

# CY 2024 Real World Testing Results for Practice EHR

## Executive Summary

This is the Real World test Result for CY 2024 for Practice EHR certified EHR solution. It provides the real world test measurements and metrics that meet the intent and objectives of ONC's Condition of Certification and Maintenance of Certification requirement for real world testing (§ 170.405 Real world testing) to evaluate compliance with the certification criteria and interoperability of exchanging electronic health information (EHI) within the care and practice setting which it is targeted for use.

As ONC has stated in its rule, "The objective of real world testing is to verify the extent to which certified health IT deployed in operational production settings is demonstrating continued compliance to certification criteria and functioning with the intended use cases as part of the overall maintenance of a health IT's certification." We have worked toward this objective in designing our test plan and its subsequent real world testing measurements and metrics followed by test results for CY 2024.

We have included our timeline and milestones for completing the real world testing in CY 2024, and information about compliance with the Standards Version Advancement Process updates.

## Developer Attestation

This Real World Testing Report is complete with all required elements, including measures that address all certification criteria and care settings. All information in this plan is up to date and fully addresses the health IT developer's Real World Testing requirements.

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## General Information

Plan Report ID Number: PracticeEHR-RWT-2024

Developer Name: Practice EHR LLC

Certified Health IT Criteria: 315(b)(1)-(3), (b)(10), (e)(1), (f)(1)-(2), (g)(7)-(10)

Product Name(s): Practice EHR

Version Numbers(s): V12

Product List (CHPL) ID(s) and Link(s):

- 15.04.04.2997.Prac.12.01.1.220628
- <https://chpl.healthit.gov/#/listing/10923>

Developer Real World Testing Page URL:

<https://www.practiceehr.com/real-world-testing>

## Timeline and Milestones for Real World Testing CY 2024

- 1Q-2024: Began communication with clients to ask for their support and participation in real world testing. The goal was to have a sufficient number of clients committed for real world testing by the end of 1Q-2024.
  - Status: MET
- 2Q-3Q 2024. During the 3<sup>rd</sup> quarter of CY 2024, the real world testing with clients was scheduled and performed. It was expected that a preparatory would will be done with clients to prepare them for testing activities. Results documented in the test results section of the test methods.
  - Status: MET
- 4Q-2024. During the last quarter of the year, the CY 2025 real world test plan to be completed according to ONC and ONC-ACB requirements and expectations. Test plan to be prepared for submission before the end of the year.
  - Status: MET
- 1Q-2025. Submit RWT Test Report to ONC-ACB.
  - Status: MET

## Standards Version Advancement Process (SVAP) Updates

For CY 2024, we did not do any SVAP updates after Cures update.

Standard (and version)	N/A
Updated certification criteria and associated product	N/A
Health IT Module CHPL ID	N/A
Method used for standard update	N/A
Date of ONC-ACB notification	N/A
Date of customer notification (SVAP only)	N/A
Conformance measure	N/A
USCDI-updated certification criteria (and USCDI version)	N/A

## Real World Testing Measurements

The measurements for our real world testing plan are described below. Each measurement contains:

- Associated ONC criteria
- Description of the measurement/metric
- Test results
- Testing Methodology used
- Number of client sites to use in testing (if applicable)
- Relied upon software
- Care settings which are targeted with the measurement/metric
- Non-Conformities or Errors Discovered
- Changes for this Measure from Original RWT Test Plan

### Testing Methodologies

For each measurement, a testing methodology is used. For our test plan, we use the following methodologies.

**Reporting/Logging:** This methodology uses the logging or reporting capabilities of the EHR to examine functionality performed in the system. A typical example of this is the measure reporting done for the automate measure calculation required in 315(g)(2), but it can also be aspects of the audit log or customized reports from the EHR. This methodology often provides historical measurement reports which can be accessed at different times of the year and evaluate interoperability of EHR functionality, and it can serve as a benchmark for evaluating real world testing over multiple time intervals.

**Compliance with Reporting Metric or Scoring Tool:** This methodology uses inspection to evaluate if EHR is supporting to the ONC criteria requirements in interoperability compliance. It can be done through 1-v-1 inspection testing and utilizing various tools to measure or evaluate compliance and interoperability. It either includes tool which produces a quantifiable result or uses specific metrics to evaluation real world interoperability.

### Number of Clients Sites

Within each measure, we note the minimum number of clients or client sites we used for this measure evaluation. The numbers vary depending on the methodology as well as overall use of the associated EHR Module criteria by our users. For criteria that are not widely used by our customer base, we may test the respective measure in our own production-sandbox environment given lack of customer experience with the criteria functionality.

### Care and Practice Settings Targeted

Our EHR is primarily targeted to general ambulatory practices, and our measures were design for this setting in mind.

## RWT Measure #1. Number of Transition of Care C-CDAs Successfully Sent

Associated Criteria: 315(b)(1)

### Measurement Description:

This measure is tracking and counting how many C-CDAs are created and successfully sent from the EHR Module to a 3<sup>rd</sup> party via Direct messaging during a transition of care event over the course of a given interval.

### Testing Result:

Clients did not use this functionality. Since this number was zero, we tested this measure in our production sandbox environment and were successful in sending error free CCDAs. 5 transactions were tested and no issues were seen.

### Testing Methodology:

Reporting/Logging

### Number of Clients Sites:

We designed this measure to test the general ambulatory setting that we support and target. We specified in our RWT plan to test two (2) client practices to give an appropriate sample of our users to effectively evaluate our product's interoperability and functionality of this criteria.

### Relied upon software:

Data Motion.

### Care Setting:

Care setting was Outpatient general ambulatory.

### Non-Conformities or Errors Discovered:

During our testing, we did not discover any errors or criteria non-conformities.

### Changes for this Measure from Original RWT Test Plan:

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.



## RWT Measure #2.      Number of NewRx Prescriptions Messages Successfully Sent

Associated Criteria: 315(b)(3)

### Measurement Description:

This measure is tracking and counting how many NewRx electronic prescriptions were created and successfully sent from the EHR Module to a pharmacy destination over the course of a given interval.

### Testing Result:

Electronic prescriptions were created and sent successfully by customers tested. Total count for electronic prescriptions in targeted timeframe was 125,368. No errors were logged or reported resulting in 100% success.

### Testing Methodology:

Reporting/Logging

### Number of Clients Sites:

We designed this measure to test the general ambulatory setting that we support and target. We specified in our RWT plan to test two (2) client practices to give an appropriate sample of our users to effectively evaluate our product's interoperability and functionality of this criteria.

### Relied upon software:

No relied upon software.

### Care Setting:

Care setting was Outpatient general ambulatory.

### Non-Conformities or Errors Discovered:

During our testing, we did not discover any errors or criteria non-conformities.

### Changes for this Measure from Original RWT Test Plan:

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

### RWT Measure #3. Number of Patient Batch Exports Run

Associated Criteria: 315(b)(10)

#### Measurement Description:

This measure is tracking and counting how many batch exports of Patient EHI were successfully performed by the EHR Module over the course of a given interval.

#### Testing Result:

Batch export functionality was not used by selected customers. Given this, we tested this in our production sandbox environment and were successfully able to generate export batches. Number of batches exported were 6. We did detailed analysis on the batches exported and found no issues. Error count was 0 resulting in 100% success rate.

#### Testing Methodology:

Reporting/Logging

#### Number of Clients Sites:

We designed this measure to test the general ambulatory setting that we support and target. We specified in our RWT plan to test two (2) client practices to give an appropriate sample of our users to effectively evaluate our product's interoperability and functionality of this criteria.

#### Relied upon software:

No relied upon software.

#### Care Setting:

Care setting was Outpatient general ambulatory.

#### Non-Conformities or Errors Discovered:

During our testing, we did not discover any errors or criteria non-conformities.

#### Changes for this Measure from Original RWT Test Plan:

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #4. Number of Patients Given Access to Portal

Associated Criteria: 315(e)(1)

### Measurement Description:

This measure is tracking and counting how many patients are given login access to their patient portal account over the course of a given interval.

### Testing Result:

Practice EHR has its own patient portal. Patients can gain access to their secure patient portal. Login credentials are created and sent to patient. We saw 24,320 patients with portal access. No issue was found and it resulted in 100% success rate.

### Testing Methodology:

Reporting/Logging

### Number of Clients Sites:

We designed this measure to test the general ambulatory setting that we support and target. We specified in our RWT plan to test two (2) client practices to give an appropriate sample of our users to effectively evaluate our product's interoperability and functionality of this criteria.

### Relied upon software:

No relied upon software.

### Care Setting:

Care setting was Outpatient general ambulatory.

### Non-Conformities or Errors Discovered:

During our testing, we did not discover any errors or criteria non-conformities.

### Changes for this Measure from Original RWT Test Plan:

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #5. Compliance of C-CDA Error Detection

Associated Criteria: 315(b)(1)

### Measurement Description:

This measure is tracking compliance of the EHR Module criteria functionality of detecting errors within a received or imported C-CDA.

### Testing Result:

We used production sandbox environment to test this measure. To ensure assurance of compliance to the EHR Module criteria, specifically ability to detect any conformance or vocabulary standard errors of a received or imported in C-CDA.

### Testing Methodology:

Compliance with Reporting Metric

### Number of Clients Sites:

We designed this measure to test the general ambulatory setting that we support and target. We specified in our RWT plan to test one (1) client practice to give an appropriate sample of our users to effectively evaluate our product's interoperability and functionality of this criteria.

### Relied upon software:

No relied upon software.

### Care Setting:

Care setting was Outpatient general ambulatory.

### Non-Conformities or Errors Discovered:

During our testing, we did not discover any errors or criteria non-conformities.

### Changes for this Measure from Original RWT Test Plan:

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #6. Problem/Medication/Allergy Incorporation from C-CDA – C-CDA Scorecard Quantifiable Result

Associated Criteria: 315(b)(2)

### Measurement Description:

This measure is tracking compliance of the EHR Module criteria functionality of incorporating problem/medication/allergy from a C-CDA and doing a quantifiable evaluation using the ONC C-CDA Scorecard tool.

### Testing Result:

This provided assurance of compliance to the EHR Module criteria, specifically ability to select the appropriate patient and then incorporate the problems, medications, and allergies values into the patient record. No customer used the electronic CCDAs sent to them.

We tested this in production sandbox environment by sending 5 CCDAs to the system and importing and reconciling them to incorporate Problem list, Medications and Allergies information. We then exported these 5 CCDAs and tested against the scorecard to ensure there were no issues, Success rate was 100% for these 5 tests.

### Testing Methodology:

Scoring Tool

### Number of Clients Sites:

We designed this measure to test the general ambulatory setting that we support and target. We specified in our RWT plan to test one (1) client practices to give an appropriate sample of our users to effectively evaluate our product's interoperability and functionality of this criteria.

### Relied upon software:

No relied upon software.

### Care Setting:

Care setting was Outpatient general ambulatory.

### Non-Conformities or Errors Discovered:

During our testing, we did not discover any errors or criteria non-conformities.

### Changes for this Measure from Original RWT Test Plan:

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #7. Immunization Message – Number of Compliant Conformance Statements and Errors Detected

Associated Criteria: 315(f)(1)

### Measurement Description:

This measure is tracking compliance of the EHR Module criteria functionality of creating an immunization message.

### Testing Result:

This measure provided functionality to record immunization admission information on a patient and create an immunization message which were delivered to a public health registry. Electronic immunization messages were created by the customers and sent to registries. There were a total of 1523 electronic immunization messages. All were sent out successfully. There were 11 patients against which error was received “Patient could not be matched”. Other than this we did not see any issue.

### Testing Methodology:

Electronic immunization message created and sent to registry electronically.

### Number of Clients Sites:

We designed this measure to test the general ambulatory setting that we support and target. We specified in our RWT plan to test one (1) client practices to give an appropriate sample of our users to effectively evaluate our product’s interoperability and functionality of this criteria.

### Relied upon software:

No relied upon software.

### Care Setting:

Care setting was Outpatient general ambulatory.

### Non-Conformities or Errors Discovered:

During our testing, we did not discover any errors or criteria non-conformities.

### Changes for this Measure from Original RWT Test Plan:

Instead of testing this in a production sandbox, we tested this measure in client’s production system.

## RWT Measure #8. Syndromic Surveillance Message – Number of Compliant Conformance Statements and Errors Detected

Associated Criteria: 315(f)(2)

### Measurement Description:

This measure is tracking compliance of the EHR Module criteria functionality of creating a syndromic surveillance message.

### Testing Result:

Since no client was using this functionality we tested 5 transactions in production sandbox environment in order to preserve and avoid disclosing the patient PHI. 5 Electronic HL7 Syndromic Surveillance ADT message transactions regarding the patient's diagnosis were created and analyzed with test tool to ensure validity and compliance.

### Testing Methodology:

Scoring Tool

### Number of Clients Sites:

We designed this measure to test the general ambulatory setting that we support and target. We specified in our RWT plan to test one (1) client practice to give an appropriate sample of our users to effectively evaluate our product's interoperability and functionality of this criteria.

### Relied upon software:

No relied upon software.

### Care Setting:

Care setting was Outpatient general ambulatory.

### Non-Conformities or Errors Discovered:

During our testing, we did not discover any errors or criteria non-conformities.

### Changes for this Measure from Original RWT Test Plan:

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #9. API Resource Query Support – C-CDA Scorecard Quantifiable Result

Associated Criteria: 315(g)(7), (g)(9)

### Measurement Description:

This measure is tracking compliance of the EHR Module criteria functionality of support of API query of patient data resources.

### Testing Result:

Because API criteria, 315(g)(7),(g)(9), all work collectively together in the API functionality of the EHR Module, this measurement is used for both.

To avoid disclosing PHI, we worked with 5 test patients from an appropriately production-mirrored environment to best evaluate production capabilities available to end users.

The user connects to the EHR through a client application via the API and is prompted for credentials and authentication according to the EHR's publicly available API documented specification. After supplying the correct credentials, the EHR returns a valid ID or token for the API Client to access the patient data. The user queries the patient clinical data resources via the API and receive access to them through the client application.

User then queried the C-CDA of the patient record and ran C-CDA through the Scorecard tool to obtain a result to give us a numeric and quantifiable value to evaluate interoperability compliance.

We also confirmed the process and steps done by the user meet the criteria requirements of the EHR Module to ensure it works as expected in production as in a controlled test environment. No errors were found in all 5 tests.

### Testing Methodology:

Scoring Tool

### Number of Clients Sites:

We designed this measure to test the general ambulatory setting that we support and target. We specified in our RWT plan to test one (1) client practice to give an appropriate sample of our users to effectively evaluate our product's interoperability and functionality of this criteria.

### Relied upon software:

No relied upon software.

### Care Setting:

Care setting was Outpatient general ambulatory.



**Non-Conformities or Errors Discovered:**

During our testing, we did not discover any errors or criteria non-conformities.

**Changes for this Measure from Original RWT Test Plan:**

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #10. Standardized API for Patient and Population Services

Associated Criteria: 315(g)(10)

### Measurement Description

This measure is tracking compliance of the EHR Module criteria functionality of support of standardize API query of patient EHI data.

### Testing Result:

To avoid disclosing PHI, we tested with 3 test patients from an appropriately production-mirrored environments to best evaluate production capabilities available to end users. All 3 transactions were run against an appropriately production-mirrored sandbox environment and all 3 cases passed.

This measure provides assurance of compliance to the EHR Module criteria, specifically ability to connect to the EHR's API resources and query patient clinical data through the API. This measure also queries the patient's complete EHI through the API and evaluate it against our internal scoring mechanism as well as [ONC C-CDA Scorecard tool](#).

### Testing Methodology:

Scoring Tool

### Number of Clients Sites:

We designed this measure to test the general ambulatory setting that we support and target.. This number covers a sufficient percentage of existing practices to provide a viable sample of users of the certified EHRs.

### Relied upon software:

No relied upon software.

### Care Setting:

Care setting was Outpatient general ambulatory.

### Non-Conformities or Errors Discovered:

During our testing, we did not discover any errors or criteria non-conformities.

### Changes for this Measure from Original RWT Test Plan:

We did not make any notable changes from our documented RWT Test Plan in our testing

methods or metrics.