor resolution support referenced in Client Web Workstation/Monitor section of the SES to 1920 x 1080
- Scan image hosting – Plan now
- 2025 – TBD targeting release in Feb/May/Aug/Nov
- 19.4/20.1/21.1 end of support 2/24/25

HTI-1



Office of the National Coordinator for Health Information Technology

HTI-1 Key Dates

December 2023

2029

- **Insights Condition Year 4**

- CY 2029: health IT developers collect data for all Insights Condition Measures.
- July 2029, health IT developers submit report for all Insights Condition measures

2028

- **Insights Condition Year 3**

- CY 2028: health IT developers collect data for all Insights Condition measures (Years 1, 2, and 3).
- July 2028, health IT developers submit Insights Condition report for Year 1 and 2 measures.

2027

- **Insights Condition Year 2**

- CY 2027: health IT developers collect data for Insights Condition Years 1 and 2 measures.
- July 2027, health IT developers submit Insights Condition report for Year 1 measures.

2026

- **Insights Condition Year 1**
- **Updated standards compliance**

- Calendar Year (CY) 2026: health IT developers collect data for Insights Condition Year 1 Measures.
- Starting January 1, 2026, all HTI-1 updated standards in certification criteria are solely applicable for compliance purposes.

2025

- **USCDI v3**
- **All other Certifcation Program updates**

- By December 31, 2025, health IT developers must update and provide to their customers certified health IT that conforms to new and revised standards and certification criteria included in the HTI-1 Final Rule.
- Starting January 1, 2025, the decision support interventions certification criterion:
  - Replaces the clinical decision support certification criterion in the Base EHR definition.
  - “Assurances” Maintenance of Certification requirement for decision support interventions begins (170.402(b)(4)).

2024

- **“Decision Support Interventions”**
- **Standardized “FHIR endpoints”**

- By December 31, 2024, developers with health IT certified to the clinical decision support certification criterion adopted at 170.315(a)(9) must:
  - Update their certificate(s) for the decision support interventions certification criterion at 170.315(b)(11) and
  - Provide such certified health IT to customers.
- By December 31, 2024, Certified API Developers must publish their customers' service base URL information (FHIR Endpoints) according to specific adopted standards.

Finalized ONC HTI-1 Certification Requirements

Development impact/Work effort:

🔴 High 🟠 Medium 🟡 Low

Dec. 2024

Dec. 1, 2024: Certification deadline

Dec. 31, 2024:
GA deadline – ONC says software must be **“provided”** (meaning fully available to clients) by this date

July 4, 2025:
CMS deadline for delivery of live, tested upgrades

🔴 Decision Support Intervention (DSI) and Predictive Model Certification Criterion

- Includes Evidence-based DSI and Predictive DSI with Source Attributes
- Predictive DSI is limited to that "supplied by" the health IT vendor (created by or included in the solution)
- Safety-enhanced design study with client participants required for certification
- Intervention Risk Management practices required for Predictive DSI

🟠 Standard for FHIR API-related Client URL Endpoints

- FHIR resource bundle format including the Endpoint and Organization resources is required to replace the machine-readable version of publicly posted client endpoints
- Development expected to be low
- Work effort to collect and configure required client organization information is likely high

Finalized ONC HTI-1 Certification Requirements

Development impact/Work effort:

🔴 High 🟠 Medium 🟡 Low

Dec 2025

🔴 New Standard: USCDI v3 (and related standards and functionality)

- USCDI v3 finalized with no changes from proposal
- New standards versions finalized for majority of existing USCDI v1 data elements carried forward into v3
- Affects all certification criteria with C-CDA and FHIR R4 API touchpoints

🟡 Patient Demographics and Observation Certification Criterion

- Finalized 3 new sex/gender related data elements outside of USCDI v3 including:
  - Sex Parameter for Clinical Use
  - Name to Use
  - Pronouns
- These data elements are not intended for exchange

🟠 Electronic Case Reporting standards added to Certification Criterion

- Establishes standards for ECR case report creation and reportability response using either HL7 CDA or FHIR R4 Implementation Guides

Dec. 1, 2025: Certification deadline
Dec. 31, 2025: GA deadline – ONC says software must be “provided” (meaning fully available to clients) by this date
July 4, 2026: CMS deadline for delivery of live, tested upgrades

Finalized ONC HTI-1 Certification Requirements

Development Impact / Work Effort:

🔴 High 🟠 Medium 🟡 Low

Dec 2025

🟡 Patient Requested Restrictions on Use and Disclosure of Health Info

- Proposed requirements pared down significantly
- Development impact is to patient portals only
- Internet-based solution required to capture patient requests for restrictions on use and disclosure

🔴 Updated C-CDA and FHIR R4 Standards

- C-CDA Companion Guide version 4.1
- FHIR US Core 6.1.0
- SMART App Launch 2.0
- Application access token revocation within one hour of patient request

🔴 Insights Measures

- Seven measures with a total of 32 metrics finalized
- Requires development to capture any gap countable events and reports
- Initial data collection must begin 1/1/2026 with all updates to capture gap countable events and reports in place

Dec. 1, 2025: Certification deadline
Dec. 31, 2025: GA deadline – ONC says software must be "provided" (meaning fully available to clients) by this date
July 4, 2026: CMS deadline for delivery of live, tested upgrades

HTI-1 expansion of vendor administrative burden

Safety Enhanced Design	• Must complete testing of functionality by client users *prior to certification* • Related to Decision Support Intervention requirement
Real-world Testing	• Must add Decision Support Interventions functionality into annual RWT Plan, Measures and Report
API URL Endpoint Review	• Quarterly review of published client API URL endpoints to ensure they are error free related to endpoints or organization information (out of date, incomplete or unusable for 90+ days)
Predictive DSI Intervention Risk Management Practices	• Annual process including Risk Analysis and Risk Mitigation • Update of individual Predictive DSI source attributes
Insights Measures *(explicitly required by Congress)*	• Annual dev and deployment required to deliver new/revised countable events and reports • Annual data validation and aggregation of results across clients to occur January to June • Annual data submission each July

Note: Changes and functionality will be necessary on corporate solution/website for some requirements, e.g., publication of FHIR R4 API URL endpoints, specifications, sandbox, etc.

Call to action

Schedule today!

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.

EHI export released in patch 6.

Client must have patch 6 or higher by their July 2024 reporting period, which means you must take patch 7 – 22.1.7 by April 4 or plan for 2024.1 before July 4, 2024.

Federal regulatory calendar – What's coming?

Recently Released Final Rules

- ONC HTI-1 Rule: Interoperability, Information Blocking and Certification (Jan. 9, 2024)
- CMS ePrior Authorization (ePA) for items and services (Jan. 17, 2024)
  - The CMS Rule for Electronic Prior Authorization (ePA) for items and services finalized; CLIENT deadline 1/1/27

Pending Final Rules in 2024

- HHS Disincentives for Providers Who Block Information *(expected Mar or April)*

Expected Proposed Rules in 2024

- ONC Patient Access, Public Health and Prior Authorization (HTI-2) *(expected Mar or April)*
- CMS Inpatient Prospective Payment System (IPPS) *(expected April)*
- CMS Physician Fee Schedule (PFS) *(expected June)*
- CMS Outpatient Prospective Payment System (OPPS) *(expected June)*

Identify Care Gaps with VPI

Care Organizations can earn $50–75 per patient per year for completing an assessment through VPI.

VERADIGM® PAYER INSIGHTS

Help improve outcomes and minimize risk for patients with seamless care gap alerting in your EHR workflow

Gap closure is a key component of improving overall patient care and outcomes, but healthcare providers aren't always aware of every gap that exists for their patients. If documentation of those gaps is not accessible at the point of care, during the provider's normal workflow for the patient visit, the potential for positive impact on care is reduced.

> Easy to use to help close the gap in care for Health Maintenance or other gaps that the insurance is missing on the patient.

> The task that is sent is a great way to help do some pre-planning for the patient.

2024 Feedback and Mastermind Dates

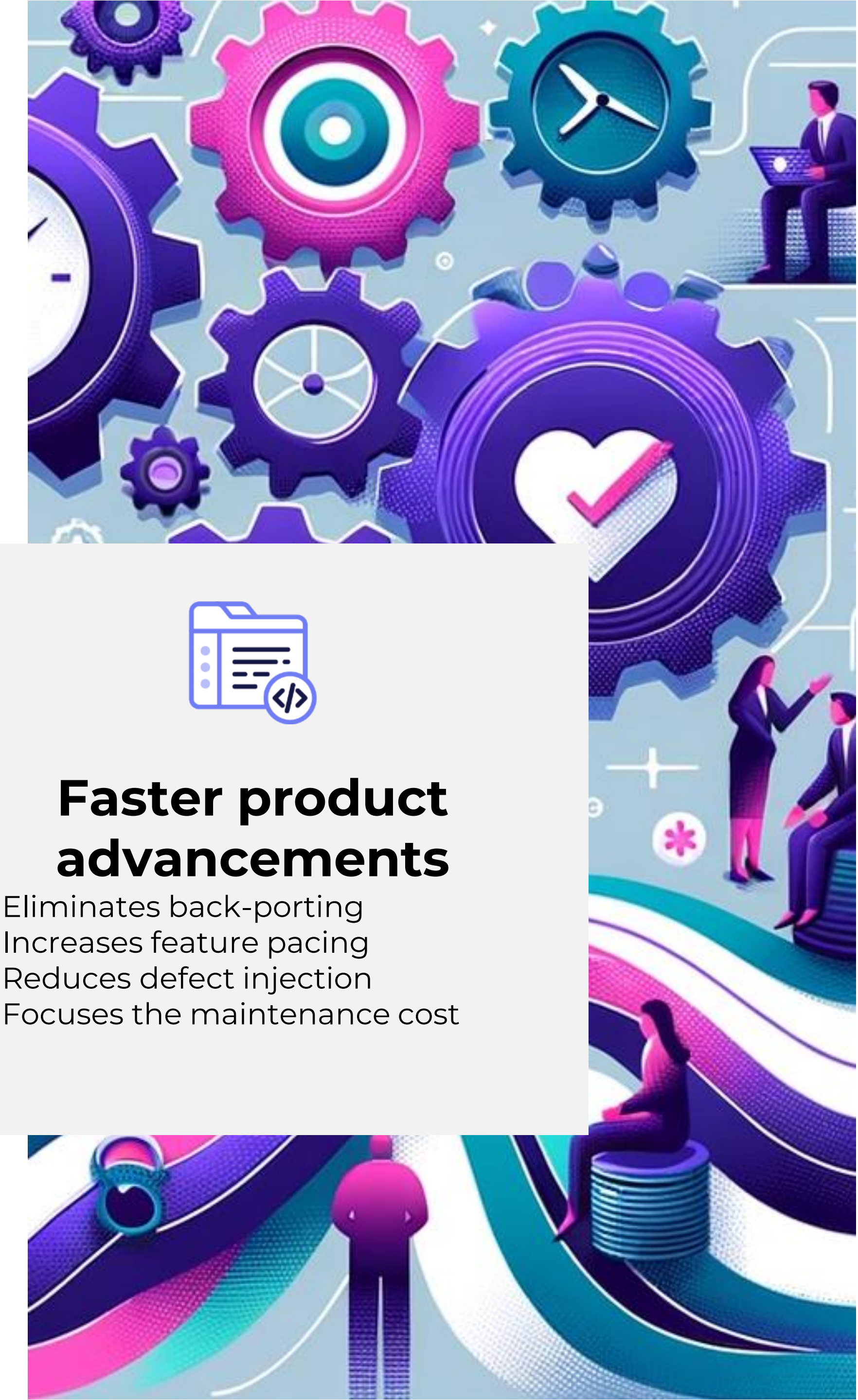
- Reminder to block your calendar now for the second Wednesday of every month
- Sign up on Client Portal

- December 2023 – no meeting
- 2024
  - January 10, 2024 – Feature feedback
  - February 14, 2024 – View recording discussing our AI strategies
  - March 13, 2024 – Feature feedback
  - April 10
  - May 8
  - June 12
  - July 10
  - August 14
  - September 11
  - October 9
  - November 13
  - December 11
- Jan. 8, 2025

What if…

Professional Services Subscription

Designed to bring you maximum value with minimal effort



Dedicated experts anytime

- Supports system administration
- Helps with application configuration
- Provides user training and support
- Delivers project assistance

Easy adoption of iterative releases

- Enables shorter projects
- Provides predictable timing
- Helps outpace regulatory deadlines
- Delivers easier training

Faster product advancements

- Eliminates back-porting
- Increases feature pacing
- Reduces defect injection
- Focuses the maintenance cost

Professional Services Subscription

Subscription

Release Services

Unlimited updates
with staging
and installation

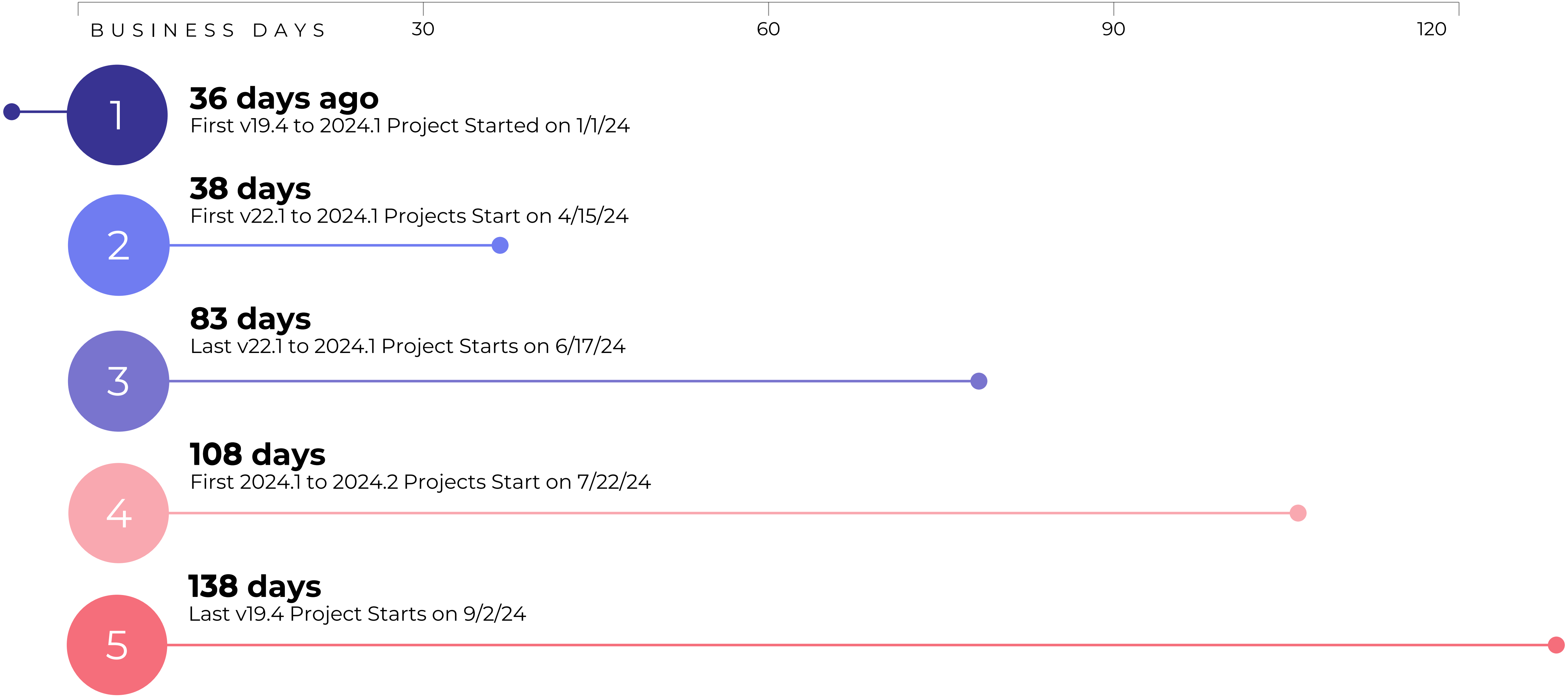
Application Consulting

Assigned technical and
application liaison for
testing, training or
project assistance

DR Consulting

Disaster recovery
planning, testing and
rapid recovery

Timing



36 days ago
First v19.4 to 2024.1 Project Started on 1/1/24

38 days
First v22.1 to 2024.1 Projects Start on 4/15/24

83 days
Last v22.1 to 2024.1 Project Starts on 6/17/24

108 days
First 2024.1 to 2024.2 Projects Start on 7/22/24

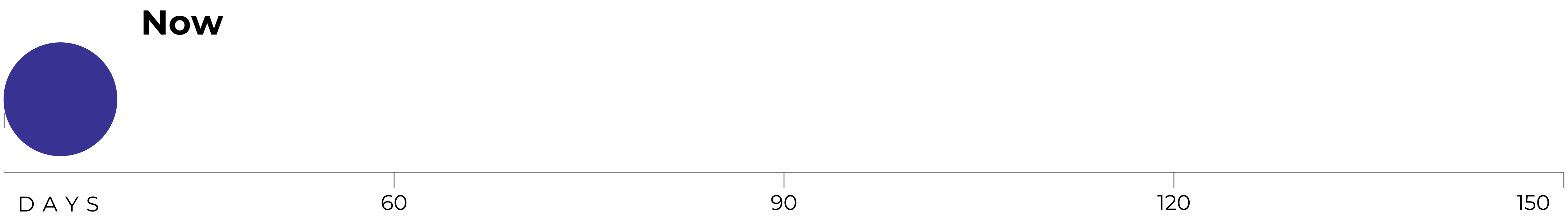
138 days
Last v19.4 Project Starts on 9/2/24

Available go-live weekends

22.1	2024.1	2024.2	2024.3
3/15	6/7	9/13	12/6
4/19	7/12	10/11	1/10/25
5/3	8/9	11/8	2/7/25

Reminders: 19.4, 20.1, 21.1 End of Life: 2/24/25

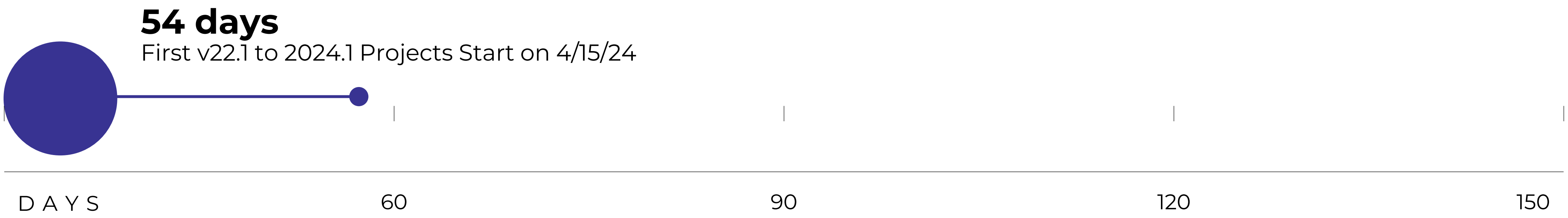
Cautions



Server 2016 is in Microsoft Extended Support

- Extended Support can be 2.5x the normal price
- 45% of TouchWorks EHR Clients have 2016 servers
- Totaling 716 servers on 2016
- Server replacements are included in the subscription as a separate project

Incentives



Subscription clients on v20 or higher that schedule a 6/7 or 7/12 activation on 2024.1 before 4/15

- No-cost onsite project visit
- Guaranteed slotting for 2024.2 and 2024.3
- Priority slotting for 2025
- 10% Percent Discount on any additional PS contracts signed in 2024

What’s next?

By the end of February, determine your path.

By the end of March, formalize your path.

Review your quote

Confirm your date

QUESTIONS?

Bringing next-level healthcare within reach

alterahealth.com