PCC Roadmap

Look Ahead

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Q&A and Networking

While you’re watching, please join us in the channel called “Live Session” in UC Chat.

You must register for the UC Chat if you have not done so already.
Agenda

1. Review Roadmap Planning Concepts
2. Share Planned Release Schedule
3. Look at Coming Attractions!

Session Goals

1. You will know what we’re working on
2. You will be able to plan for change
3. We will have a shared understanding of the context of our current plans
3 Roadmap Planning Concepts

1. What is a Roadmap?
2. Agility - how does it apply?
3. MVP - Minimum Viable Product

A Roadmap is...

1. A plan which is subject to change
2. Typically looking out ~6 months
3. Occasionally disrupted!
Agility means...

1. Welcoming change
2. Remaining nimble
3. Collaborating & communicating
4. Continuous improvement
5. Delivering working solutions quickly

MVP: Minimum Viable Product

A minimum viable product is a version of a product with just enough features to satisfy early customers and provide feedback for future product development. [Wikipedia](https://en.wikipedia.org/wiki/Minimum_viable_product)

1. Broadcast Messaging
2. Charge Posting in the EHR
3. Forms Solution
MVP Example #1: Broadcast Messaging

- One week to pilot
- Functional in the April Release (850K+ msgs)
- Extended in the June Release

MVP Example #2: EHR Charge Posting

- 01/20  = Basic Workflow
- 03/20  = Post Encounters
- 08/20  = Non-visit charges
- 11/20  = Workers comp et al
MVP Example #3: Forms Solution

- Lab & Radiology req (& friends) in 08/20
- WYSIWYG editor + create simple forms in 11/20 … and more to come after!

****Planned****

Release Schedule

- June Release = June 7
- 8.13 target = mid-August
- 9.0 PCC eRx target = October
- 9.1 target = November/December
*Windows 7 EoL Reminder*

- January 14, 2020 Support for Win 7 ended
- No Security updates!
- **PCC 8.13 (August 2020) is the target for EoS**
- 34 PCC Practices still opening charts on Win7
- Remember Windows Terminal Servers!

**Coming Attractions**

Themes:

1. OnePCC - Practice Management in the EHR
2. Caring for Patients
3. Leveraging Pediatric Data
4. PCC eRx
5. Clinical Interoperability
6. Promoting Interoperability
7. Workflow Improvements (& other Good Stuff!)
OnePCC Roadmap

8.13 August Release:

- Post non-visit (Hospital/Administrative) charges
- Post Time of Service discounts
- Charge posting for sibling visits
- Migrate Practice Management tables

OnePCC Roadmap

9.1 Release - Wrap up Posting Charges:

- Post worker’s compensation encounters
- Apply credit balances to today’s visit
- Ability to Back-date payments
- Eliminate duplicate Diagnoses on the EEF
- Preserve Dx/Procedure linking per Order config
OnePCC Roadmap

What comes next in 2021?

- Payment posting in PCC EHR
- Referrals
- Managing charges & payments (oops)
- Billing
- Continued migration of Practice Management tables

Caring for Patients

8.13 August Release:

- Appt Book: Schedule Sibling Appointments
- pocketPCC: Sign visits from anywhere
- CHADIS Phase 1 Pilot
Caring for Patients

9.1 Release: CHADIS Integration Phase 2

<table>
<thead>
<tr>
<th>Capability:</th>
<th>Summer 2020 Phase 1</th>
<th>4Q2020 Phase 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appt scheduled in the EHR triggers Questionnaire(s)</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Respondents are notified</td>
<td>by CHADIS</td>
<td>by PCC</td>
</tr>
<tr>
<td>Respondents access Questionnaires</td>
<td>via CHADIS portal</td>
<td>via Patient Portal</td>
</tr>
<tr>
<td>Practice accesses results</td>
<td>via CHADIS portal</td>
<td>in PCC EHR</td>
</tr>
</tbody>
</table>

What comes next?

What do you need?

- Chat enhancements? (Group chat & ?)
- Notify replacement (Appointment reminders...)

PCC
Pediatric EHR Solutions
Leveraging Pediatric Data

Four Key Themes:

- Forms
- Report Library
- Dashboard
- Broadcast Messaging

8.13 August Release - **Forms:**

- Lab & Radiology requisition forms
- Encounter-specific vitals for forms
- Multiple BP measurements per visit
- Include Provider signatures on forms
Leveraging Pediatric Data

8.13 August Release - **Report Library:**

- Schedule Reports to run on a recurring basis
- New Report: Provider utilization/productivity
- Added to Patient List Data Source:
  - Patient/Family 1st appointment date to track new patient volume
  - Patient Medications

8.13 August Release - **Dashboard:**

- Provider-specific breakdown for Influenza vaccines
- Update Influenza vaccine CPT codes
- Payor-specific & benchmark Telemedicine financial data for the COVID-19 Dashboard
  - Coming early in June!

<table>
<thead>
<tr>
<th>Payor</th>
<th>Total Visit Volume %</th>
<th>Sick Visit Payment %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna</td>
<td>31%</td>
<td>65%</td>
</tr>
<tr>
<td>BCBS</td>
<td>24%</td>
<td>85%</td>
</tr>
<tr>
<td>Cigna</td>
<td>13%</td>
<td>96%</td>
</tr>
<tr>
<td>Tricare</td>
<td>19%</td>
<td>100%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>19%</td>
<td>100%</td>
</tr>
<tr>
<td>Other Payers</td>
<td>2%</td>
<td>76%</td>
</tr>
</tbody>
</table>
Leveraging Pediatric Data

8.13 August Release - **Broadcast Messaging**:

- Caller ID Name support for SMS Messaging
- Enhancements to Recall support - add Overdue for Immunizations to Patient List Data Source
- Continue to learn & revise recognition of response from Carriers

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Leveraging Pediatric Data

9.1 Release & Beyond:

- Forms Library, WYSIWYG editor, Form creation
- Report Library: Provider utilization & patient flow
- Dashboard: More COVID, PM & Clinical measures
- Broadcast Messaging: Control over blacklist
  - Additional selection criteria needed?
PCC eRx

- 8.13 August Release:
  - Mark PCC eRx Medications & Allergies as reviewed in the chart
- 9.0 PCC eRx: Whopper Release!
- 9.1 Release: Infrastructure investments
- Beyond 9.1: Your Wishes!

PCC eRx v9.0

- Morgan’s “What’s next with PCC eRx?” session
  - RxCancel, RxChange, RxFill
  - Script standard update (up to 1,000 characters)
  - Prescribing Delighters
    - 3 month supply in one go
    - Easy access and one-click add to Favorites
    - Send prescriptions faster (asynchronously)
    - Sign & send All Renewals at once
    - ...and so much more!
PCC eRx v9.x

- The 9.1 Release will come on the heels of 9.0
- Beginning with 9.1, PCC eRx functionality will deploy as part of our normal PCC Release
- Infrastructure/Technology updates are needed to facilitate further enhancements
- Seamless integration is the prize!

Clinical Interoperability

8.13 August Release:

Clinical Document Exchange Query Initiator

- Pilot to begin in late July
- Query Responder is preparing for rollout
- Plan ahead - start with Query Responder!
- Attend the June 12th UC2020 Session on QR
Clinical Document Exchange: Two Halves of the Solution

**Initiator Role**
- Organization seeking Documents
  - **Step 1 - Patient Discovery**
    - Hey third party, do you know my patient?
  - **Step 2 - Find Documents**
    - You seem to have my patient in your system.
      - What documents are available for my patient?
  - **Step 3 - Retrieve Documents**
    - I’ve selected the document(s) I want.
      - Can you send me the document(s)?

You can retrieve documents from other organizations in 2020!

**Responder Role**
- Organization that has Documents
  - **Yes, one match.**
  - **Yes, multiple matches.**
  - **Here is a list of documents that are available for the patient you specified.**
  - **Here is/are the document(s) you requested.**
  - **I can’t find the document(s).**
  - **No**
  - **There are no documents for this patient.**

Other organizations can retrieve documents from you.
*Available this summer!*

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Clinical Interoperability

9.1 Release:

- Bi-directional Immunization Registry support
- Immunization Forecasting enhancements:
  - **STC 2.0 API:**
    - Support for COVID vaccine, per STC/CDC
    - Support for contraindications, evidence of immunity
  - Researching alternatives to STC’s service
Clinical Interoperability

What comes next?

- Expect patient access functionality per the Cures Act Final Rule/FHIR API requirements
  - Your patients will have secure access to their own health information using an app of their choice
  - Certified APIs connecting clinicians, hospitals and health systems

Promoting Interoperability

9.0 PCC eRx October Release:

- RxCancel - electronic Rx cancellation
- RxChange - electronic requests from Pharmacies
- RxFill - see when/if Rx are being filled
Promoting Interoperability

9.1 Release:

- Gender identity and sexual orientation
- Track NDC per vaccine batch
- Bi-directional Immunization Registry support
- Updates and extensions to the Consolidated CDA exchange document

Workflow Improvements (and other Good Stuff!)

8.13 August Release:

- Search functionality on the EHR Task Queues
- Remote printing through SecureConnect
- Supportability improvements:
  - tagsplit
  - immune
Session Takeaways

1. Agility is perfect for planning during turbulent times
2. There is a lot of new & enhanced functionality coming your way this year!
3. We want to hear from YOU - What do you Need?

Please fill out the PCC Roadmap questionnaire!

Related Courses

UC2020 course recordings will be available for later viewing on PCC’s UC 2020 YouTube Channel

1. What’s Next with PCC eRx
2. PCC Roadmap - What’s New? (June 2019 → June 2020)
3. Clinical Document Exchange (UC June 12th @ 11am)
4. PCC June COVID Release
What Questions Do You Have?

Questions posted in the Live Session channel of UC Chat will be read aloud by the moderator for the presenter to answer.

Please post your questions in Live Session.

Thank You!