NACHC athenahealth (athenaPractice and athenaFlow) User Group Meeting

Thursday June 30, 2022

Your 2022 Steering Committee

Fred Rachman,

Chief Executive Officer

AllianceChicago

Warria Esmond, **MD**

AllianceChicago

Steve Plant, Customer Success Manager

athenahealth

Phillip Stringfield, Manager, Health Center Ops

NACHC

Telehealth Office Hours

To Resume in the Fall!

NACHC now offers monthly Telehealth Office Hours for health center, PCA, and HCCN staff who have questions or want to share information about telehealth-related policy and operational activities.

In addition to updates and Q&A, each session will focus on a specific topic of concern. These sessions convene the second Thursday of every month at 2:00 PM Eastern.

For more information or to submit questions in advance contact telehealth@nachc.org.

NATIONAL ASSOCIATION OF
Community Health Centers®

Today's Agenda

o Welcome and Introductions

  Phillip Stringfield, NACHC & Dr. Warria Esmond, AllianceChicago

o UDS Modernization

  Andrew Hamilton, AllianceChicago

o Surescripts Product End of Life (DM/PP/SM)

  Geoff Lay, athenaHealth

o Medication Management Updates

  Yvonne Man, athenahealth

o Q&A

Introduce Yourself either in the Chat or Raise your hand to be unmuted.

- Name

- Health Center

- Role

- One thing you are excited about today?

UDS Modernization Overview

Andrew Hamilton

AllianceChicago

HHS Strategic Plan – 2022 to 2026

- Protect and Strengthen Equitable Access to High Quality and Affordable Healthcare

- Safeguard and Improve National and Global Health Conditions and Outcomes

- Strengthen Social Well-Being, Equity and Economic Resilience

- Restore Trust and Accelerate Advancements in Science and Research for All

- Advance Strategic Management to Build Trust, Transparency and Accountability

Strategic Plan FY 2022 – 2026 | HHS.gov

Goal 1:

Optimize the IT Organization

Cultivate a highly-skilled, diverse, and agile IT-savvy organization that can use emerging tech and innovations to serve the mission

1.1 Enhance Recruitment Strategies & Policies

1.2 Improve Collaboration

1.3 Accelerate Workforce Development

1.4 Improve Workforce Experience

Goal 2:

Accelerate Technology Modernization & Innovation

Enhance and augment IT infrastructure, systems, cloud capabilities, and processes through innovation and emerging technologies to address pressing human services and healthcare challenges

2.1 Modernize Legacy IT

2.2 Share Technology Solutions

2.3 Establish Common Standards

2.4 Drive Innovation

Goal 3:

Enhance Data & Interoperability

Establish data as a strategic asset by developing data and interoperability policies, ethics, strategies, and standards that default to sharing and discovery in order to increase data-driven innovation across HHS

3.1 Standardize Data Sharing

3.2 Create Data Policies

3.3 Cultivate Data Sharing Culture

3.4 Increase Data Insights

Sharing,

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Goal 5:

Strengthen Cybersecurity

Strengthen cybersecurity capabilities and risk-based strategies to enhance HHS' ability to detect and respond to cyber threats and improve overall user and customer experience

5.1 Improve Threat Detection

5.2 Enhance Enterprise Risk Management & Incident Response

5.3 Improve Customer Experience

5.4 Promote Greater Cybersecurity Awareness

CMS Digital Quality Measurement
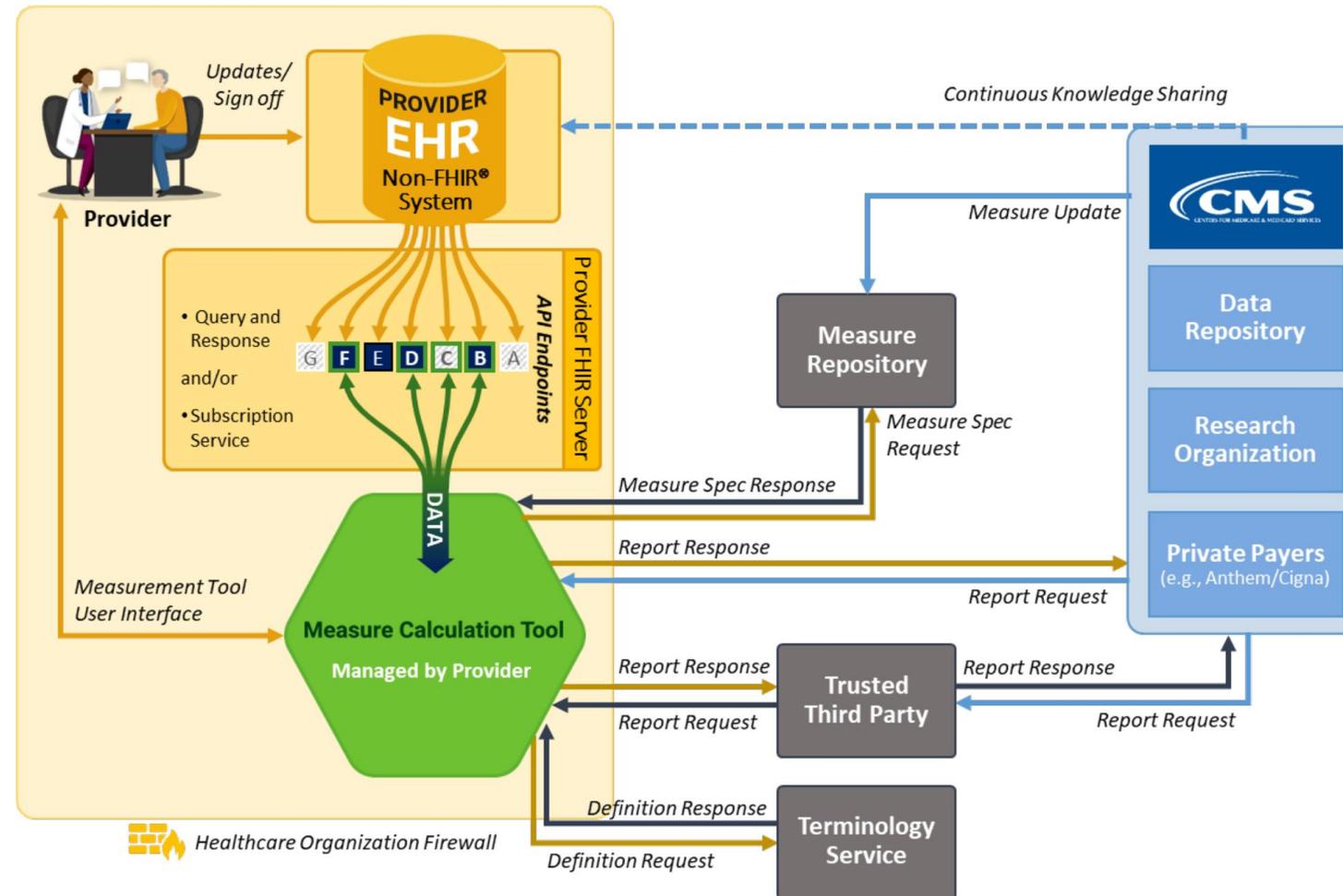
UDS Modernization Initiative

Reduce Reporting Burden

Automate data submission, provide enhanced UDS reporting capabilities, promote transparency and integrate stakeholder feedback.

Measure Impact

Improve the quality of UDS data to reflect improvements in patient-centered care and an evolving primary health care setting.

Promote Transparency

Provide an open and transparent decision-making process on UDS changes such as measure selection, information technology, and reporting improvements.

Learn more about the UDS Modernization Initiative

AllianceChicago
Innovating for better health

PTECH
NETWORK
ALLIANCECHICAGO AND IPHCA
HCCN COLLABORATIVE

UDS+ Reporting Structure

Review UDS Manual and attend technical assistance webinars and training

All Health Centers

Must submit UDS tables **NOT** included in UDS+ via EHBs

OR

Has capability to submit UDS+

OR

UDS+ FHIR — Follow Implementation Guide

UDS+ File — Follow XML Specifications

DOES NOT have capability to submit UDS+

De-identify data and send to HRSA servers

Discuss ramifications

AllianceChicago
Innovating for better health

PTECH NETWORK

UDS Patient Level Submission (UDS+)

UDS+ is...

Beginning with the 2023 UDS, BPHC will accept patient-level report data

- UDS Tables ZC, 3A, 3B, 4, 6A, 6B, and 7

BPHC plans to accept UDS+ data in two ways:

- Manual file upload system & Fast Healthcare Interoperability Resources (FHIR)

UDS+ does not...

- Collect full copies of data directly from patients' electronic medical records.

- Collect patient identifiers.

For more information, visit: Uniform Data System (UDS) Modernization Initiative

Hashed ID	Zip Code	Age	Race	Ethnicity	Diagnoses and Services	Electronic Clinical Quality Measures (eCQMs)

De-identification takes place at health center

Granular data that tells us about the patient without compromising their identity

Clinical outcomes are measured with eCQMs that have detailed specifications and guidance.
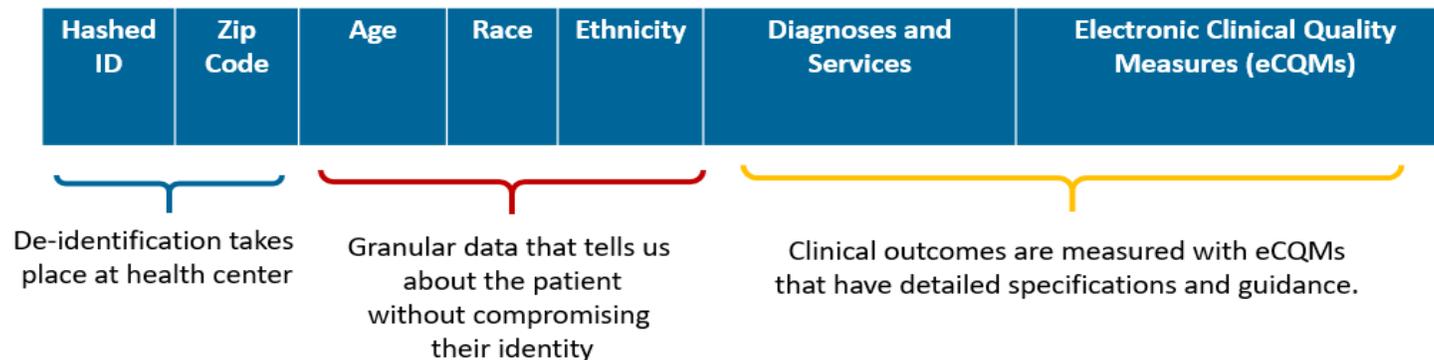
Timeline

- UDS + FHIR Implementation Guide to be published "Fall" 2022

- UDS + testing will occur in CY 2023
  - The UTC (UDS Test Cooperative) has been re-established

- UDS + reporting will be required for UDS 2024 (reported in CY 2025)

Surescripts Product End of Life

Surescripts Enterprise Solutions (SES) Portfolio

Target End of Life: December 31, 2023

Surescripts has made the decision to exit the business of supporting the portfolio of applications including:

- Patient Portal (PP) and Secure Messaging (SM)
- Document Management (DM)
- Bridge
- Automated Clinical Message (ACM) (not sold by athena)

We will provide replacement solutions to replace the Surescripts products starting in Q3 2022.

What you should expect from athenahealth

1   **Provide replacement solutions for products sold by athenahealth**

2   **Pricing – pending on your solution today**

3   **Clear and frequent communications**

Solution Identification

- ✓ Equivalent product
- ✓ Deployment approach

Planning & Communications

- ✓ Solution awareness
- ✓ Planning for deployment

Deployments

- ✓ Roll out
- ✓ Training

Q2 2022	Q3 2022	Q4 2022	2023

These dates are proposed dates and are subject to change.

Med Management improvements

Medication Management Releases

Performance & critical fixes
Cloud Sep-Dec
- ✓ Fix sync errors
- ✓ Reduce time to open Med Mgt
- ✓ Highlight required Rx elements
- ✓ Print format NJ, KY, FL

Reconcile
Cloud Jan 6
- ✓ Prescribe multiple strengths of same med
- ✓ Detect changed Rx from Renewal

Dose alerts and critical fixes
Cloud Mar 1
- ✓ Dosing calc rounding error – Patient Safety update
- ✓ Platform stability and monitoring improvements
- ✓ UI colors and labels updates
- ✓ Pharmacy msg Ofc comments can be saved
- ✓ Bug fixes

Alert usability
Cloud Q3
- ✓ Show warnings in the workflow where decisions are made - med search results, editing dose details
- ✓ Show count by type of alert without disruptive click
- ✓ Details are easy to drill into if desired
- ✓ Administrative settings to customize severity level of alerts triggered and override requirements

Rx refill workflow
Cloud Q4
- ✓ Show Med request with context from med list (indicates match on generic drug, dose, sig, qty, active status)
- ✓ Show last & next visit dates
- ✓ Reduce pharmacy message expiration to 7d
- ✓ Show pharmacy full address
- ✓ Inline edits for Qty, BMN
- ✓ Don't update med list – respond as modify suggested using med and sig from active med list
- ✓ Filter unmatched patients
- ✓ Improved Prior Authorization workflow

EPCS Authentication

Q4 2021	Q1 2022	Q2 2022	H2 2022

Resolving critical issues Sep-Dec
DB & SL Hotfix
Fix data synchronization errors
Show Ht/Wt in Med Mgt

Client Hotfixes
- ✓ Hotkey to stop a medications
- ✓ Pop-up care alert doesn't block Med Mgt
- ✓ Fix crash in Chart
- ✓ Show stop date when no stop reason

Practice settings can be configured upon request:
- ✓ Default supervising provider
- ✓ Disable SmartSig

Usability & Performance
V20.2 Dec 13
- ✓ Simultaneously access Med Mgt while browsing and updating chart
- ✓ CPOE form excludes SmartSig updates
- ✓ Pharmacy changes in portal now persist
- ✓ MIPS eRx denom fix for non-EPCS prescribers
- ✓ Browser updates for performance and IE mode
- ✓ Bug fixes and MEL API updates

Refill Prep form
Clinical Kit Jan
Revised form shows key clinical info to review before renewal

Med Mgmt Enhancements
V22
- ✓ 2015 Cures Edition Certification
- ✓ Enhanced detail in pharmacy response messages
- ✓ Multi-location access to administer location preferences

Improving Med Management – Top 10

1   **Pharmacy message multi-patient access**   On prem
- Enable Deny Rx for unmatched patients for non-clinical staff
- Allow Clinical roles to access to multi-patient view and automatically create RxRefill documents for signed Rx

▶ **H1 2023 v23**

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2   **Reduce clinical alert fatigue**   Cloud
- Improved user preferences for clinical alerts (interactions, contraindications, formulary status, dose check).
- Indications in search results, not requiring disruptive click-through; details available via drill down.

▶ **Q3 2022**

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3   **Rx refill workflow**   Cloud
- *Reduce message queue expire msg in 1 week or less (Q3)*
- Show Rx requested with context from med list (indicate match on generic drug, dose, sig, qty, active status)
- Show last & next visit dates
- Show pharmacy full address
- Inline edits for Qty, BMN
- Don't update med list – respond as modify suggested using med and sig from active med list
- Filter unmatched patients

▶ **Q4 2022**

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4   **Notifications on failed Rx**   On prem
- Provide desktop notifications of failed Rx

▶ **H2 2023 v23**

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5   **Centralized renewals and 340B**   On prem
- Default to document location when opening Med Management

▶ **H2 2023 v23**

Improving Med Management – Top 10

6 **EPCS authentication**

Device

- Reduce clicks to send controlled substances electronically.
- Add new device options with push notification and facial recognition on phones.

▶ **H2 2022**

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7 **Improving medication search**

Cloud

Keyword search on multiple terms

▶ *Researching*

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8 **Streamline file in error**

On prem

Automate steps to reverse medication changes when filing a document in error.

▶ **H1 2023 v23**

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9 **Onboarding new provider**

On prem

Streamline onboarding of new providers
- When adding new providers allow admin to select the type of id proofing (EPCS or non-EPCS) and send invitation
- Activate users automatically when ID proof is done (cloud)

▶ **H1 2023 v23**

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10 **PDMP**

Cloud

- Subscription report show PDMP query dates for controlled substance Rx
- Record PDMP query dates in chart

▶ **2H 2022**

athenaPractice and athenaFlow Chart Roadmap

Alert usability
Cloud Aug
- ✓ Show warnings in the workflow - med search results, editing dose details
- ✓ Show count by type of alert without disruptive click
- ✓ Details are easy to drill into if desired
- ✓ Admin settings to customize severity level of alerts and override requirements

EPCS authentication
Cloud Q4
Improve the experience with the EPCS authentication to reduce clicks.
- ✓ Push notifications
- ✓ Add new 2FA device options

Rx refill workflow
Cloud Q4
- ✓ Show Rx requested with context from med list (indicate match on generic drug, dose, sig, qty, active status)
- ✓ Show pharmacy full address
- ✓ Inline edits for Qty, BMN
- ✓ Don't update med list – respond as modify suggested using med and sig from active med list

- ✓ Filter unmatched patients
- ✓ Allow clinical staff to deny Rx for unmatched

Pharmacy messages
Cloud & on premise Q3
- ✓ Reduce pharmacy message expiration from 90 to 7 days

AUC workflow
Cloud Aug
- ✓ Workflow improvements to more easily select indications and recommended orders

PDMP reports
Cloud Q4
- ✓ Subscribe to monthly email reports for 340B reporting with Rx details by date per provider and pharmacy

Q2 2022	Q3 2022	Q4 2022	2023

2015 Cures Edition
V22 June
- ✓ 2015 Cures Edition Certification updates for FHIR includes data provenance
- ✓ Allow MM non-clinical admins to switch locations to set MM preferences
- ✓ Additional details in pharmacy response documents

Hot Fixes
V22.x
- ✓ High priority fixes as needed

Improving usability
V23
- ✓ HCC infrastructure in db, MEL Prob functions and indicators in some CC forms

Med Mgt Usability
- ✓ Desktop notifications on failed Rx delivery
- ✓ Reduced chaining in 'All' view of medication list and show deleted meds
- ✓ Improved File-in error handling for Meds
- ✓ Provider onboarding - IDP invitation selection
- ✓ Rx LOC improvements for 340B
- ✓ Show patient pharmacies in reg
- ✓ MEL Add Med with Rx Qty and Refill
- ✓ Match inactive patients

Multi-patient pharmacy message view
- ✓ All roles may be granted access to pharmacy messages in multi-patient view
- ✓ Automatically create Rx Refill documents for signed Rx

Reduce Popup alerts
Improve the clinical alert experience

Just-in-time alerts show in search results with highest severity indication

Dose alerts shown when dose is entered.

No click required. Click to drill down to details;

More granular location preferences to disable each type of alert

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Formulary alerts for brand and generic

Contraindications, duplicate therapy and interactions shown for each drug
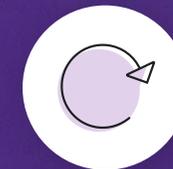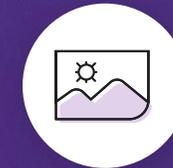
Add Medication/Prescription

Meds Module   Prescription Report

Sridhar Ramachandran, MD
S IM

PatientAdvisor   **Patient Scorecard**   **Patient Support**   **Clinical Decision Support**   **Prior Authorizations**

Kara Whiteside | 10/11/1952 | Female | 69 years

Create New Rx   Medi-Blue Rapid Clinic (000) (C) (R) (LTC) (E) - 2165-B1 N

Select Medication for Prescription

Prescription Benefit
RXP1 (RXPBM3) , retail & mail

Search for a drug   Clear

Showing 1 - 8 of 15 results for "amox" - **Select a medication to prescribe**   1 2 3

amoxapine tablet (generic)   ⚠ Diagnosis 2

10 mg   Brand: P1   Generic: P2   ⓘ Copay Details
20 mg   Brand: P1   Generic: P2   ⓘ Copay Details
40 mg   Brand: P1   Generic: P2   ⓘ Copay Details
80 mg   Brand: NF PA ⓘ Notes (3)   Generic: P2 ⓘ Notes (3)   ⓘ Copay Details

amoxicil-clarithromy-lansopraz combo pack (generic)

⭐ amoxicillin tablet (generic)   🚫 Diagnosis 2   🚫 Duplicate Therapy 1

500 mg   P1
875 mg   NF

amoxicillin tablet, chewable (generic)

amoxicillin-pot clavulanate suspension (generic)

amoxicillin-pot clavulanate tablet (generic)

amoxicillin-pot clavulanate tablet extended release 12hr (generic)

Enter free text "amox" as medication

Streamline EPCS authentication

Reduce clicks to send controlled substances electronically.
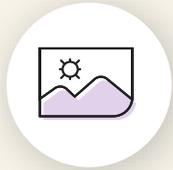
Add new token options including support of push notification on phones

Enable biometric authentication including fingerprint or facial recognition
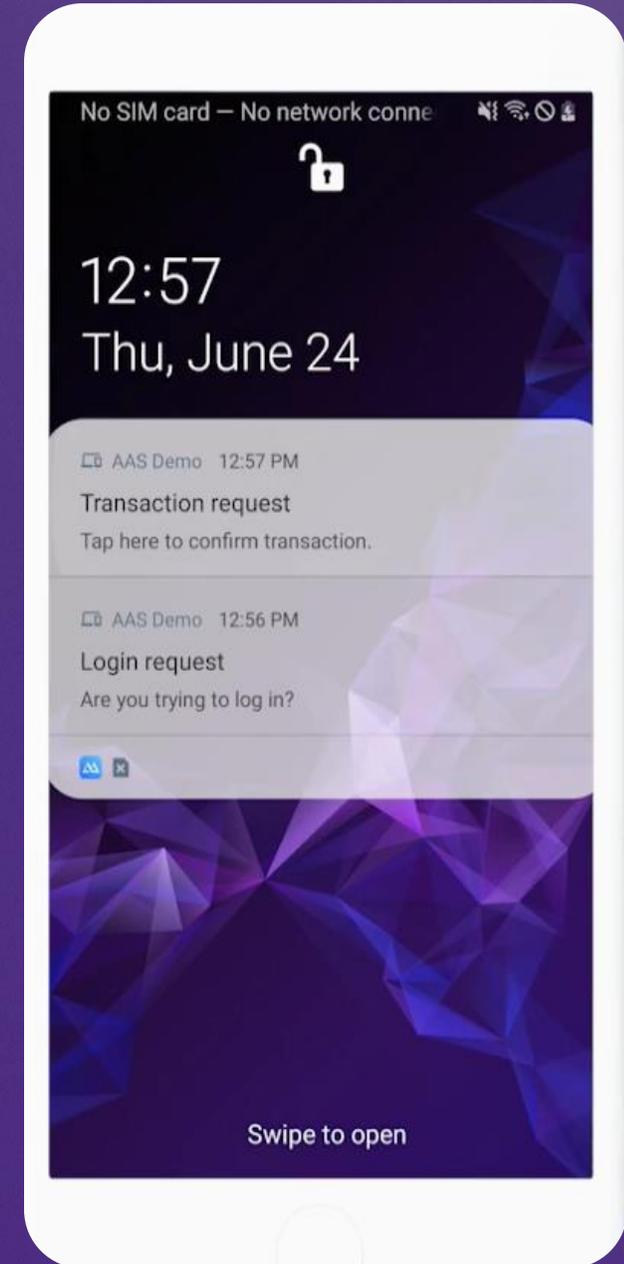
Renewal workflow improvements

More detail in pharmacy request

Compare Pharmacy request to med list

RENEWAL

○ **Crestor 20 mg tablet**
Take 1 tablet by mouth once a day   (qty:30 total fills:2)
Dispense as written, Last Fill Date: 02/16/2022   Dx: E78.5
Note: This prescription was filled on 2/15/2022. Any refills authorized
will be placed on file.

Patient's Medications

Active

● Crestor *10 mg* tablet
Take 2 tablet by mouth once a day   (qty:30 total fills:2)
Dispense as written, Last Written: 01/10/2022   Dx: E78.5

Inactive

Lipitor 40 mg tablet
Take 1 capsule by mouth twice a day   (qty:30 total fills:1)
Substitution permitted, Last Written: 12/10/2021   Dx: I15
Stopped 01/10/2022 - {stop reason}

✓ Match brand or generic, route and tab/cap

✓ Highlight differences in strength, sig

✓ Choose to renew from med list – keep structured sig

Response options

Quantity change

RESPONSE

Action
Approve selected alternative ▾

Provider
Enpee, Nancy A. ▾

Supervisors
Copiaqa, Jeffery Xavier ▾

Quantity
30   tablet ▾

Total Fills Authorized
1

Request Prescription Fill Status For
All Fill Statuses Except Transferred ▾

Response Comments for Pharmacist
Enter Comment

Guidance for 2-part actions

RESPONSE

Action
Modify requested ▾
Workflow will trigger on "Send"

Provider
Enpee, Nancy A. ▾

Supervisors
Copiaqa, Jeffery Xavier ▾

Response Comments for Pharmacist
Enter Comment

Warning of batch limitation

RESPONSE

Action
Choose a new drug ▾
Only 1 modify/change action per "Send"

Provider
Enpee, Nancy A. ▾

Supervisors
Copiaqa, Jeffery Xavier ▾

Response Comments for Pharmacist
Enter Comment

Q&A