TouchWorks® EHR Q2 2024 Webinar
Key Takeaways

At Altera, we are committed to keeping our clients informed of all TouchWorks® EHR updates. If you missed our Q2 2024 webinar, you can access the recording **here**.

Our quarterly webinars aim to enhance our communication and provide essential information for your planning needs. We hope the recent session was insightful and addressed your questions.

To ensure full benefit from the session, we have prepared a concise summary of key takeaways and actionable steps. Reviewing these insights will help you stay ahead in leveraging our solutions for your success. Thank you for your continued partnership and commitment to excellence.

2024 Promoting Interoperability

- **[Immediate Action Required] 22.1 patch 6 or higher is required by July 4, 2024, for the *2024 Promoting Interoperability*** reporting period. If you are not 22.1.6 or higher or will be by the deadline and your organization is reporting in 2024, contact your Client Success Team immediately.

- Review the previously optional SAFER guide requirements and make a plan for your organization for the 2024 reporting year
  - Safety Assurance Factors for EHR Resilience (SAFER) GUIDES, specifically relating to High Priority Practices
    - Eligible MIPS clinicians are required to report if they have completed the annual self-assessment using the High Priority Practices SAFER Guide. A 'yes' response indicates the assessment was completed, while a 'no' response indicates it was not.
    - If you do not complete the SAFER Guide measure, you will not receive any score for the PI performance category. Even if you report other measures within the PI category, failing to complete the SAFER Guide measure means the entire category will not be scored.
    - Although the SAFER Guide measure must be completed to receive a score for the PI category, it itself is not scored and does not contribute to the MIPS eligible clinicians' total score.

- **Electronic Case Reporting (eCR) update**
  - TouchWorks EHR is currently in Phase 3 of the CDC Certification testing with the CDC. The start date for Phase 4 is still unknown. In Phase 4, TouchWorks will test eCR functionality with previously selected BETA clients.
  - TouchWorks EHR has NOT completed CDC certification testing, so for 2024 reporting select "Option 1 – Pre-Production and Validation" and complete the initial registration within 60

days after the start of the performance period. With the 180-day performance period starting on **July 4**, the registration should be completed by **September 2, 2024**.

2025 Promoting Interoperability

- TouchWorks EHR plans to certify the 2024 requirements (DSI and FHIR end requirements) with the **2024.3 release.**
- To meet the requirements for the **2025 Promoting Interoperability (PI)** reporting period, clients must have **TouchWorks EHR version 2024.3 or higher** installed and operational **before the 180-day reporting period begins July 4, 2025.**
- Version 2024.3 is planned for general availability on **October 23, 2024**. Reporting clients must have our 2024 certified release which is 2024.3 installed by June 2025, prior to their reporting period
- Maximize your regulatory results by maximizing your reporting window by scheduling your 2025 upgrades today.
  - o Project Timing for 2025 Reporting Scheduling **Closes Friday August 30, 2024**

Project Timing for 2025 Reporting

Scheduling Closes Friday August 30, 2024

Priority Dates	Standard Dates	Last-Minute Dates
2 0 2 4 . 3 Project Kickoff: **10/21/24** Activation Weekend: **12/13/24**	**2 0 2 4 . 3** Project Kickoff: **12/9/24** Activation Weekend: **1/31/25**	**2 0 2 5 . 1** Project Kickoff: **1/20/25** Activation Weekend: **3/14/25**
2 0 2 4 . 3 Project Kickoff: **11/18/24** Activation Weekend: **1/10/25**	**2 0 2 4 . 3** Project Kickoff: **12/30/24** Activation Weekend: **2/21/25**	**2 0 2 5 . 1** Project Kickoff: **2/10/25** Activation Weekend: **4/4/2025**

  - o Organizations can still schedule in advance while moving through the contracting process. We cannot assign a project team, but we will keep you informed if issues arise with your preferred slot during the process.
  - o We offer 4 different types of subscription that you can bundle for our Professional Services: Releases, Staging & Installation, Consulting, and Disaster Recovery Consulting. Releases are the in-place "upgrades." Currently, for clients not under an existing contract, that is our go-forward contract make-up. Your CDE can provide you with all the options/iterations available.
- **TouchWorks 2025 planned release dates** are now final.

- February 4, 2025 - 2025.1
- April 4, 2025 - 2025.2
- July 8, 2025 - 2025.3
- October 14, 2025 - 2025.4

- **TouchWorks EHR Regulation Rally Webinar – Register Now!**

  We understand the importance of staying up to date with the complexities of various regulatory dates and programs, and we know you have many questions and concerns. Rest assured; we are in this together.

  Join us on **Thursday, June 13, at 12 PM ET** for our upcoming regulatory-focused webinar, the "TouchWorks EHR Regulation Rally." This is your opportunity to get the latest updates, ask your questions, and collaborate with experts and peers.

  Together, we can navigate these regulations smoothly and confidently. We look forward to seeing you there!

  Register Now

Planning – Next steps

- **EPCS ID.ME changes** (view this Product Alert post on Client Portal for details) describes upcoming changes to the ID.me Identity Proofing experience for EPCS Individual Practitioners across the Altera TouchWorks® ePrescribe. These new features will be available in production starting on **June 6, 2024. – 12:01 AM ET** (just after midnight Wednesday night and available in UAT – May 30, 2024 – 11:30 AM ET)

- **Review the draft 2024.2 SES** and start to plan for the hardware required to support our planned distributed cache solution. The draft SES will be available by **June 25** (4 weeks prior to GA) and final will be available 2 weeks before 2024.2 GA **on July 23, 2024.**

  - A distributed cache is a system designed to enhance application performance and scalability by storing frequently accessed data in memory across multiple servers. This setup allows for faster data access and reduces latency, as data can be quickly retrieved from a nearby memory store rather than relying on slower databases or external APIs. By distributing the data storage, it also helps balance the load and improve overall system response times. Initial requirements for cloud hosted clients include Azure Redis and Rabbit MQ. For on-prem clients, Redis (Linux) or Apache Ignite (Windows) along with Rabbit MQ. Final hardware requirements will be outlined in the 24.2 SES.

- Please mark your calendar and plan to attend **the 2024 HCTC (Harris Customer Training Conference). Oct 8 – 10, 2024 in Atlanta, GA.** The registration will be open in the coming months and the early bird admission pricing is **$1,075 until the end of August**. Do not miss this opportunity to network with your peers, the TouchWorks experts, while learning practical takeaways to get the most out of your investment in TouchWorks.

- We provided you with a survey after the webinar to help us get your feedback and improve our communication. The survey focuses on getting your feedback on which topics we should be covering in depth, what content is useful versus not useful, and exploring what other ways you would like to hear from us. If you have not yet completed the survey, please take a moment to do so: **TouchWorks EHR Webinar Survey**

Infrastructure

- We are making strides toward more efficient and accurate deployment of TouchWorks.

Control Plane

- We are improving our system by separating the control plane and configuration management from the application servers. We are implementing a Configuration Management framework called Ansible to ensure maintenance events are auditable and verifiable. Additionally, we are replacing SupportOne with modern monitoring tools to enhance proactive support.
- This change moves the computing load away from the application servers, reducing the need for technicians to access individual machines and minimizing configuration issues. It also prepares us for better data load management.
- Currently, many groups access all servers, and each server is built by technicians using an installer. Support staff need to log in to each server for tasks like refreshing certificates. Moving forward, all installations, upgrades, and repairs will be managed through a centralized Management Environment. This will ensure consistency and auditability across all operations. To support this, a new Windows Management Server is needed with the recommended requirements of 4 server class processors, 8gb RAM, and Windows Server 2019 - as mentioned in the 24.1 SES.

Ansible

- We will use Ansible for all installations, upgrades, and repairs to ensure consistency and auditability. Ansible will create log files for any changes made, providing clear and consistent change control operations for our clients. This approach has proven to be the most efficient in our hosting environments.

- To use Ansible, a new server is required. We recommend a Linux server or a Windows server with WSL2 capability. The recommended hardware specifications for either the Windows or Linux server are 4 CPUs, 4GB RAM, and a 48GB disk.

Additional No-Cost Insights

- Activate these features today by contacting your Client Success Team (available in all versions of TouchWorks EHR)!
- **Veradigm Payer Insights (VPI):** Get care gap alerts directly in the EHR to enhance patient care and increase reimbursements, potentially boosting your organization's income.

- **RxTruePrice (RxTP):** Receive patient-specific health plan or pharmacy benefit alternatives and competitive prices within the TouchWorks workflow, ensuring medication adherence and helping patients access the medications they need.

Updates for upcoming feature/functions

A.I. Note

- Progress on our Medcin/Quippe note with integrated AI functionality is advancing steadily, with an alpha release targeted for October 29, 2024. Learn more in our feature feedback sessions, available as recorded sessions this fall and in upcoming live sessions.

Integrated Scan

- We acknowledge that determining the release date for the integrated scan has been challenging, but it is now planned for the 2025.1 release. With this upgrade, the legacy scan will be deprecated, and clients will be required to use the integrated scan. For more information, please refer to our feature feedback sessions and upcoming webinars.

Contact

- Please make note of the important dates and actions to ensure you do not miss any crucial updates. If you have questions or need more clarification, please contact your Client Success Team.