



# TouchWorks® EHR Q2 Update Webinar

*Bringing next-level healthcare within reach*

May 22, 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

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May 22, 2024

01

## Introduction

*Ben Scharfe, Executive Vice President*

02

## HCTC 2024!

03

## Product Features

*Doug Snow, SVP Client Success*

*Ranjan Gaur, VP R&D*

*Aaron Armstead, Dir. Solutions Management*

*Rob Sloan, Mgr. Professional Services*

04

## Q&A and Survey



Save the Date!

# Harris Customer Training Conference

Atlanta Marriott Marquis | Atlanta, GA  
Oct. 8 – 10, 2024



# HCTC 2024

REGISTER



**HARRIS**

For more information, please visit [www.harriscomputer.com/events](https://www.harriscomputer.com/events)



# Improving Client Communication



## Client Survey

### TouchWorks Q2 Webinar Feedback

What content would you like to see covered on our webinars?

How could we make the webinar more useful to you?

How else would you like to receive communication about important information?

Thank you for taking the time to provide your feedback.  
It is important to us as we strive to provide you **Insanely Great** service.

**Finish**



## Webinar 'Key Points' Document

### TouchWorks EHR Q1 2024 Webinar Key Takeaways

- Reminder: Support will end for TouchWorks EHR Versions 19.4/20.1/21.1 on 2/24/25

#### Planned 2024 releases\*\* TouchWorks EHR

Release	Key Points
2024.1 - April 5	<ul style="list-style-type: none"> <li>Copy item to browser</li> <li>Intuitive UI design</li> <li>Mobile responsive layout</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> </ul>
2024.2 - July 23	<ul style="list-style-type: none"> <li>Windows 11 support</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> </ul>
2024.3 October 29	<ul style="list-style-type: none"> <li>Q1 2024 release</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> <li>Q1 2024 release</li> </ul>

**Call to action**

Schedule today!

Beginning in 2024, the performance period for the R1 Category will increase from a minimum of 90 continuous days to a minimum of 100 continuous days within the calendar year.

EHR export released in patch 6.

**Client must have patch 6 or higher by their July 2024 reporting period, which means you must have patch 7 - 22.17 by April 6, or patch for 2024.1 before July 4, 2024.**

In our webinar, we highlighted the shift to subscription services, emphasizing predictable cost management and numerous advantages. These include access to dedicated experts, seamless adoption of iterative releases and accelerated product enhancements. It is time for you to schedule your upgrades, so it's important to take advantage of our open dates.

Special Incentive: Subscription clients on version 20 or newer who before April 15 arrange for their 2024.1 activation on either June 7 or July 12 will receive:

- A no-cost onsite project visit
- Guaranteed slotting for 2024.2 and 2024.3

The Q1 Webinar 'Key Points' Document is available at:  
<https://go.alterahealth.com/2024touchworksclientseries>

go.alterahealth.com/2024touchworksclientseries

### 2024 Webinars

#### TouchWorks EHR Q1 Update Webinar

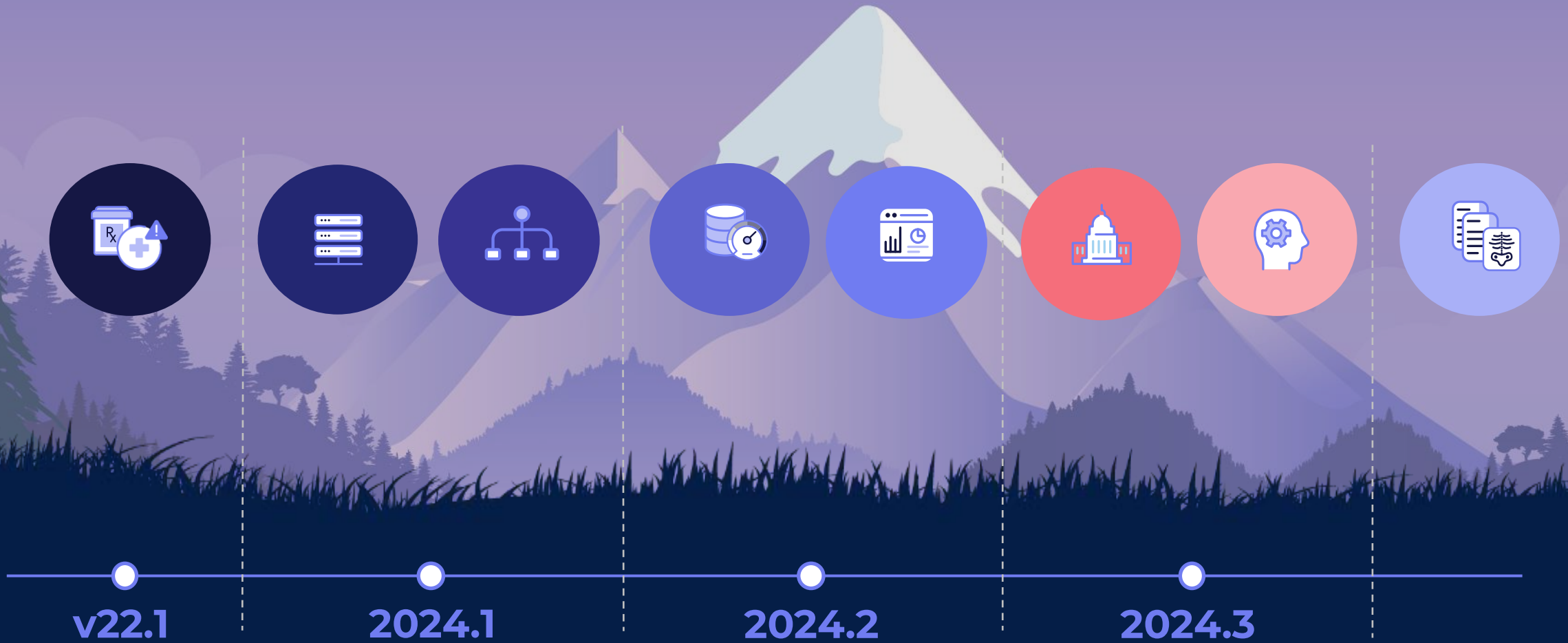
Wed February 21 | 12 PM ET

We invite you to join us for the Q1 Update webinar on Feb. 21 at 12 pm, ET. The TouchWorks EHR leadership team will share critical 2024 business strategic updates and release plans. During the webinar, our team will present the new strategic framework aimed at providing ongoing support to our clients through reliable and innovative technology. They will also cover important regulatory information and new professional subscription offerings.

[Watch the Recording](#) [Download the Deck](#) [View the Summary](#)



TouchWorks EHR:  
Product  
Features

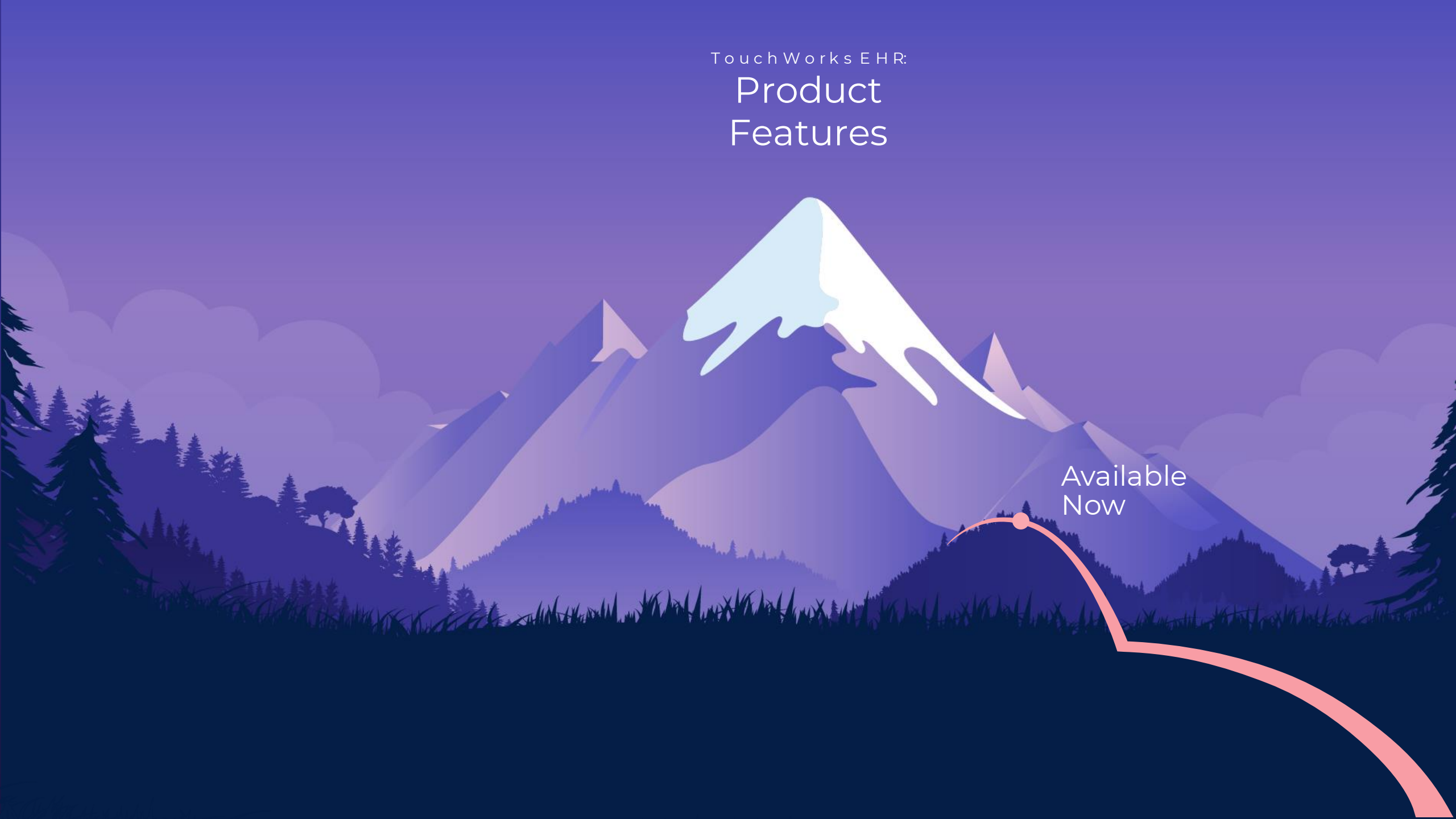




TouchWorks EHR:

# Product Features

Available  
Now





# Available Now



## **No-Cost Insights**

v22.1 (opt.)  
2024.1 (incl.)



## **Control & Manage Plane**

Windows  
2024.1

## **Ansible**

Linux  
2024.1



Available  
Now



No-Cost  
Insights



# Identify Care Gaps with VPI

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



## VERADIGM<sup>®</sup> 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.





# Real-Time Prescription Benefits with RxTruePrice

**RxTruePrice (RxTP)** delivers patient-specific health plan or pharmacy benefit manager (PBM) pricing, cash pricing, therapeutic alternatives, and competitive prices at different pharmacies directly within the TouchWorks workflow.



“Poor medication adherence takes the lives of 125,000 Americans annually, and costs the health care system as much as \$300 billion a year in additional medical appointments, emergency department visits and hospitalizations.”

American Heart Association

- Reduce out-of-pocket costs for patients
- Fewer surprises at the Pharmacy counter
- Increase Medication Adherence
- Better experience for everyone





Available  
Now

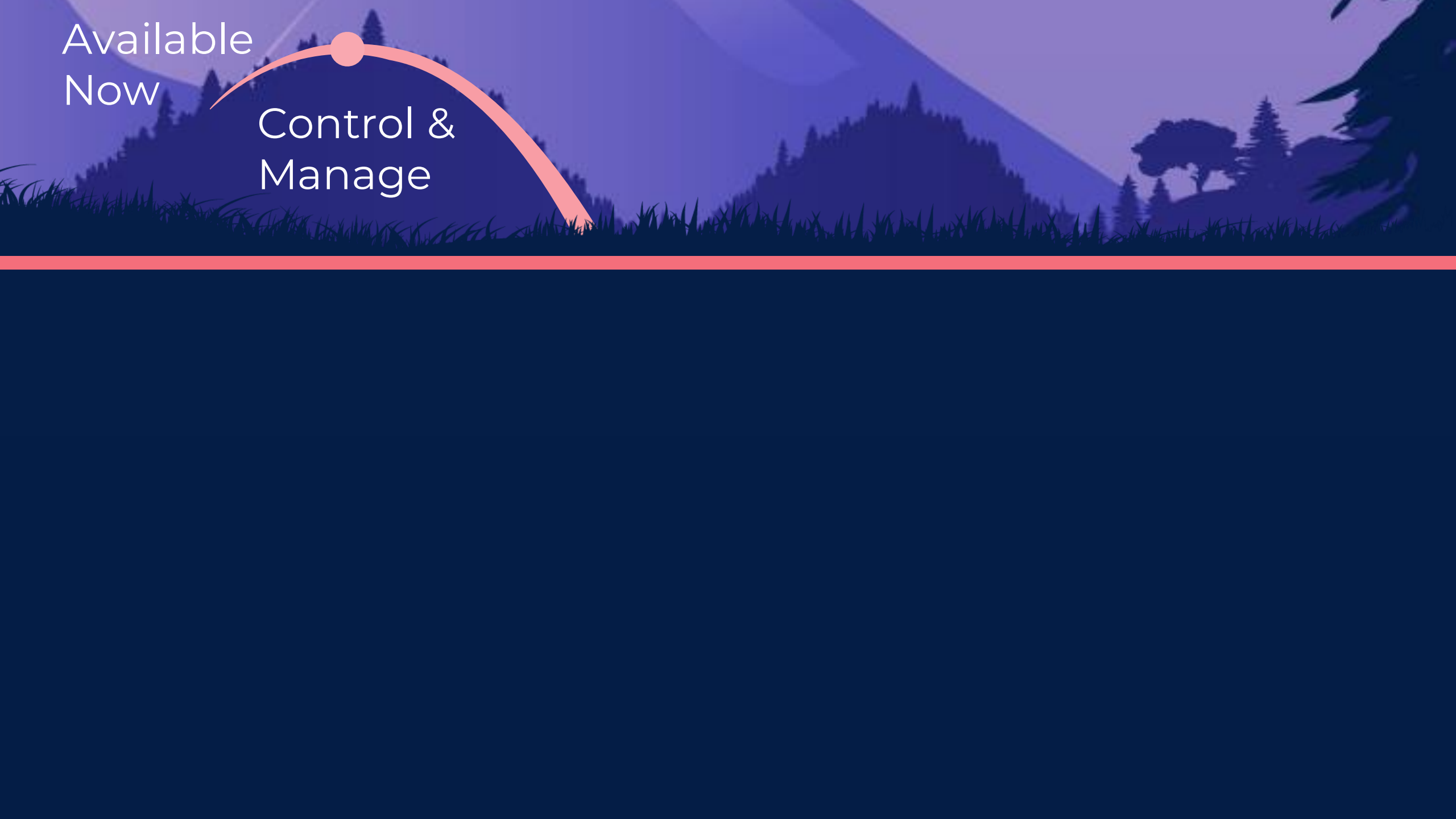


No-Cost  
Insights



Available  
Now

Control &  
Manage

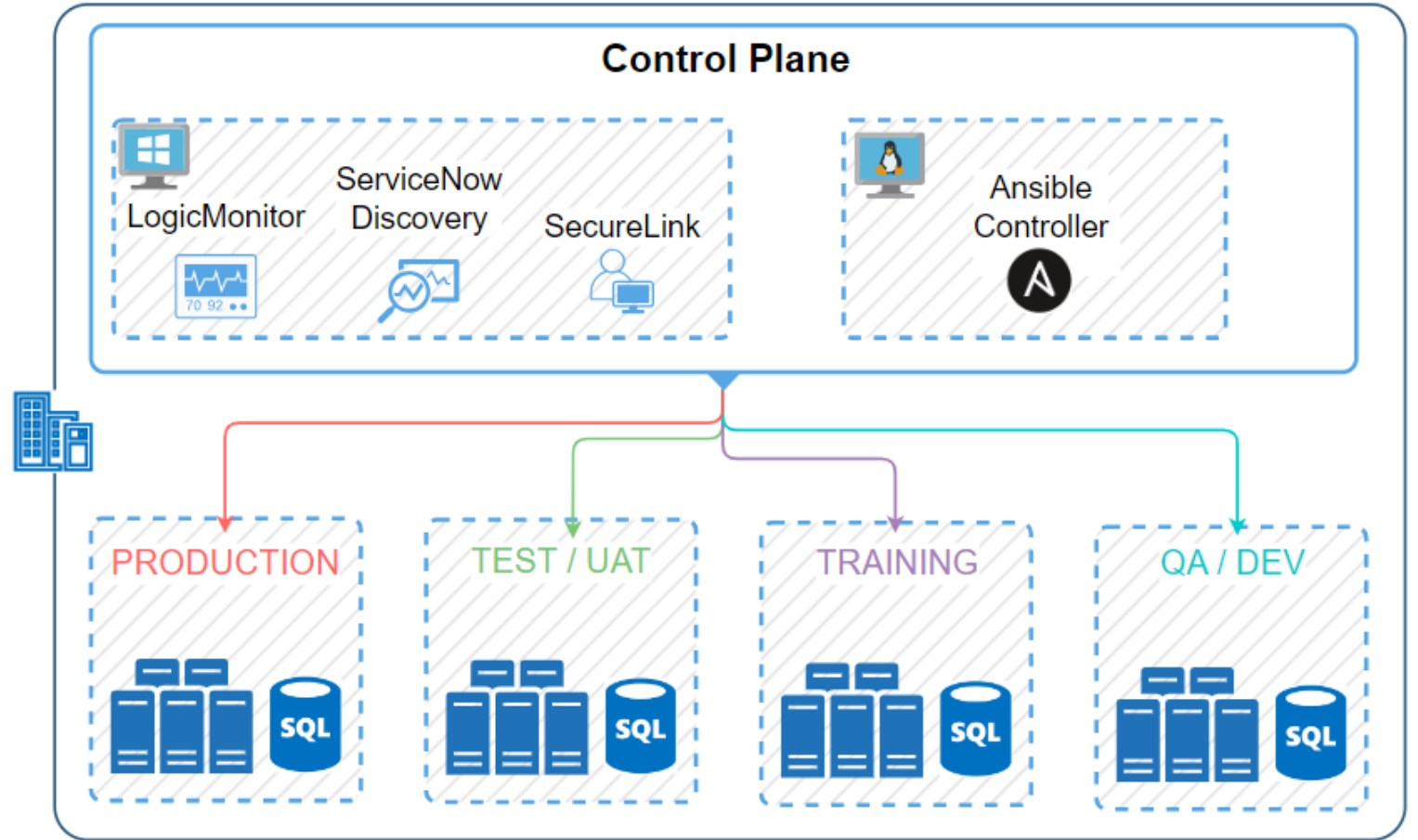




# Control Plane



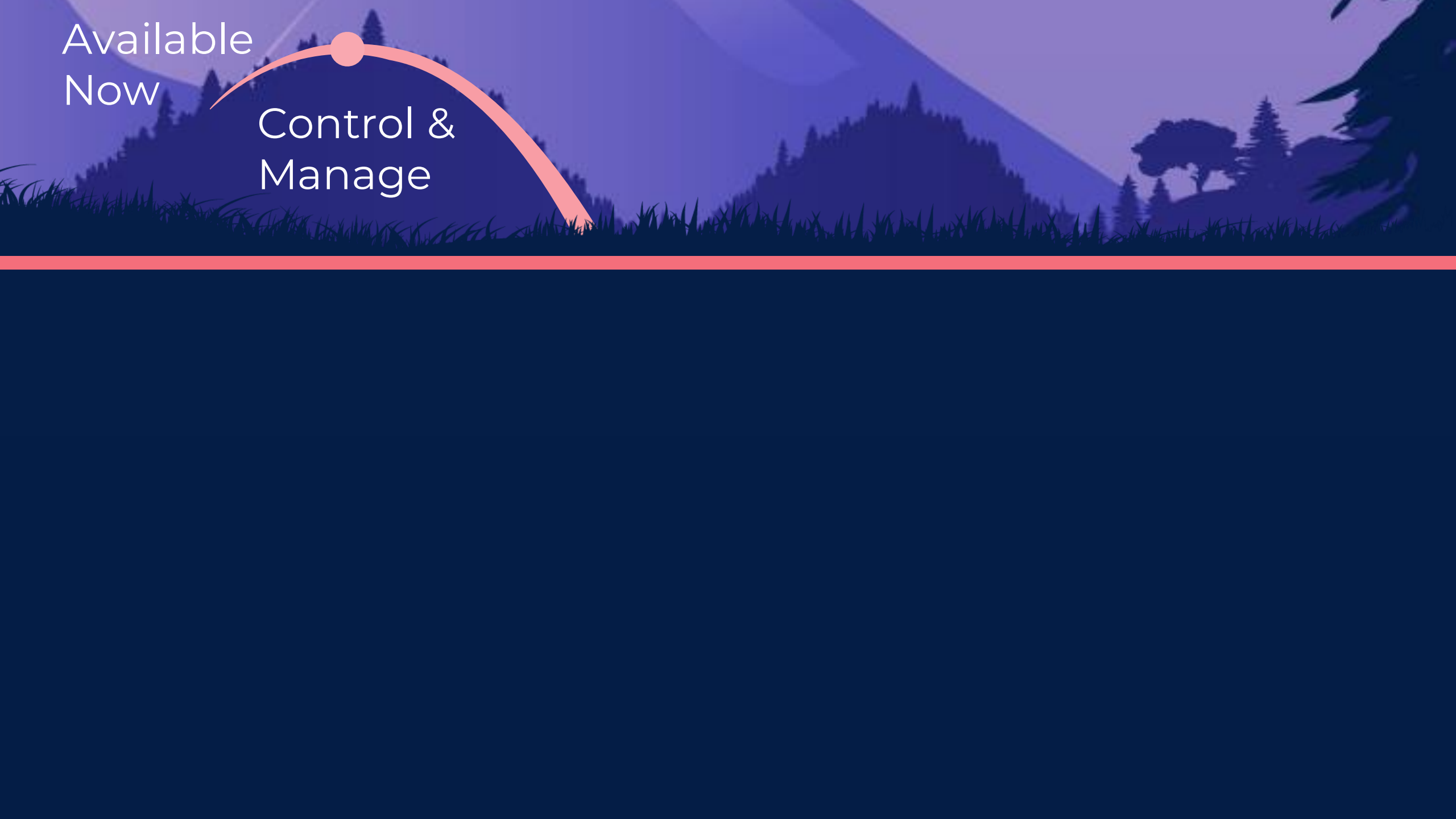
- Automated IT Operations (Ansible)
- Realtime Application Monitoring (LogicMonitor)
- Configuration Management & Service Mapping





Available  
Now

Control &  
Manage



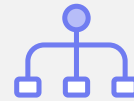


# Available Now



## **No-Cost Insights**

v22.1 (opt.)  
2024.1 (incl.)



## **Control & Manage Plane**

Windows  
2024.1

## **Ansible**

Linux  
2024.1

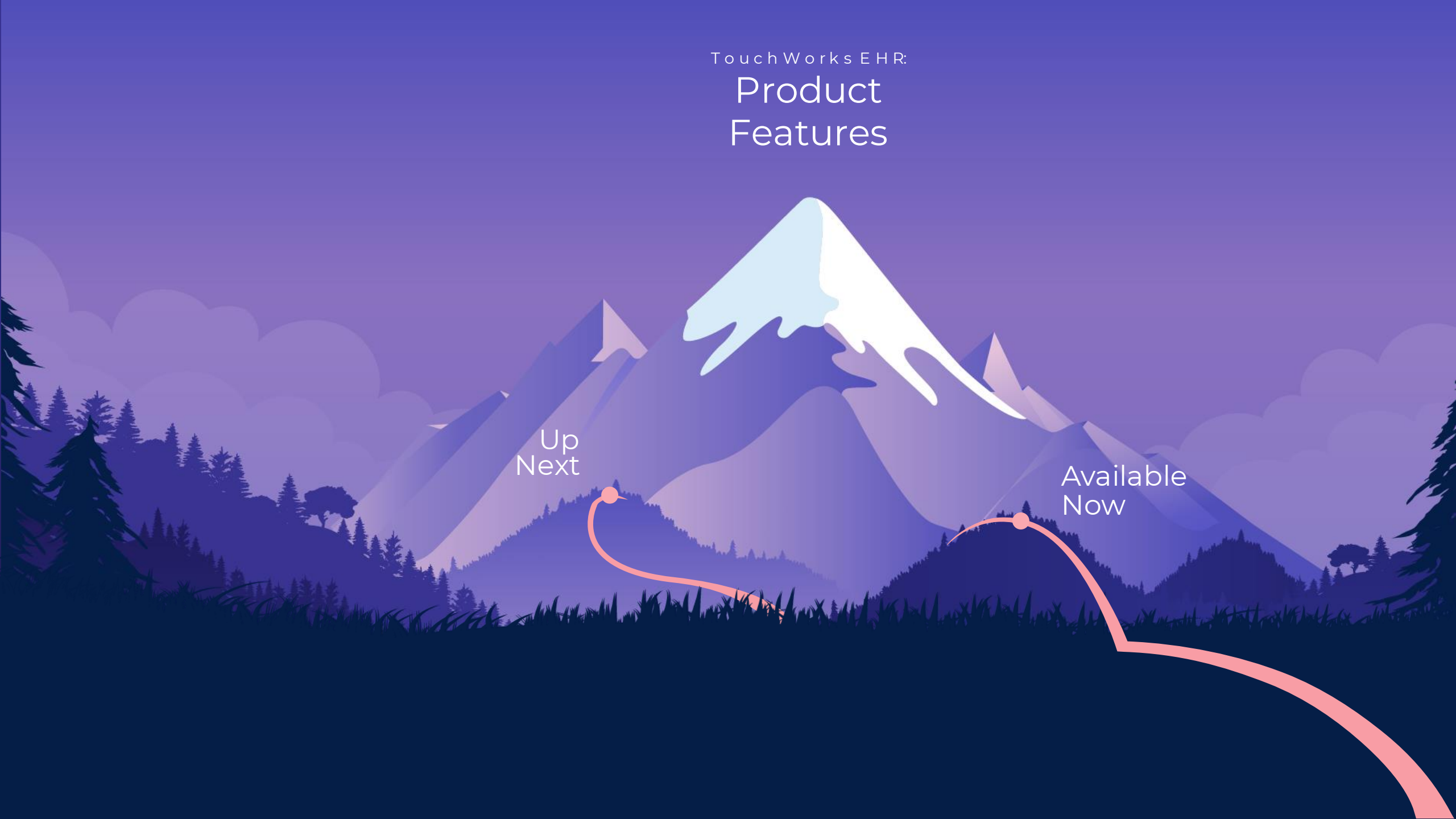


TouchWorks EHR:

# Product Features

Up  
Next

Available  
Now





Up  
Next



## **Distributed Caching**

2024.2





Up  
Next



Distributed  
Caching

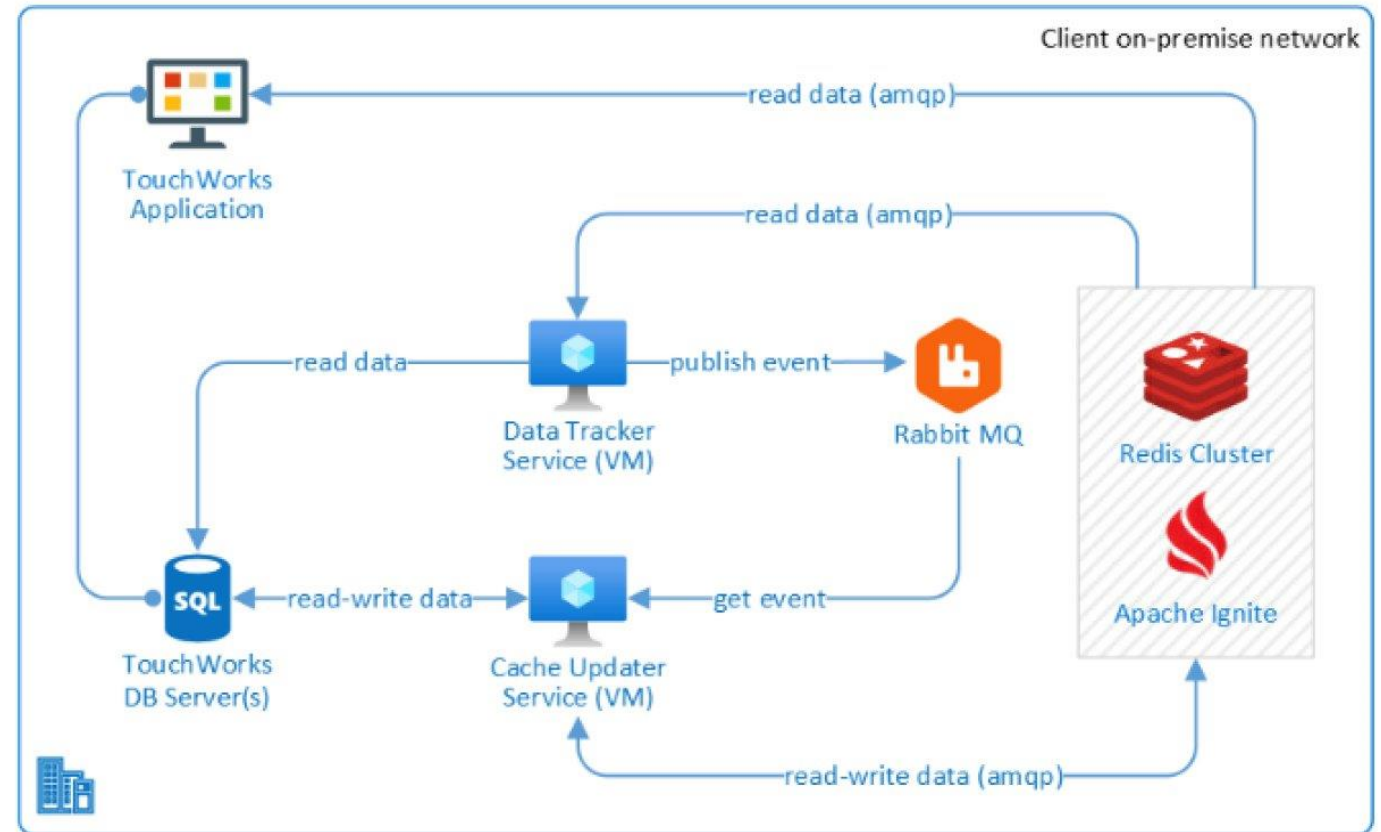


# Faster TouchWorks EHR performance with Distributed Cache Solution Coming in 2024.2 Release (July 2024)



## Benefits:

- Reduces load for SQL server by providing cached data to support requests demand in
  - Medications
  - Allergies
  - Problems
  - Orders
  - Results
- Runtime On/Off switch for IT teams
- Response time in about 100 milliseconds range





Up  
Next



Distributed  
Caching



Up  
Next



Codename  
Missouri



# Codename Missouri





Up  
Next



Codename  
Missouri



Up  
Next



## **Distributed Caching**

2024.2





TouchWorks EHR:

# Product Features

Up  
Next

Coming  
Soon

Available  
Now





Coming  
Soon



### **Regulatory**

2024 PI Reporting  
Call Outs

Seeing the Future

Shared Regulatory  
Focus



### **A.I. Note**


February 21<sup>st</sup>  
Feature Feedback  
Session



### **Integrated Scan**

Selection Process  
Changed Timeline



A stylized landscape illustration featuring a dark blue silhouette of grass at the bottom. Above the grass is a light purple sky with abstract, geometric mountain shapes in shades of white and light purple. A curved orange line with a circular end point is positioned to the left of the 'Coming Soon' text.

Coming  
Soon

Regulatory



# Electronic Case Reporting (eCR) Update



The 2015 Cures Update Edition mandated the integration of automatic functionalities to facilitate the electronic sharing of health data related to specific diagnoses with public health authorities.

Example: Diagnosis = COVID, TouchWorks EHR must automatically send this predefined diagnosis information to the state's public health agency. States use the data for tracking diseases, taking necessary actions, and more.



- Phases 1 – 5 to achieving CDC Certification
  - Phases 1 and 2; Achieved ONC Certification, done!
  - **We are here!** Phase 3, CDC Certification,
  - Phase 4, BETA Testing w/Clients.
  - Phase 5, “GA / Rollout”.

## Call Outs

- Can only "GA" once CDC certification achieved.
- Each state likely different, requirements for onboarding with state's public health agencies are **NOT** universal!



# Promoting Interoperability (PI)

## 2024 Reporting Year

### Key Announcements / Reminders



- CMS Requires you to use a certified solution.
- Must be on v22.1.6 or higher
- Need to upgrade?
- Schedule with your Client Success Executive (CSE)
- Recommending by June 1st, be on v22.1.6 or higher!



#### - REMINDER -

- 180-Day Reporting Period, starts July 4th
- Reiterating ...
  - o updating by June 1st,
  - o v22.1.6 or higher!



#### - 2024 MIPS reporting mandate -

### ***SAFER Guides***

-Must Attest "Yes" to self-assessment, **High Priorities Practices** guide!

- Same attestation practices as ...
  - o Prevention of Info Blocking
  - o ONC Direct Review
  - o Security Risk Analysis

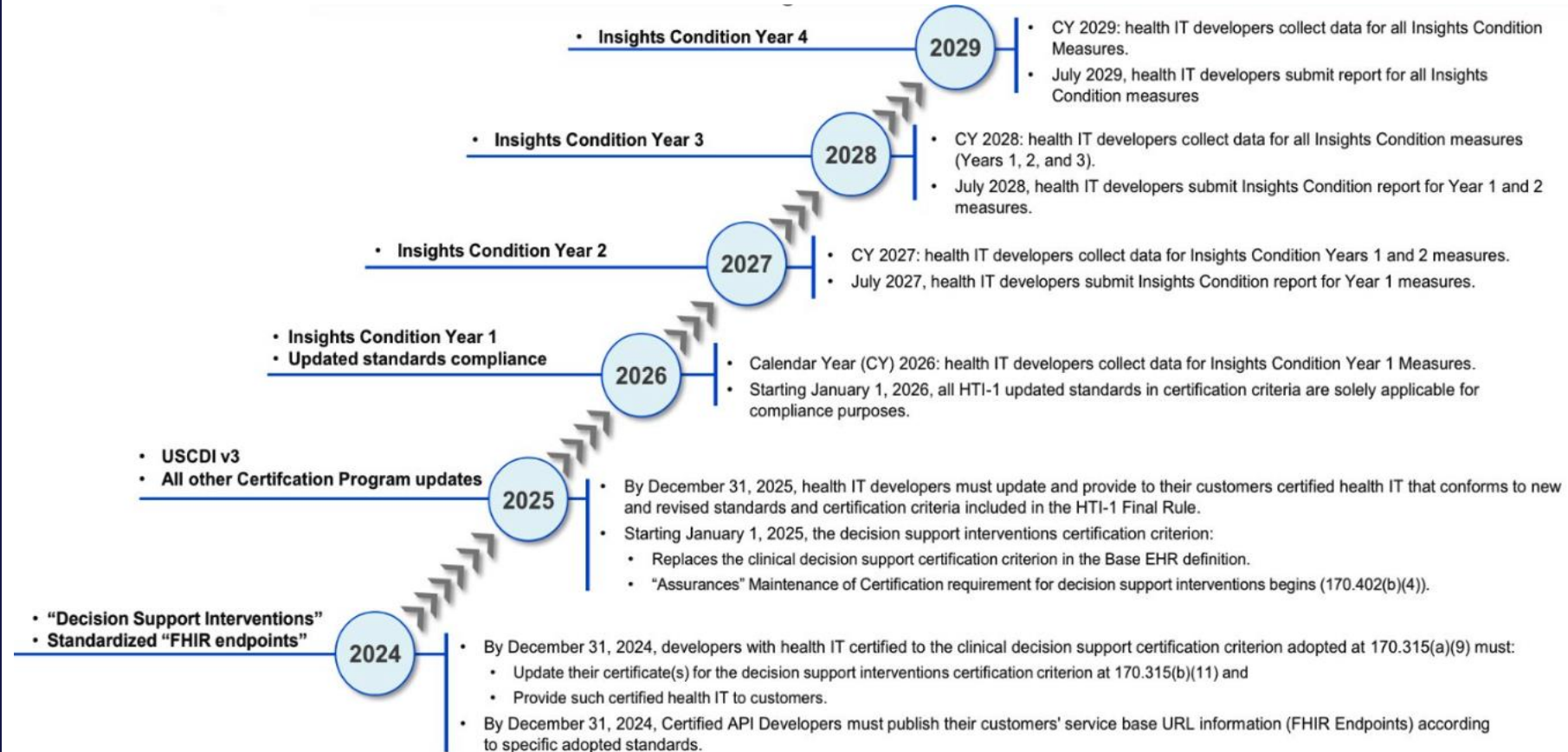
Likely, will require collaboration between us.  
You have **Consulting Subscription?** Your IC will work with you.



# ONC HTI-1 Certification Program

## Rolling Criteria = Multiple Upgrades

### It's not JUST TouchWorks EHR!





# 2024 ONC HTI-1 Certification Requirements

2024, 2024.3  
Release

## Regulatory Value Coming in 2024.3 Release; 2025 PI Reporting Cycle

### Upgrade Plan:

Plan now for upgrading to v2024.3, release tentatively scheduled **October 2024**.

### Dec. 1, 2024:

Certification Deadline.

### Dec. 31, 2024:

GA deadline – ONC "make available" date [software must be fully available to clients].


### July 4, 2025:

Promoting Interoperability Reporting begins.

Upgrade no later than June 1, 2025.

### Decision Support Intervention (DSI) Certification Criterion

- Includes Evidence-based DSI and Predictive DSI with Source Attributes
- Safety-enhanced design study with client participants required for certification

 High Development Impact

### Standard for FHIR API-related Client URL Endpoints

- Health IT developers must align with established standards and publish service base URLs.
- Mandates Health IT developers update and maintain FHIR endpoints
- Collect, configure required client organization information

 Low Development Impact



# 2025 ONC HTI-1 Certification Requirements

## 2025, 2025.x Release Cycles

## Seeing the Future, Regulatory Value in 2025.x Release



High Development Impact

### New Standard: USCDI v3

- New data classes, 42 new data elements
- Affects all certification criteria with C-CDA and FHIR R4 API touchpoints



Low Development Impact

### Patient Demographics and Observation Certification Criterion

- Adding 3 new sex/gender data elements [not covered by USCDI v3]
  - Sex Parameter for Clinical Use
  - Name to Use
  - Pronouns
- These data elements are not intended for exchange (yet)



Medium Development Impact

### 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 "make available" date [software must be fully available to clients].
- **Upgrade Date:** recommending, no later than June 1, 2026
- **Reporting Dates: July 4, 2026,** Promoting Interoperability Reporting begins.



2025

# ONC HTI-1 Certification Requirements

2025, 2025.x  
Release  
Cycles

## More Information, Release 2025.x

● Low Development Impact

### Patient Requested Restrictions on Use and Disclosure of Health Info

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

● High Development Impact

### 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

● High Development Impact

### Insights Measures

- Seven measures with a total of 32 metrics finalized
- Requires development to capture various countable events throughout the application base.

- **Dec. 1, 2025:** Certification Deadline.
- **Dec. 31, 2025:** GA deadline – ONC "make available" date [software must be fully available to clients].
- **Upgrade Date:** recommending, no later than June 1, 2026
- **Reporting Dates: July 4, 2026,** Promoting Interoperability Reporting begins.



REGULATORY FOCUS, COLLABORATIVE COMMITMENT

# WE ARE IN THIS TOGETHER!

Not a just slogan, it's "OUR" Culture!



Rolling Criteria / State  
Legislations

1

General Regulatory Focus

2

3

Overcommunicate, partnered  
collaborations.

4

Leads to having ...  
**Regulation Rallies**



# TouchWorks EHR's

## “Regulation Rally”

### Tune In and Team Up



- Date: June 13, 2024
- Time: 11am – Noon CST
- Agenda: Mixture of Regulatory Topics
- \*[Registration Link](#)



# Regulatory Recap ...

## Rolling Criteria + Constant Development = Continuous Releases

### 2025.1 and forward

Future releases will contain:

- USCDiv3
- Patient Demographics
- Updated CCDA / FHIR Standards
- Minimum Standards Update
- Insights Measures

### Coming Soon to a Theater Near you...

2024.3 will contain...

- 2024 ONC Certification Requirements [DSI and FHIR Publication Work]
- Plan now to upgrade

### Where do you NEED to be now ...

On V22.1.6 or higher ...

- contains EHI Export and all other certified requirements.

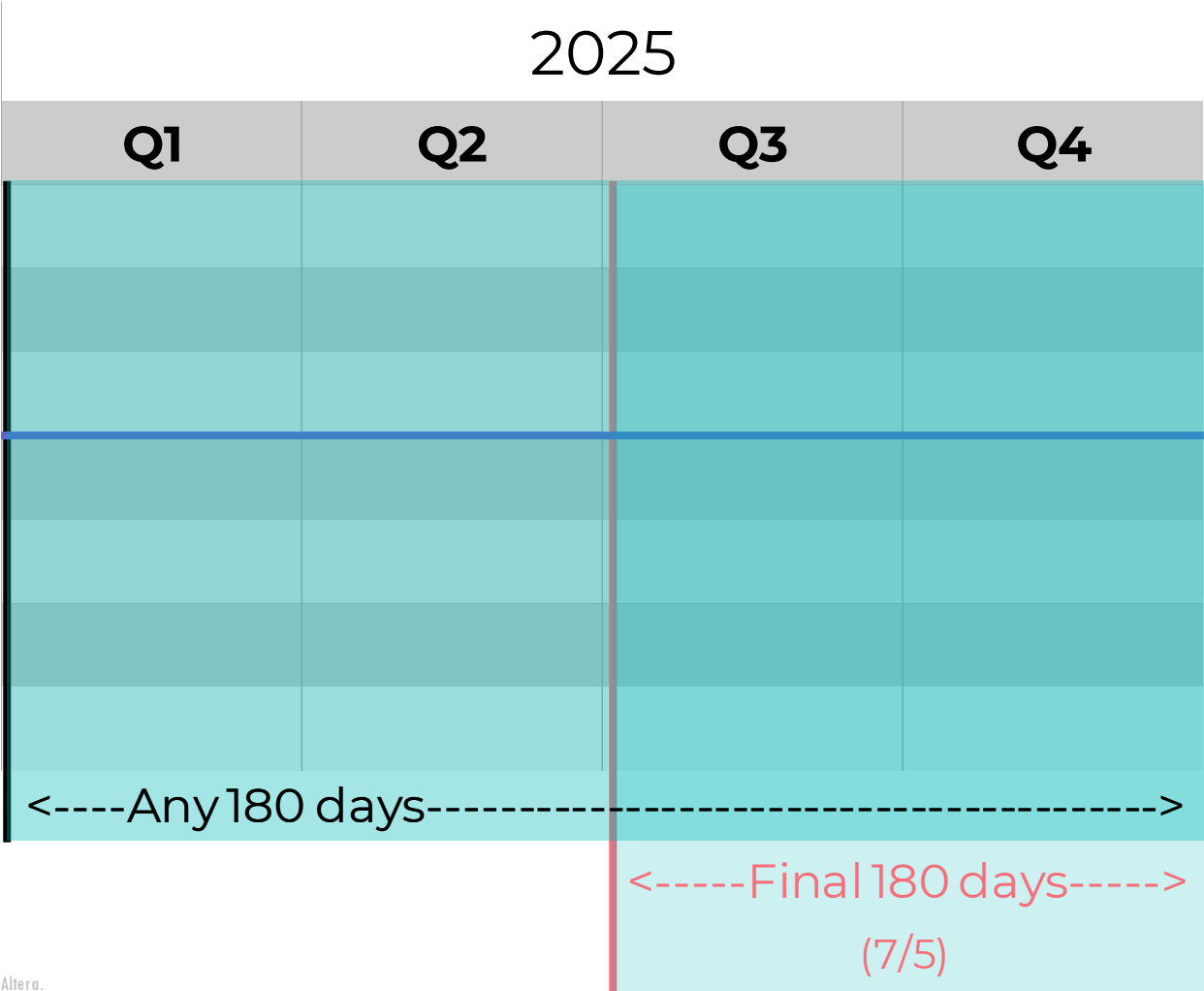
**Planning ahead!**

**Back to the Future**



# 8-Week\*+ Project Timing for 2025 Reporting

Maximize Your Regulatory Results by Maximizing Your Reporting Window

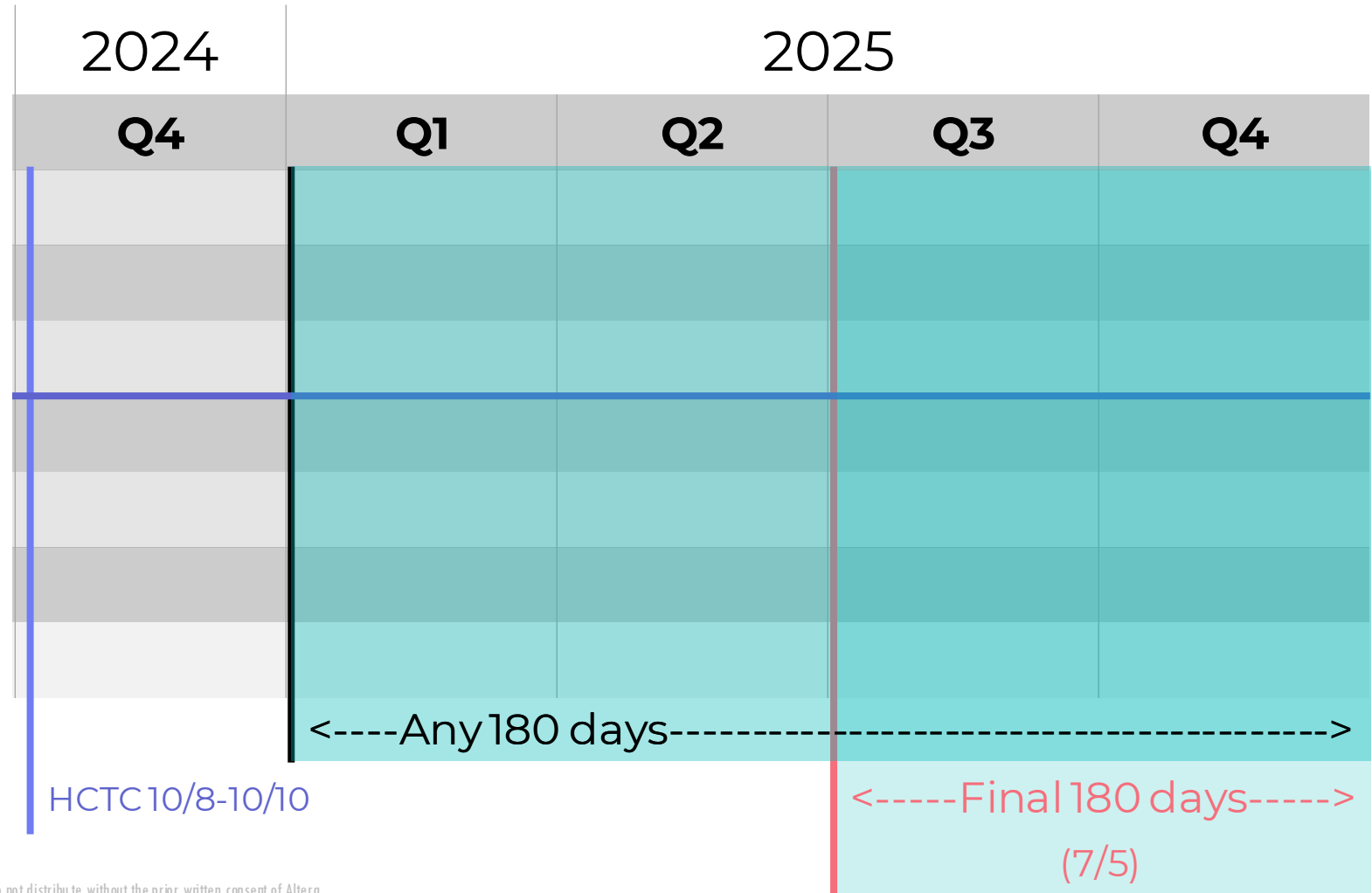


\*v22+ clients; in-place only  
+v19.4 client projects require 20+ weeks



# 8-Week\*+ Project Timing for 2025 Reporting

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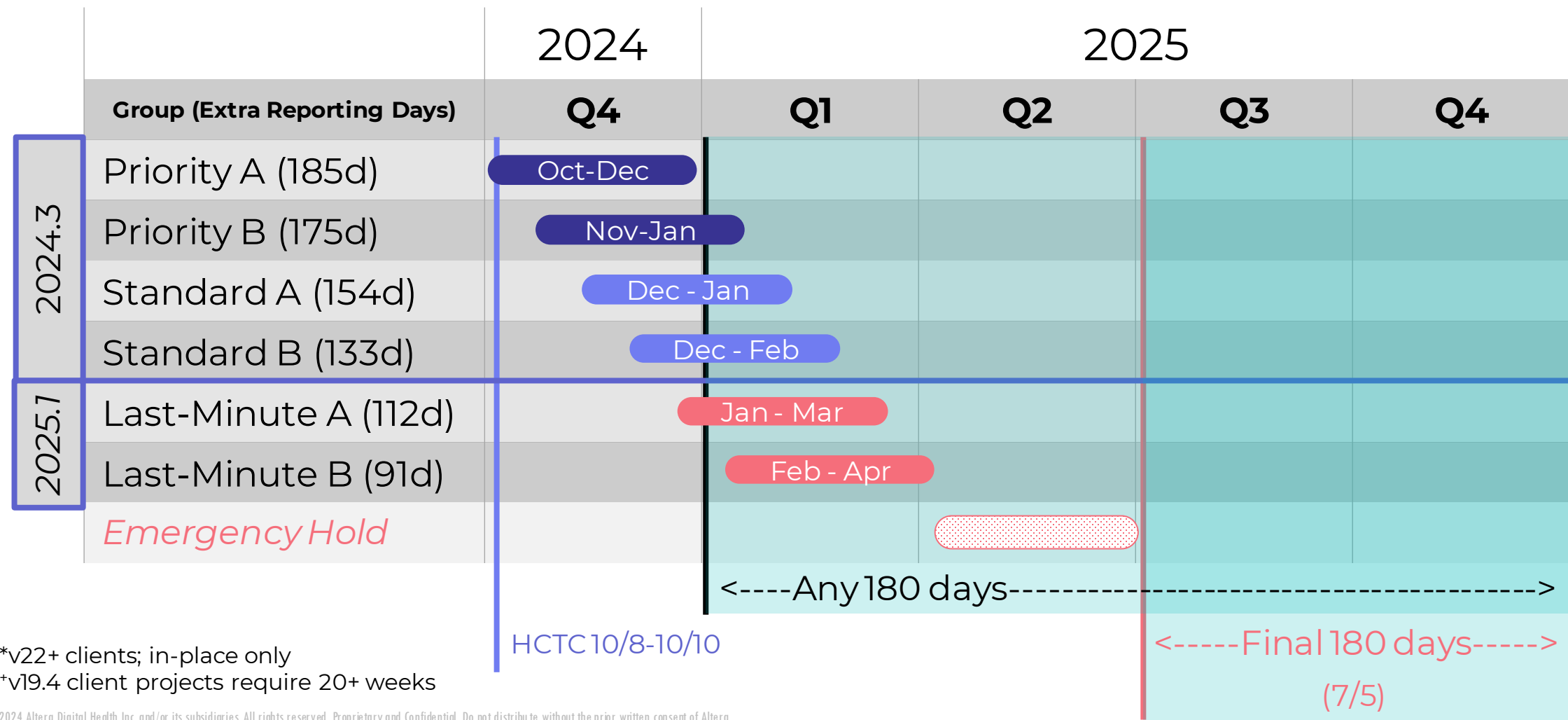


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# 8-Week\*\* Project Timing for 2025 Reporting

Maximize Your Regulatory Results by Maximizing Your Reporting Window



\*v22+ clients; in-place only  
\*v19.4 client projects require 20+ weeks



# Project Timing for 2025 Reporting

Scheduling Closes Friday August 30, 2024

## Priority Dates

<b>2024.3</b> Project Kickoff: <b>10/21/24</b> Activation Weekend: <b>12/13/24</b>
<b>2024.3</b> Project Kickoff: <b>11/18/24</b> Activation Weekend: <b>1/10/25</b>


## Standard Dates

<b>2024.3</b> Project Kickoff: <b>12/9/24</b> Activation Weekend: <b>1/31/25</b>
<b>2024.3</b> Project Kickoff: <b>12/30/24</b> Activation Weekend: <b>2/21/25</b>

## Last-Minute Dates

<b>2025.1</b> Project Kickoff: <b>1/20/25</b> Activation Weekend: <b>3/14/25</b>
<b>2025.1</b> Project Kickoff: <b>2/10/25</b> Activation Weekend: <b>4/4/2025</b>






Coming  
Soon

Regulatory





Coming  
Soon

Integrated Scan &  
A.I. Note



# Integrated Scan



**Delayed to architect  
for lower client costs**



**January Feature  
Feedback Session**

- Watch the [recording](#)
- Also available on Client Portal



**More to Come,  
target 2025.1 release**



# A.I Note

»

Menu

Schedule

PTB

Tasks

Inbox

19

68

Doc Tasks

Worklists

Pt Lists

Site Map

Jones, G 2-24-72

COOPER, Pierce S.  
12-May-1962 (61y) M

OMRN 240305203341320  
Cell  
AKA

Directives  
Home (888) 833-1412  
PCP Allscripts, Family Medicine

For Jennifer DeWolf-Postelnicio | Supv John Trischitta | Sp PEDS | @ UVM South End Center Pearl Street

EMRN 240305203341320  
Insurance Allscripts Insurance  
Home Chart

Mary-Beth Green-Thornton  
Email pscooper@goo...  
Work (888) 833-9912  
SSN

SIGN OUT

AI NOTE

CHART

CHARGE

Search

Browse

Prompt

View

Tools

Sign

Sign & Charge

Save

Save & Close

00:08:15

Resume Recording

Transcript

CC

HPI

PMH

PH

ROS

PE

ASSESS

PLAN

TESTS

THRPY

Chief Complaint

Patient presents with complaints and experience of heart worries and symptoms.

History of Present Illness

61 year old man. Works as IT manager, reports no specific medical complaints. However, he does have a family history of hypertension and hypercholesterolemia. He is concerned that he may have high blood pressure and high cholesterol. While participating in a particularly contentious meeting at work he noticed a tightness coming over his chest last week. It frightened him, and he immediately stopped and tried to relax, and it went away. It went up into his throat, it did not go down his arm, but he did notice that he began to perspire a bit. The whole episode lasted about five minutes. He noticed he was very tired the rest of the day, and went home on time for a change. He did not notice any palpitations, or dizziness. By the time he reached home he was fine, and did not mention it to his wife. I

Past Medical History

chest pain on a roller coaster a year ago patient not observed to collapse no reported previous cardiac problems reported test - previous blood pressure not high reported test - cholesterol not high no diagnosis of stroke syndrome no diagnosis or rhythm disorder

Personal History

current diet high in salt not smoking quit 5 years ago sedentary cigarette smoking for 30 years pack - years no drug use current diet high in cholesterol

Review of Systems

Encounter Background Info: medication list reviewed

Systematic Symptoms: no recent weight loss no recent weight gain

Head Symptoms: no headache

Cardiovascular Symptoms: chest pain no palpitations

Pulmonary Symptoms: no difficulty breathing wheezing 5 weeks ago for 3 days

GI Symptoms: no nausea no vomiting : not blood no abdominal blood no diarrhea constipation occasional

Endocrine Symptoms: excessive sweating feelings of weakness

Neurological Symptoms: no dizziness no vertigo no fainting no memory loss

Musculoskeletal Symptoms: knee joint pain - occasional

Favorites

Multi-System

Swallowing Screening

Fall Risk Assessment

Bladder Dysfunction Assessment

Document Scoring

Quality Measures

Last appointment: 21-Nov-2019

Next appointment with me: 18-Jan-2020

NOTES

Office Visit 07-May-2019 Jones, Gran...

Office Visit 15-Apr-2019 Jones, Gran...

Education Note 07-Apr-2019 Jones, Gran...

Patient Clinical Summary 01-Mar-2019 Beaudreax, G...

Hospital Note, ER Summary 24-Feb-2019 Chaisson, G...

Office Visit 15-Jan-2019 Jones, Gran...

CURRENT MEDS

Amoxicillin 500 MG Oral Tablet

Flovent HFA 110 MCG/ACT Inhalation

Nitroglycerin 0.4 MG Sublingual Tablet

Lisinopril-hydroCHLO... 20 MG Oral Capsule Dela...

Omeprazole 40 MG Oral Tablet

Atorvastatin Calcium 70 MG Oral Tablet

Alendronate Sodium 10-1000 MG Oral Tablet E...

Synjardy XR Oral Tablet Delayed

Aspirin EC 81 MG

RESULTS

Blood Glucose

Hb A1c

Lipid Panel

MRA, Upper Extremity, w & w/o contrast

Diverticulosis of intestine

Lipid Panel

Lipid Panel

CURRENT ORDERS

ACTIVE PROBLEMS

Acute Pharyngitis

Asthma, mild persistent

Benign polyps of the large intestine

Chronic stable angina


Diverticulosis of intestine

Essential hypertension

Gastroesophageal reflux disease

Watch the demo from the February Feature Feedback session: [AI Note Demo Recording](#)






Coming  
Soon

Integrated Scan &  
A.I. Note





Coming  
Soon



### **Regulatory**

2025 Reporting

2024.3 Project  
Timelines



### **A.I. Note**

February 21<sup>st</sup>  
Feature Feedback  
Session



### **Integrated Scan**

Selection Process  
Changed Timeline



TouchWorks EHR:

# Product Features

Up  
Next

Coming  
Soon

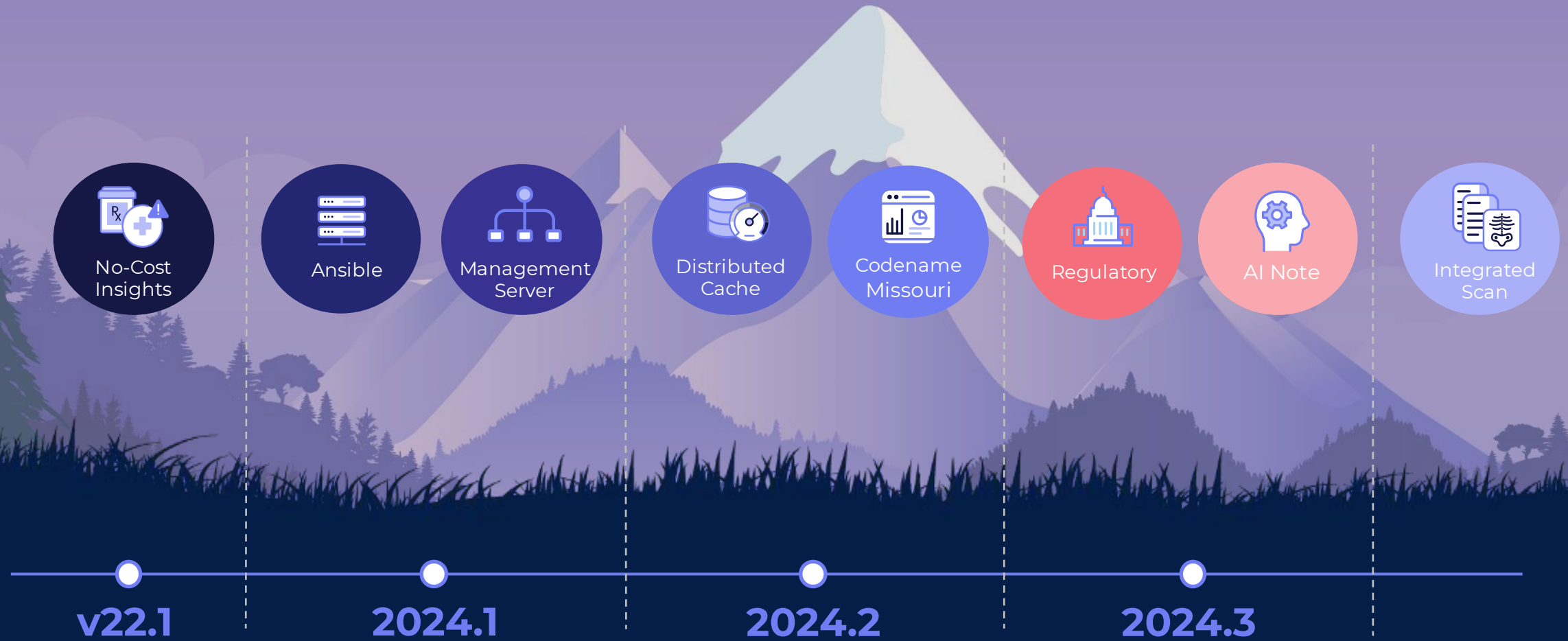
Available  
Now





TouchWorks EHR:

# Product Features















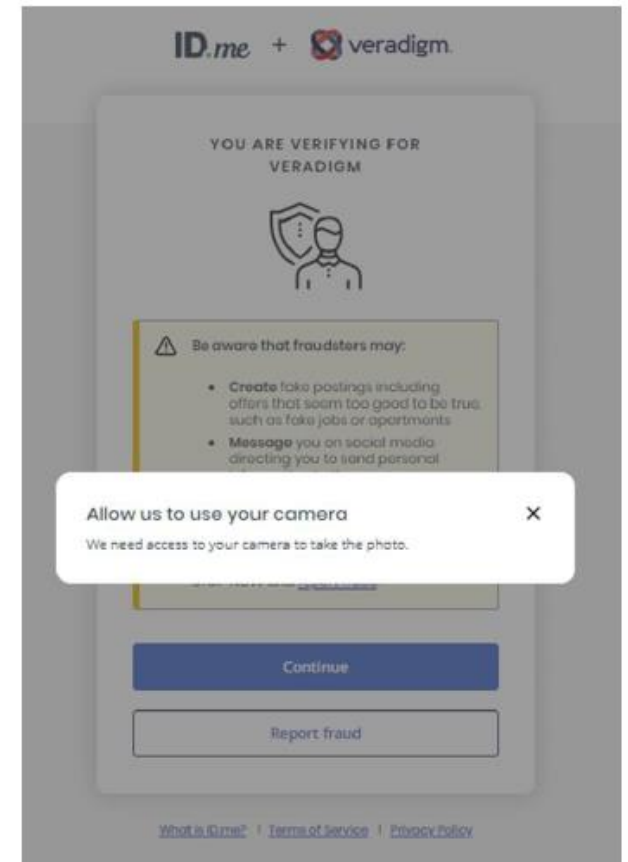
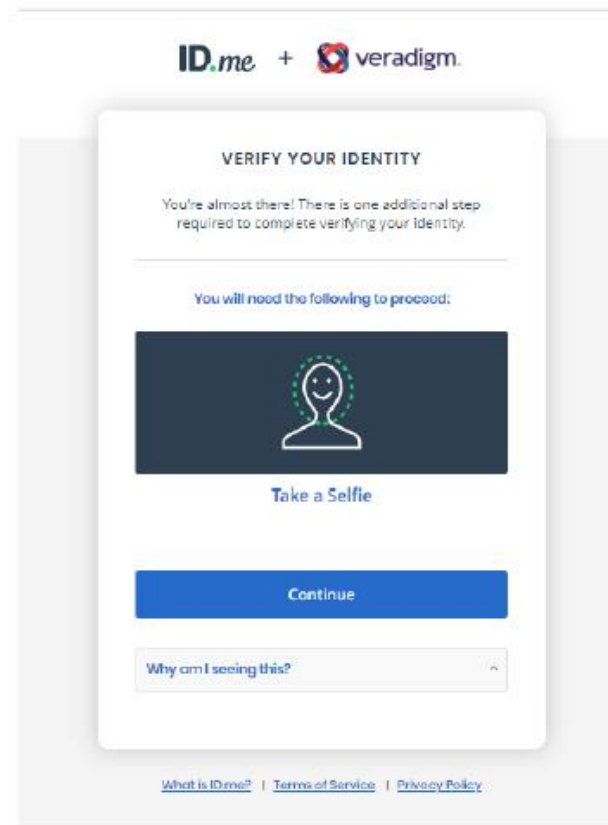


# Improving Client Communication



## EPCS Mandatory Identity Change

- New IAL2 “Selfie” screens are present within the workflow
  - Consent for camera use
  - Selfie





# Improving Client Communication



## Client Survey

### TouchWorks Q2 Webinar Feedback

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How could we make the webinar more useful to you?

How else would you like to receive communication about important information?

Thank you for taking the time to provide your feedback. It is important to us as we strive to provide you **Insanely Great** service.

Finish



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2024.3	October 29	<ul style="list-style-type: none"> <li>2024.3 release</li> <li>2024.3 release</li> <li>2024.3 release</li> <li>2024.3 release</li> <li>2024.3 release</li> <li>2024.3 release</li> <li>2024.3 release</li> <li>2024.3 release</li> <li>2024.3 release</li> <li>2024.3 release</li> </ul>

\*\* How/Dec release if needed

**Our mission is more than rhetoric—it's the core of our strategy.**

We provide healthcare organizations and professionals with reliable, innovative technology solutions that enhance patient care outcomes and operational efficiency. This commitment shapes our daily operations, driving us to deliver solutions that elevate patient care and operational effectiveness.

- In this webinar, Executive Vice President Ben Scharfe provided a strategic overview, reaffirming our commitment to client-centric operations and setting new benchmarks in regulatory compliance.

### Call to action

Schedule today!

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EHR export released in patch 6.

**Client must have patch 6 or higher by their July 2024 reporting period, which means you must have patch 7 - 22.17 by April 6, or patch for 2024.1 before July 6, 2024.**

In our webinar, we highlighted the shift to subscription services, emphasizing predictable cost management and numerous advantages. These include access to dedicated experts, seamless adoption of iterative releases and accelerated product enhancements. It is time for you to schedule your upgrades, so it's important to take advantage of our open dates.

**Special Incentive:** Subscription clients on version 20 or newer who before April 15 arrange for their 2024.1 activation on either June 7 or July 12 will receive:

- A no-cost onsite project visit
- Guaranteed slotting for 2024.2 and 2024.3

The Q1 Webinar 'Key Points' Document is available at:  
<https://go.alterahealth.com/2024touchworksclientseries>

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### 2024 Webinars

#### TouchWorks EHR Q1 Update Webinar

Wed | February 21 | 12 PM ET

We invite you to join us for the Q1 Update webinar on Feb. 21 at 12 pm, ET. The TouchWorks EHR leadership team will share critical 2024 business strategic updates and release plans. During the webinar, our team will present the new strategic framework aimed at providing ongoing support to our clients through reliable and innovative technology. They will also cover important regulatory information and new professional subscription offerings.

Watch the Recording

Download the Deck

View the Summary





QUESTIONS?





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