# Navigating Change with Innovation:

**MEDITECH LIVE 25 Recap**

**MEDITECH**

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MEDITECH

# A Welcome from MEDITECH's Chief Nursing Executive

Cathy Turner, MBA, BSN, RN-BC, Chief Marketing and Nursing Executive, opened LIVE 25 by celebrating record-breaking attendance and a packed agenda showcasing innovation, engagement, and collaboration.

## New this year

MEDITECH introduced a few changes to this year's user conference based on customer feedback to maximize value for attendees.

- **Immersive Breakout Session Blocks** — 30-minute sessions, each running twice for optimal participation
- **Interoperability & Data Pavilion** — Hands-on patient scenario walkthroughs, plus policy and payer discussions
- **MEDITECH Lounge** — A showcase of the latest MEDITECH offerings and integrated Alliance technologies that complement the Expanse EHR
- **Operational Excellence Sessions** — Deep dives into Expanse and opportunities for EHR optimization with a dedicated customer service content day

## Recognition & momentum

MEDITECH spotlighted customers in attendance who were recognized by industry media for recent successes.

- Black Book Market Research **ranked MEDITECH #1** for workflow efficiency based on several KPIs such as streamlined processes, advanced clinical workflows, high adaptability, and more
- MEDITECH customers earned **national honors**, including:
  - *Becker's* recognition
  - *CHIME Digital Health Most Wired*
  - *Healthgrades Patient Safety Excellence Award* — 24% of recipients use MEDITECH
  - *Healthgrades 250 Best Hospitals (2025)* — 20% are MEDITECH customers

## Engage & connect

MEDITECH created opportunities for attendees to network, exchange insights, and collaborate with peers.

- The **MEDITECH Lounge** offered demos, leadership meetups, Site Visit and Physician Liaison Programs, and networking opportunities with MUSE and CHIME team members
- The **Vendor Gallery** gave attendees the chance to engage with MEDITECH's sponsoring partners and explore innovative products that integrate with Expanse

# Unleashing Healthcare's Imagination

MEDITECH LIVE 25 **keynote speaker,** *Duncan Wardle,* former Head of Innovation & Creativity at Disney, sparked a fresh perspective on **creativity** and **innovation.** He challenged the audience to think — and act — differently by redefining creativity as "the habit of continually doing things in new ways to make a positive difference," reminding everyone that creativity, like any habit, takes courage and practice.

He broke down the biggest barriers to innovation — time, resources, regulations — and showed how to overcome them by shifting from "no, because" to **"yes, and."** Through humor, storytelling, and hands-on exercises, he encouraged attendees to question long-held industry "rules" using "what if" thinking to uncover bold, **new possibilities.**

One of his most powerful messages was that diversity fuels innovation — especially in healthcare, where new perspectives can lead to better solutions and **improved outcomes.** He encouraged attendees to bring fresh energy into their daily routines, stay open to playfulness, and challenge traditional ways of thinking. His closing reminder: **creativity isn't reserved for a select few — it's something everyone in healthcare can tap into to drive meaningful change.**

# Changing the Paradigm Around the EHR-User Experience

At this year's annual MEDITECH LIVE conference, MEDITECH leadership set the stage for what's ahead in the global healthcare landscape, from interpreting evolving policy changes and unlocking the potential of next-generation technology to navigating this complex time with innovation.

Welcoming healthcare executives, clinicians, and industry thought leaders, *Chris Policano,* Vice President, provided a snapshot of MEDITECH's global reach: more than 1,000 organizations have licensed the Expanse solution, with nearly 15,000 providers using Expanse Ambulatory. In total, MEDITECH serves over 2,000 customers across 29 countries. Policano emphasized that investing in the future of healthcare means rethinking how clinicians interact with technology — simplifying workflows, improving usability, and supporting providers so they can focus on what matters most: their patients. Sustainability was also a central theme at this year's conference. As healthcare organizations face mounting pressures around workforce shortages, reimbursement changes, and operational costs, MEDITECH continues to invest in the Expanse platform to ensure sustainability for our customers and prepare them for what's ahead.

*Rachel Wilkes,* Director, reinforced MEDITECH's philosophy around artificial intelligence: AI infused into Expanse is augmentative — it's meant to amplify the intelligence of humans and produce additional efficiency, but never replace. She noted that a true understanding of AI begins with recognizing the power of data. Serving as the foundation for the tools and features that drive innovation, data plays an essential role in empowering patients and enhancing the quality of care.

Wilkes also spoke about interoperability, reaffirming MEDITECH's commitment to CMS initiatives and the company's ongoing work to ensure patient access, provider connectivity, and the seamless flow of data across networks:

"We subscribe to the philosophy that the true definition of interoperability is when data can be shared between different health systems, regardless of the EHR that you are using, for the **betterment of the patient.**"

# Taking on the Future Together: What's Next for MEDITECH

> "As we look at **how we leverage technology**, we are not interested in leveraging it through a rip-and-replace approach. We're looking at strategically — step by step — **augmenting what you have with your Expanse platform** and adding to it."

*Greg Leach,* **Vice President, illustrated MEDITECH's plans for what's next. MEDITECH is strategically investing in technology that will transform digital healthcare.**

Two central themes guided the roadmap: positively impacting the healthcare ecosystem and driving connectivity and interoperability. MEDITECH is developing tools that reduce friction and let care teams focus on patients, ultimately improving clinician workflows, overall workforce health, and the patient experience. This seamless exchange is essential for interoperability and ensuring that the right data is in the hands of the right people at the right time.

The session spotlighted the debut of Expanse's new agentic user experience, which was available for customers to explore firsthand in the MEDITECH Lounge. The use of AI agents represents the next evolution of the EHR, where the system acts as a truly intelligent teammate, anticipating needs, performing tasks proactively, and orchestrating workflows.

MEDITECH introduced two AI-powered chatbot initiatives. One will be in the MyHealth patient portal and include crucial features such as summarizing health information and scheduling appointments. The other will be embedded into clinicians' native workflows and support conversational interaction with the chart. Another use case demonstrated how agents will investigate claim denials and generate an appeal action plan and letter automatically based on payer policy and clinical documentation, saving administrative time and increasing cash flow.

Leach's presentation underscored how MEDITECH is transforming the future of healthcare through thoughtful, strategic innovation. By enhancing Expanse with AI-driven tools, advancing interoperability, and introducing intelligent agent capabilities, MEDITECH is creating a smarter, more connected EHR ecosystem. The roadmap reflects a vision centered around empowering clinicians, strengthening organizations, and delivering better patient experiences.

# Panel: Strengthening Day-to-Day Experiences for Clinicians

At MEDITECH LIVE 25, leaders from Fraser Health, Wooster Community Hospital Health System, and Emanate Health discussed how technology — when implemented strategically — can simplify clinicians' work. The conversation highlighted how advanced EHR tools, AI solutions, and workflow automation are improving efficiency, supporting standardization, and driving quality of care.



(L→R) Cathy Turner, Eric Gasser, Dr. Jacqueline Bracy, and Dr. Amyeen Hassanali discuss the complexities of adding technology into clinicians' workflows and how to ensure that these investments create efficiency rather than friction.

"There's nothing that brings me more **satisfaction** than taking a problem that a provider's having, or a nurse is having, and **bringing a solution to them** . . . to be able to design something within MEDITECH that they say, 'Oh, you really **made my life a lot easier**.' That brings me a lot of satisfaction in my role." — Eric Gasser

## Lessons from LIVE

- *Eric Gasser,* RN, CHCIO, Vice President of Information Systems & Chief Information Officer, Wooster Community Hospital Health System, shared how Wooster's "Free Up Nursing (FUN) Time Committee" turned 150 user suggestions into 81 implemented improvements, dramatically boosting satisfaction. Additionally, the organization recently reported a projected annual savings of nearly 1,600 hours in documentation time and a reduction of more than 7.5 million clicks for its nursing staff.

- *Dr. Jacqueline Bracy,* MD, President, Emanate Health Medical Group, emphasized how the value of EHR content standardization and open communication enabled her organization to scale efficiently from six to 120 providers. She noted that reducing workarounds and listening to clinicians helped streamline workflows, improve care quality, and maintain consistency across the growing organization.

- *Dr. Amyeen Hassanali,* MD, Chief Medical Information Officer, Fraser Health, discussed Fraser Health's success in fostering collaboration and governance through MEDITECH Expanse, linking informatics efforts directly to quality outcomes. He also detailed their partnership with MEDITECH on an AI-powered discharge summary tool that reduces documentation burden, already saving seven minutes per discharge.

# MEDITECH Executive Panel

MEDITECH's senior executives offered an unfiltered look into what's shaping the company's current strategy and where they're headed next. This session gave customers a seat at the table to hear candid discussions about growth, innovation, and partnership in an era defined by constant change.

The conversation underscored MEDITECH's deep commitment to listening to its customers and evolving with the healthcare landscape — from expanding cloud offerings and global reach to embedding AI and automation in ways that make technology more intuitive and transformative than ever. Executives highlighted a shared purpose: helping healthcare organizations thrive amid complexity through a foundation of collaboration, flexibility, and forward momentum.

*Helen Waters,* Executive Vice President and Chief Operating Officer, served as the moderator for this session. She reinforced the importance of customer partnership in driving MEDITECH's strategy.



"Our call to action as a company is to continue to **raise the bar** for you and the **outcomes** that you get to experience and focus on the things that we know matter to you." — Helen Waters, Executive Vice President and Chief Operating Officer



(L →R) Shannon Connell, Vice President, Customer Experience; Carol Labadini, Vice President, Customer Experience; Leah Farina, Vice President, Customer Experience; Helen Waters, Executive Vice President and Chief Operating Officer; Michelle O'Connor, President and Chief Executive Officer; Scott Radner, Vice President, Advanced Technology; Greg Leach, Vice President.

# Panel: Data's Transformative Power in Healthcare

This panel explored how healthcare organizations are redefining data's role in improving outcomes, fostering trust, and advancing equity. Panelists discussed the evolution of interoperability from a regulatory requirement to a strategic advantage, emphasizing the integration of analytics and AI to drive actionable insights. Together, they underscored that the future of healthcare depends not just on sharing data — but sharing it responsibly, intelligently, and collaboratively across the ecosystem.

*Mike Cordeiro,* Senior Director, moderator, emphasized that data is at the center of every MEDITECH innovation and that the right data, shared the right way, has the power to reshape healthcare.



(L→R) Jocelyn Keegan, Brendan Keeler, Mike Cordeiro, Brian Anderson, and Jake O'Shea, discuss the expansive possibilities of advanced data analytics, AI, and interoperability.

## Lessons from LIVE

*Brian Anderson,* MD, President & Chief Executive Officer, the Coalition for Health AI (CHAI)

- Highlights that trust — not technology — is the real barrier to effective data sharing between payers and providers, particularly in processes like prior authorization.
- Emphasizes that healthcare organizations are shifting toward making their data "AI ready," moving from basic interoperability to agentic AI orchestration.

> "I think more recently what we're seeing is this move from AI as a tool to seeing **AI as a team member** or part of the care team delivery — that can be concerning, creating a little bit of anxiety. But that's certainly where provider organizations are going today — the use of these tools as care team members." —Brian Anderson

# Panel: Data's Transformative Power in Healthcare

## Lessons from LIVE

### Brendan Keeler, Interoperability Practice Lead, HTD Health

- Discusses the policy landscape around interoperability, including enforcement of information blocking rules and the expansion from provider-provider to payer-provider data exchange.
- Stresses that advanced tools can help ensure cleaner, more accurate data by reducing human error in data flow and interpretation.

### Jocelyn Keegan, Vice President of Aetna Interoperability, Aetna (a CVS Health Company)

- Notes that the healthcare industry is steadily progressing toward true interoperability and a broader transition from fee-for-service to value-based care.
- Argues that success depends on surfacing the right data at the right time — enabling transparency and trust between payers and providers while avoiding data overload.

### Jake O'Shea, MD, MBA, FACEP, Vice President & Chief Health Information Officer, HCA Healthcare

- Describes HCA's deep commitment to improving clinician workflows through technology, including AI-powered tools and ambient listening pilots.
- Highlights the role of MEDITECH Expanse in standardizing data across 170+ sites, reducing variation and ensuring clean, consistent information for better analytics and decision-making.

> "Enabling our data to be 'AI-ready' is our **Expanse implementation**. Across 23 different MAGIC sites, we had 13 different mnemonics for 325 milligrams of acetaminophen, and in **our Expanse platform** — it's one terminology." — Jake O'Shea

# Panel: Balancing Patient Demands with Financial Realities — A C-Suite Perspective

This session explored how healthcare leaders are navigating today's complex financial and operational landscape while continuing to prioritize patient-centered care. Panelists discussed strategies for balancing growth and sustainability, leveraging data-driven decision-making, and ensuring technology investments align with organizational goals and community needs.

**Helen Waters,** Executive Vice President and Chief Operating Officer, served as the moderator for this session. She emphasized that patients are at the heart of healthcare — and that their evolving expectations, combined with rising financial pressures and new legislation, are driving the next wave of technological advancement and transformation across the industry.



With moderator Helen Waters, Leigh Williams, Stephen Thames, and Greg Stock, delved into the tactics they use at their organizations to remain fiscally responsible while always keeping patient care at the forefront.

## Lessons from LIVE

**Greg Stock,** Chief Executive Officer, **Thibodaux Regional Health System**

- Highlights the importance of using accurate and timely data to take calculated risks and drive down costs.
- Emphasizes that reducing waste through physician-led care transformation teams can produce meaningful financial and operational improvements.

**Stephen Thames,** Chief Financial Officer, **Magnolia Regional Health Center**

- Discusses the challenge of balancing limited financial resources and prioritizing investments that deliver the greatest long-term benefit.
- Stresses transparent internal communication about financial pressures and the importance of maintaining a realistic sense of urgency for change.

**Leigh Williams,** MHIIM, FHIMSS, FACHDM, CHCIO, Vice President & Chief Information Officer, Augusta Health

- Focuses on aligning technology investments with key organizational KPIs to achieve growth while controlling costs.
- Notes the value of using data to uncover new revenue opportunities, simplify technology infrastructure, and enhance patient-centered innovation.

> "What does the community need, and where do we see that gap? What's going to be an advantage for us? Data has helped us really **understand our community** and recognize where we have **service line growth opportunities** that would benefit our patients."
> — Leigh Williams

# From Algorithms to Outcomes: Google's Take on Healthcare's Evolving AI Landscape

**Amy Waldron,** Global Director of Healthcare and Life Sciences Solutions at Google Cloud, delivered a captivating session on the future of healthcare AI, sharing how the industry is moving beyond the era of digitization and into a new age of intelligence — one defined by the ability to create, exchange, and act on information in real time.

While the last decade focused on digitizing and connecting healthcare data, the next phase is about turning that data into action. Waldron described the rise of agentic AI, in which intelligent systems are able to go beyond data analysis to perform tasks under human guidance. With 80% of healthcare data currently unstructured and 97% unused, AI models capable of unlocking this information are set to transform operations and outcomes — potentially removing an estimated $160 billion in costs from the U.S. healthcare system through automation and efficiency.

She also highlighted Google's collaboration with MEDITECH to develop a generative search experience that simplifies how clinicians and administrative staff access information. This innovation underscores how AI can streamline workflows, improve clinical decision-making, and elevate the patient experience — all while maintaining human oversight and ethical responsibility.

Looking to the future, Waldron emphasized that the coming years will be defined by multimodal AI, conversational agents, and intelligent automation enabling providers to work smarter, not harder. Her closing advice — "embrace new technology, engage deeply with it, and, most importantly, challenge it" — captured both the excitement and the accountability this new technology demands. Her message reinforced that while AI may be the moment, data is the opportunity, and that by using these tools responsibly, healthcare can transform complexity into a competitive advantage.



Amy Waldron speaks during her session, "From Algorithms to Outcomes: Google's Take on Healthcare's Evolving AI Landscape," sharing insights on how AI is transforming the future of healthcare at MEDITECH LIVE 2025.

# Immersive Track Sessions

## Immersive Track Sessions:

### Strengthening Day-to-Day Experiences for Clinicians

Participants learned how organizations across the industry are improving the clinician experience. Several customer speakers shared how they have enhanced clinician efficiency, streamlined workflows, and reduced administrative burdens. Featured speakers included:

- Vern Lougheed, Director of IT/Information Security Officer at Northfield Hospital + Clinics
- Christine Yocum, RN, MSN, EMR, Onboarding and Education Manager, Surgical Hospital at Southwoods
- Carl R. Cameron, FACHE, Senior Vice President & Chief Operating Officer, Holyoke Medical Center
- Chris Giroux, Director of Information Technology at Holyoke Medical Center
- Kimberly A. Landers, MS, RN, NEA-BC, CENP, FACHE, Vice President of Patient Care & Chief Nurse Executive, Morris Hospital and Healthcare Centers
- Marc Gibbs, Chief Information Officer, Meadville Medical Center
- Nolan Hennessee, Chief Information Officer/Vice President, St. Joseph's/Candler Health System



**Amir Soheili and Sam Fielding highlight building a patient-centric digital health plan with a "MEDITECH First" approach to maximize Expanse investment.**

## Immersive Track Sessions:

### Data's Transformative Power in Healthcare

Attendees gained valuable data-driven insights from speakers who shared how they have leveraged robust data analytics to revolutionize patient care, optimize operational efficiencies, and drive groundbreaking advancements in medical research. Customer speakers included:

- Tito Perez, Corporate Director, Enterprise Applications, Emanate Health
- Jackie Rice, Vice President and Chief Information Officer, Frederick Health
- Tina Burbine, Co-Founder, Rural Health Community
- Priscilla A. Frase, MD, Interim Director of IT and Chief Medical Information Officer/Hospitalist, Ozarks Healthcare
- Jennifer Sadoff, Chief Executive Officer, Moab Regional Hospital
- Dr. Virna Little, Co-Founder, Chief Operating Officer, Zero Overdose
- Amir Soheili, Vice President, Digital Health & Diagnostics, Southlake Health
- Sam Fielding, Chief Information Officer, Southlake Health
- Darrell Bodnar, BS, CPM, CPHIMS, CIO, North Country Healthcare



**Carl R. Cameron and Chris Giroux highlight the impact of ambient intelligence on culture, efficiency, and staff satisfaction in ambulatory care.**



**Tito Perez highlights the power of Traverse Exchange in turning clinical data into actionable insights for better healthcare delivery.**

# Immersive Track Sessions

## *Immersive Track Sessions: Balancing Patient Demands with Financial Realities*

Attendees at MEDITECH LIVE 25 explored the theme of financial health and sustainability, hearing from speakers who shared their insights on balancing consumer expectations with the financial realities of healthcare. Customer speakers included:

- Carl R. Cameron, FACHE, Senior Vice President & Chief Operating Officer, Holyoke Medical Center
- Chris Giroux, Director of Information Technology at Holyoke Medical Center
- Grant Norton, MBA, MS, Director, Patient Accounting, St. Mary's Healthcare
- Tom Leary, MA, CAE, FHIMSS, Senior Vice President and Head of Government Relations, HIMSS
- Angela Soliday, MSN, RN-BC, Director of Information Services, Hancock Health
- Dr. William Gustin, Chief Medical Officer, Moab Regional Hospital
- Joe Diver, FACHDM, Vice President and Chief Information Officer, Signature Healthcare



**Dr. William Gustin and Joe Diver share strategies for embracing value-based care, driving better patient outcomes, and supporting measurable organizational growth.**



**Attendees learn from Jennifer Sadoff and Dr. Virna Little as they explore how integrated digital solutions are bridging gaps in rural behavioral health, improving access, care, and safety.**

# Interoperability & Data Pavilion Sessions

The Interoperability and Data Pavilion offered a platform for healthcare leaders to explore how intelligent interoperability is transforming healthcare. Designed to highlight the impact of interoperability within the MEDITECH EHR, the Pavilion featured a dynamic lineup of sessions, demonstrations, and discussions led by industry experts and policy leaders.
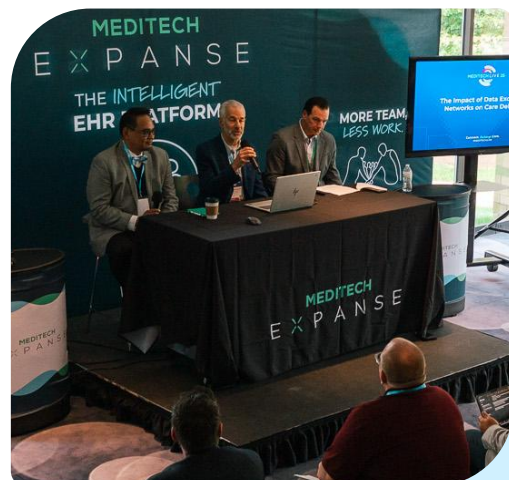
Attendees gained insights into the latest updates surrounding TEFCA, information blocking reform, and CMS's evolving interoperability framework. They also learned about broader efforts to advance a more connected digital health ecosystem, including MEDITECH's national data exchange network, Traverse Exchange. Several sessions focused on how the industry can close interoperability gaps, comply with new federal mandates, and empower patients with timely access to their health information.

In one session, panelists *Brendan Keeler,* Interoperability Practice Lead, HTD Health, and *John Valutkevich,* Director of Programs, Drummond Group, LLC, examined infoblocking reform and discussed how industry standards can be effectively leveraged to facilitate secure and seamless information exchange in alignment with the 21st Century Cures Act. Other presentations showcased FHIR-driven API strategies and demonstrated how intelligent interoperability can deliver real-world value through patient care scenarios — from prenatal and postpartum care to oncology — illustrating how open integration with third-party solutions enhances the continuum of care.

Another session featured *Jocelyn Keegan,* Vice President of Aetna Interoperability, Aetna (a CVS Health Company), who focused on how interoperability is improving efficiency and patient outcomes. She walked attendees through how health plans are responding to the CMS Interoperability Framework and investing in partnerships with providers to advance data exchange and value-based care. These efforts by health plans are breaking down data silos and moving the needle on creating a more collaborative and data-driven healthcare ecosystem.

Traverse Exchange is MEDITECH's national data exchange network. By embracing the open exchange of discrete patient information across all participating care networks and vendor solutions, Traverse Exchange removes barriers to care and makes data accessible through intelligent and intuitive workflows.

As of Q4 2025, Traverse Exchange is now live in 112 health systems and 500+ facilities across 39 states and territories, advancing interoperability nationwide. The nationwide network now includes an AI-powered consolidated patient summary that filters redundant data and organizes key information from multiple sources into a single, searchable view — reducing cognitive load and enabling faster, more informed decisions within the native EHR workflow.



Industry leaders Tito Perez, Dr. Steven Lane, and moderator Mike Cordeiro discuss the power of intelligent interoperability and how open integration with third-party solutions enhances care delivery within the Expanse EHR.



John Valutkevich and Brendan Keeler outline how evolving mandates and standards are driving better interoperability and preventing information blocking, moderated by Mike Cordeiro.



Jocelyn Keegan shares how aligning policy, technology, and collaboration is key to building a truly connected care ecosystem.

# Operational Excellence Sessions: Maximizing Value in Expanse

The Operational Excellence Sessions offered healthcare leaders a practical roadmap for boosting efficiency and optimizing workflows, unlocking the full value of their investment in Expanse. Attendees gained actionable strategies from both customer experience experts and health system leaders who shared real-world insights and proven methods to maximize EHR value.

## Highlights from the guest speakers included:

*Priscilla A. Frase,* MD, Interim Director of IT and Chief Medical Information Officer/Hospitalist, Ozarks Healthcare, who explored building strong post-live governance, integrating AI, and fostering clinician engagement through continuous improvement.

*Lisa Doyle,* Director, Learning & Content, MedPower, who emphasized the critical role of ongoing, tailored education in empowering users and sustaining long-term EHR success.
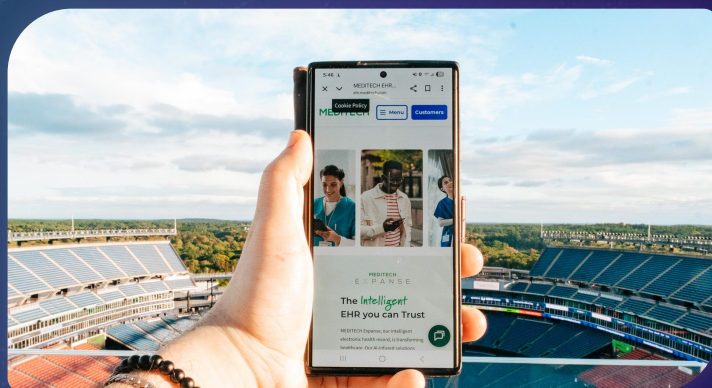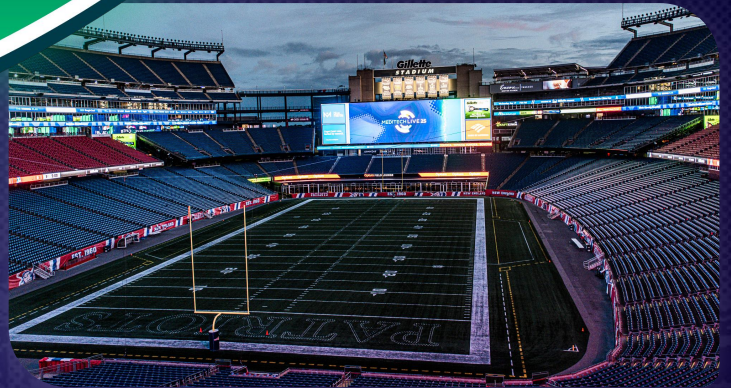
*Mark Snowise,* MD, CMIO, Berkshire Health System, who shared practical approaches for leveraging five underutilized tools to enhance efficiency, patient care, and clinician satisfaction without major system overhauls.

# The MEDITECH Huddle

**Wednesday
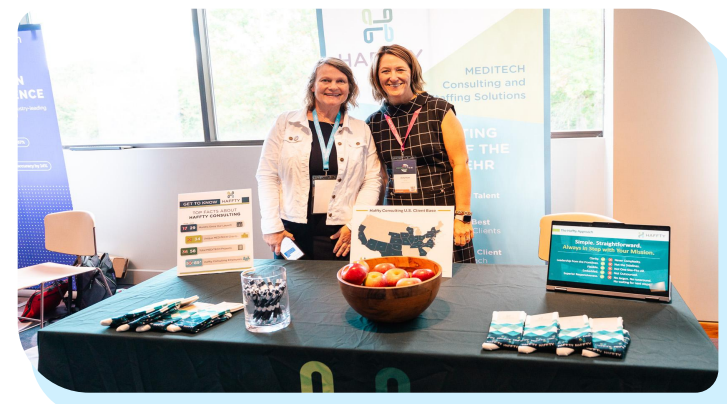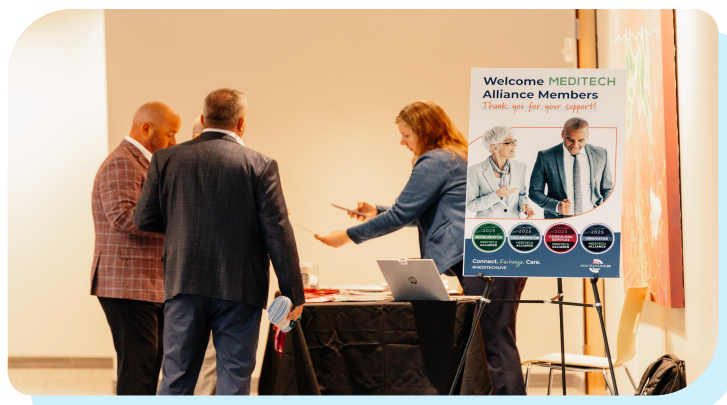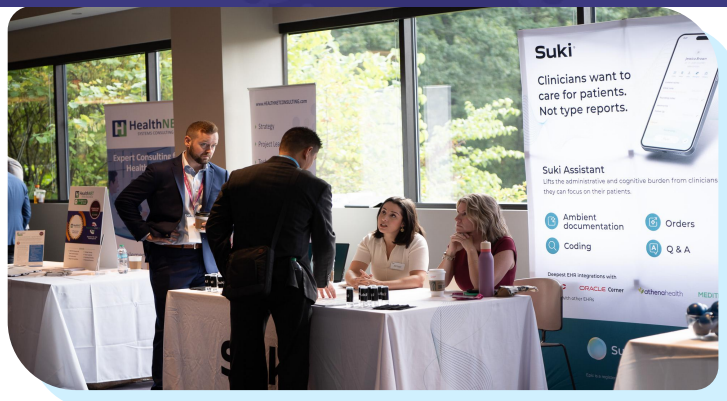September 17
6 p.m. — 9 p.m.**

**Gillette Stadium
Foxborough, MA**

Customers, staff, and Alliance members gathered for a social gathering at Gillette Stadium to share delicious food and festive drinks while continuing conversations from the opening day of MEDITECH LIVE.

# Vendor Partners



Healthcare leaders joined MEDITECH vendor partners at the Vendor Gallery to engage in meaningful conversations and learn more about solutions that enhance, complement, or extend Expanse.

ACS MediHealth
The Healthcare Solutions Company

CENTAURI
HEALTH SOLUTIONS

CloudWave

commure

DrFirst

forward advantage

Google Cloud

HAFFTY

HealthNET
SYSTEMS CONSULTING INC

IMO Health

IPeople
Healthcare
AN RLDatix COMPANY

luma

medSR

Microsoft

Phreesia

SURGICAL
INFORMATION
SYSTEMS

Suki

Tegria

TEKNICOR
INNOVATION UNLEASHED

# Connect. *Exchange.* Care.