

The PCC Roadmap

Paula VanDeventer
& Team
User's Conference 2016

PCC Team Members

- Amanda Smith
- Kristen Ryan
- Michael Stein
- Erica Greenwood
- Sue Clark
- Scott Ploof
- Justin Ballou
- Tim Proctor
- Gary Ross
- Bill V.
- Douglas B.



Goals of this session:

A Community Dialog:

- We share with you:
 - Highlights of the past 12 months
 - What is coming your way later in 2016
 - Our development plans for early 2017
- You share with us:
 - Feedback on specific, upcoming features
 - Feedback on your needs and priorities



Agenda

1. The Past: Features PCC has delivered in the past 12 months
2. Agile Overview – a brief look at our team processes
3. The Present: What we're working on for the remainder of 2016
4. The Future: Development Priorities for early 2017
→ Coffee Break! 2:00 – 2:15pm←
5. Playbacks: A sneak peek into some upcoming features
6. What do YOU need? Top 3 Wishes, Brainstorming & Voting



Highlights since the 2015 UC

- Recall in July 2015:
 - We were all preparing for ICD-10
 - PCC was working to complete ARRA 2014 Edition Certification
- PCC has delivered 6 releases since then
- Have you taken advantage of all of those new features & tools?

Highlights since the 2015 UC

- 35 min Driving Tour of feature highlights
- Tour Guide = Scott Ploof, PCC's Development Team Lead
- Fasten your seat belts!

Agile Overview

Agile is a Software Development Methodology used at PCC:

- Our Delivery Teams are cross-functional:
 - Business Analysts understand the Requirements
 - Designers guide the User Interface
 - Developers code solutions they helped to design
- We deliver new functionality incrementally
- Change is expected and embraced
- Stakeholder engagement informs our solutions

Agile Terminology

A couple of terms you'll hear us use:

- **User Story:** a wish or need represented in a Who/What/Why template (Who needs what, and why).
- **Roadmap:** Our planning tool – it looks out about 6 months to identify high-level themes and specific features we expect to deliver.

The Present – Roadmap for 2H2016

We plan to deliver two more releases in 2016:

1. Release 7.5 in late September 2016
2. Release 7.6 in late-October through mid-November 2016
 - Rel 7.6 is our [PCC eRx Migration](#) to FDB MedsTracker
 - Definitely attend the Friday 1pm PCC eRx session if you did not attend yesterday
 - We expect to role this out over 3 weekends and will communicate with you so you know when you will be updated



Pediatric EHR Solutions

Control Your Future™

The Present – Release 7.5

Clinical Features coming in the 7.5 Release:

1. Configurable Visit Statuses - Got color?
2. More Visit Status Counters (the little green bean)
3. Edit Tags on documents from the Signing Queue
4. Exchange Secure Messages between pocketPCC and the Patient Portal
5. Decide which Problems/Diagnoses will display on patient reports (including the Portal)
6. PCC News feed inside PCC EHR



Pediatric EHR Solutions

Control Your Future™

The Present – Release 7.5

Practice Management Features coming in the 7.5 Release:

1. Attachment support for secondary electronic claims
2. CARC reporting supported in SRS (two new stock reports):
 - CARC Summary Report by total CARC Amount
 - CARC Insurance Detail Report
3. Resolve secondary claim issues when both policies for the same plan
4. Link eligibility notes to Appointment rather than to policy
5. Handle eligibility checking when certificate doesn't match



The Present – Release 7.5

[PCC Reports Features](#) coming in the 7.5 Release:

1. Secure Message response time report
2. Find imported documents by user/category/date
3. Report on patient visits by protocol/physician/date
4. Investigate Portal activity by portal user
5. Investigate Portal activity for a patient
6. Find Portal users by patient or Patients by Portal user
7. Reporting Infrastructure & User Interface improvements



Pediatric EHR Solutions

Control Your Future™

The Present – Release 7.5

EDI Clinical Interfaces coming in the 7.5 Release:

- HL7 Immunization Registry interfaces:
 - Ohio
 - Virginia
 - Wyoming
- Lab Result interfaces:
 - Renaissance
 - CPL
- Health Information Exchange - Wellcentive



Pediatric EHR Solutions

Control Your Future™

The Present – Release 7.5

Additional Features coming in the 7.5 Release:

1. Dashboard:

- Childhood Immunization Measure revised
- Clinical Pulse updated for Immunizations

2. Technical Solutions:

- Cloud-hosting option for small, targeted requirements
- sFax Windows replacement
- Backup method & hardware improvements



Pediatric EHR Solutions

Control Your Future™

The Present – Release 7.5

Documentation coming in the 7.5 Release:

1. Patient Portal Video for Staff Training
2. How to set up Clinical Instructions for the Patient Visit Summary & the Portal
3. How to Correct Claims
4. How to Configure Immunizations and Medications

The Present – Release 7.5

And more coming in the 7.5 Release:

1. Appointment Book:

- Support for more visit lengths
- Identify Scheduling Providers in PCC EHR
- Getting ready for Phase 2: Multi-Provider Support

2. Reliability:

- Automatically reconnect PCC EHR after a database connection fails (wireless drop)

3. Supportability – ongoing updates to underlying tools



Pediatric EHR Solutions

Control Your Future™

The Future – Priorities for early 2017

Clinical Features:

- Vaccine Inventory Tools
 - Including Bar Codes
- Referral Tracking Tools
- Orders Workflow Improvements:
 - Standardize workflow across all lab order types
 - Extend configurability & control
 - Improve efficiency, communication, tasking



The Future – Priorities for early 2017

Unified PCC Tools:

- Access to the Dashboard from PCC EHR
- Continued migration of Practice Management tools into PCC EHR
- Centralized reporting tool with access to clinical as well as financial data
- Infrastructure improvements to enable smoother end-to-end workflows

The Future – Priorities for early 2017

Telemedicine:

- Display visit details in pocketPCC
- Broadcast messages to Patient Portal users
- Portal users can send pictures to the Practice

The Future – Priorities for early 2017

EDI:

- HL7 Immunization Registry Interfaces:
 - Louisiana (LINKS)
 - Missouri (ShowMeVax)
- Elab Results Receipt:
 - Tricare
 - Melrose Whitefield Hospital
- Additional Financial & Clinical data exchanges



Pediatric EHR Solutions

Control Your Future™

The Future – Priorities for early 2017

Additional improvements to PCC eRx:

- Configurable PCC eRx components
- One Allergy list
- Ability to “Mark as Reviewed” from the patient chart
- Open the patient's chart from the Rx Task queue

The Future – Priorities for early 2017

PCC Reports:

- More clinical reports – unlocking your data!
- Availability of Partner data for PCC Reports
- A user interface for defining reports
- and maybe...
 - Granular control over report access
 - Support for “sticky” filter settings

The Future – Priorities for early 2017

Dashboard:

- New Financial Tools:
 - Extend the new CARC Reporting functionality
 - New Electronic Claim Statistics
 - Update the Coding Expertise benchmark
 - Quantify the \$ impact of improved Recall efforts

The Future – Priorities for early 2017

Documentation:

- Tools (written & video) to help you migrate to the New PCC eRx solution:
 - How to Create Prescriptions
 - User Administration for PCC eRx
 - Customizing your PCC eRx Favorites
- Refresh all PCC EHR Introduction videos

The Future – Priorities for early 2017

The Appointment Book – Phase 2:

- Configure Provider Hours for multiple Providers
- Choose from multiple Providers when scheduling an appointment
- Include Concurrency Support for multiple Scheduling users
- General Availability of the Appointment Book to multi-Provider, single-Location Practices

The Future – Priorities for early 2017

PCC will continue to deliver improvements throughout our releases focused on enhancing:

- Reliability
- Security
- Supportability
- Performance

The Future – Other Plans for 2017

Other strategic plans we have in mind for 2017:

- Interface with CHADIS
- Build strategic interoperability capabilities
- A Forms Solution

The Future – **The Wild Card**

ARRA 2015 Edition Certification

- Currently mandated for availability beginning 1/1/2018
- A substantial amount of development work
- Some of which we want to deliver anyway
- We are monitoring the timeline and Regulatory announcements

Coffee Break!

- We will take a 15-minute break at 2:00
- **Please come back at 2:15** and we will:
 - Show off some upcoming features and ask for your thoughts on those solutions (45 mins)
 - Spend the final hour of this session brainstorming your ideas for our 2017 Roadmap and voting on your favorites!



Playbacks and Design Checkpoints

Welcome Back!

And now, we'd like you to experience our Delivery Team Process!

We're going to show you features that are in development for future delivery:

- Live playbacks – sneak previews of 7.5 features
- Design Checkpoints – what's heading into development



Pediatric EHR Solutions

Control Your Future™

Playbacks and Design Checkpoints

- Disclaimer: The features we will play back have not been through Unit Testing yet! There may be a surprise lurking...
- Our Design Team has 3-4 User Stories we will share with you, depending on time
- We will ask for your questions and feedback at the end of each user story presentation
- There are other sneak peeks available in UC sessions this week – the Dashboard & PCC Reports on Friday will share more of what's coming soon

What Do YOU Need?

Now we're going to drill down a little deeper:

- Review “Top 3 Wishes”
- Brainstorm additional ideas
- VOTE!

Top 3 Wishes

You have a list of some of our most popular wishes, by product, for:

- PCC EHR
- Patient Portal
- pocketPCC

We'd love to know how you would prioritize them!

Please identify your “Top 3” for each product

Please include your Practice name and your name



Pediatric EHR Solutions

Control Your Future™

2015 UC Top Wishes: Delivered

- Preterm growth charts
- Down syndrome growth charts
- Blood pressure percentiles
- Change Auto-notes with radio value change
- Send documents to Portal Users
- Share the Plan components with Portal Users
- Care center-specific emails to Portal Users
- Create phone notes and add tasks in pocketPCC
- Additional Immunization rate metrics in the Dashboard
- Change procedure code modifiers in oops
- Disallow posting CARC adjustment amount which exceeds the balance
- Verify eligibility for all active policies
- Alert when recurring Notify job is going to expire
- Option to include relinks in daysheet/deposit reports



What Else do YOU need?

Brainstorming & Voting:

- We'll use the next 20 minutes to solicit your ideas
- In the final ½ hour, you'll be able to vote for your favorite ideas, and to discuss other ideas with the friendly PCC Delivery Team member waiting at each topic area

Brainstorming!

We'll take 5 minutes per topic to ask for your ideas on each of 4 product areas. What features do you need?

- Clinical Functionality – charting visits, seeing patients
- Practice Management – how can we help you to manage your Practice?
- Patient Portal
- pocketPCC



Pediatric EHR Solutions

Control Your Future™

Wrap up & Voting!

- Thank you all for attending and participating!
- Please:
 - Fill out the Top 3 Wishes sheet & return to me
 - Spend your voting dots at the different voting booths
 - Provide us with feedback on this session to let us know what works well and how we can improve
- Feel free to identify additional needs in discussions at the voting booths!



And now... Go Vote!

Voting Booths (Dots!):

- EHR (Clinical wishes)
- Partner (Practice Management)
- pocketPCC (Mobile EHR)
- Patient Portal

Other Discussion Areas:

- EDI/Interoperability
- Technical Solutions
- Documentation

(No need to spend dots on these three!)

Thank You!