REAL WORLD TESTING RESULTS REPORT 2023 - NeoMed 3.0.0.8

BACKGROUND

Under the ONC Health IT Certification Program (Certification Program), health IT developers are required to conduct Real World Testing (RWT) of their certified health IT (45 CFR 170.405). The Office of the National Coordinator for Health Information Technology (ONC) issues RWT resources to clarify health IT developers' responsibilities for conducting RWT, to identify topics and specific elements of RWT that ONC considers a priority, and to assist health IT developers in developing their RWT plans and results reports.

NeoDeck is submitting this report that covers one year of results to address RWT of NeoMed as outlined in the 2023 RWT plan. This report reflects adjustments to approaches made throughout RWT and includes a list of these changes, the reasons for them, and how intended outcomes were more efficiently met as a result.

The following resources were used in preparation of this report.

- Real World Testing–What It Means for Health IT Developers – Fact Sheet
- Real World Testing Resource Guide
- Real World Testing Certification Companion Guide
- 21st Century Cures Act: Interoperability, Information Blocking, and the ONC Health IT Certification Program final rule, 85 FR 25642 (May 1, 2020) (ONC Cures Act Final Rule)
  - Section VII.B.5 — *"Real World Testing"*

REPORT ORGANIZATION

This document is organized by elements required to be submitted in the RWT results report. Each section provides a field for submitting responses and/or explanations for how NeoDeck addressed each required element in our RWT approach. This report has been expanded with additional rows or columns to address the specific needs of the RWT results being submitted.

GENERAL INFORMATION

Plan Report ID Number: [For ONC-Authorized Certification Body use only]

Developer Name:	NeoDeck Holdings, Corp
Product Name(s):	NeoMed 3.0 / Legacy
Version Number(s):	3.0.0.8
CHPL ID(s):	15.05.04.2814.1739.03.01.1.221230

Developer Real World Testing Plan and Results Report Page URL:
https://neodeck.atlassian.net/wiki/spaces/NPS/pages/3047325701/Real+World+Testing+RWT+Plans+and+Results+Reports

CHANGES TO ORIGINAL PLAN

There are no changes to the original 2023 Real World Testing Plan.

WITHDRAWN PRODUCTS

Product Name(s):	Patient Vault
Version Number(s):	2.0
CHPL ID(s):	15.04.04.2814.PVau.02.00.1.191209
Date(s) Withdrawn:	December 31, 2022
Inclusion of Data in Results Report:	No Patient Vault data was captured. Patient Vault is a pass-through patient portal of NeoMed EHR.

SUMMARY OF TESTING METHODS AND KEY FINDINGS

Testing Methods

Real World Testing methods were deployed to demonstrate real-world interoperability focused on capturing and documenting the number of instances that certified capability is successfully utilized in the real world. We used a threefold approach that included adoption rate, summative testing, and interactive testing. The adoption rate demonstrated if/when a certified capability was being used in the real world. On the other hand, summative testing used values from reports and audit logs to measure which certified actions were performed. Lastly, interactive live-testing sessions were used to demonstrate conformance to requirements where the adoption rate of a given certified capability is zero.

Key Findings

Any challenges encountered or lessons learned from the chosen approach are also mentioned below. The goal is to demonstrate real-world interoperability and point out any non-conformities that were discovered and reported to the ONC-ACB during testing.

As mentioned below, we are able to demonstrate the certified capability is available and compliant with the certification criteria to support real-world interoperability. Unfortunately, some metrics were absent in the selected evaluation period due to lack of activity.

- Context - During the evaluation period, CCDAs were created, sent, and received. Prescriptions were transmitted successfully. Health records and direct messages were exported, viewed, downloaded, sent, or received successfully.

- Compliance - Metrics for b.1, b.3, b.6, e.1, and h.1 criteria demonstrate that these criteria are available, effective and compliant. However, no CCDAs were received via an outside system or reconciled (b.2). Not a single provider imported or exported CQM files either.

- Exchange - For the most part, metrics for b.1, b.3, b.6, e.1, and h.1 criteria demonstrate effective EHI exchange.

- Outcome – Metrics demonstrate that all criteria met expectations. Metrics also demonstrate a success rate for

all criteria except b.2 and c.3 due to no CCDAs reconciliation and no CQMs imported or exported by a provider.

- Challenges - Although providers did not import or export any CQM files during the evaluation period, we received a request on January 18, 2023 for a QRDA Type III file for reporting period 01/01/2020 to1/31/2020 which was successfully exported confirming that the certified criterion is available and effective.

Non-conformities were not found this evaluation period. Improved tools were implemented were implemented during the 2023 RWT plan period to capture and monitor metrics.

STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS (SVAP) AND UNITED STATES CORE DATA FOR INTEROPERABILITY (USCDI))

NeoMed did not include updates to newer versions of standards prior to August 31, 2023.

Care Settings

NeoMed is marketed primarily to ambulatory providers. It was designed to be flexible and customizable so it could be used by a variety of different clinical specialties. Although our system can be adapted to various specialties, the following specialties comprise most of our clients. Therefore, they were selected to be evaluated for the RWT certification.

- Primary Care (e.g., Internal Medicine, Pediatrics, Obstetrics)
- Cardiology
- Physical therapy
- Behavioral Health

Metrics and Outcomes

The table shown below, lists outcomes from testing that successfully demonstrate that NeoMed:

- is compliant with the certification criteria, including the required technical standards and vocabulary codes sets;
- is exchanging electronic health information (EHI) in the care and practice settings for which it is marketed for use; and/or,
- EHI is received by and used in NeoMed.

In addition, outcomes that did not result from measurements might be included, as deem necessary, to better describe testing effort.

The goal is to describe how the specific data collected from Real World Testing measures demonstrate the results. Whenever possible but most often than not, some context about the measures and results is provided to understand the number of licenses tested for the specified measures. The number of licenses that were used in calculations as the denominator for percent or proportion comparisons to the reported results is **443**.

Any Relied Upon Software that is used to meet certification requirements for a criterion is also mentioned in this section.

NeoMed 4 criteria g.7 through g.9 were removed and it was not certified to the g.10 criterion. However, NeoMed uses a certified FHIR API/Server (Dynamic Health IT, Inc. ConnectEHR +BulkFHIR) as relied-upon software to ensure interoperability compliance.

All metrics and, specifically, those with "0" value such as b.2, were tested internally to validate results.

Criterion	Metric	Value	Justification and Expected Outcome	Results
170.315(b)(1) Transitions of care	Number of CCDAs created	325,140	This criterion requires the ability of a certified Health IT module to create CCDAs according to specified standards and vocabulary code	**Context**

	Number of CCDAs sent via edge protocols	12	sets, as well as send and receive CCDAs via edge protocols. However, it is not possible to consistently and reliably demonstrate that all required standards and code sets were used because not all CCDAs created in a real-world setting contain all the necessary data elements. Furthermore, it is not feasible to obtain copies of CCDA documents from "outside" developers or providers who have no incentive to participate in this exercise. Therefore, we intend **to demonstrate the required certified capabilities by showing how often CCDAs are created and exchanged with other systems to demonstrate the certified capability is available and effective, regardless of the frequency it is used.** Our expectation is there will be moderate utilization by providers with a high success rate.	In a period of 90 days, an average of approximately 108,380 CCDAs were created monthly at a rate of 734 CCDAs per licensed user. **Compliance** This demonstrates that CCDAs are being created consistently and that the certified capability is available and compliant with this certification criterion. **Exchange** A small number of CCDAs were sent and received via edge protocols demonstrating effective EHI exchange. **Outcome** A significant number of CCDAs creation exceeds expectations of moderate utilization by providers and a high success rate. **Relied-upon Software** Datamotion service for edge protocols is used as relied-upon software for this criterion.
	Number of CCDAs received via edge protocols	12		
315(b)(2) Clinical information reconciliation and incorporation	Number of times a user reconciled medication list data from a received CCDA	0	This criterion requires the ability of a certified Health IT module to take a CCDA received via an outside system and match it to the correct patient; reconcile the medication, allergy, and problem lists; and then incorporate the lists into the patient record. The expectation is each of these steps is done electronically within the certified Health IT module. While this certified capability is available to our users, most providers in the real world typically prefer to perform these steps manually and elect to save any outside received CCDAs as attachments to the patient record. Therefore, we intend **to record the frequency that providers are electronically reconciling and incorporating CCDAs that were received from outside providers to demonstrate the certified capability is available and effective, regardless of the frequency it is used.** Our expectation is there will be low utilization by providers with a high success rate.	**Context** In a period of 90 days, CCDAs were neither received via an outside system nor reconciled. **Compliance** We are unable to demonstrate that this capability was available, effective, and compliant to this criterion due to inactivity in this time period. **Exchange** We are unable to demonstrate data exchange due to lack of CCDAs received from outside providers. **Outcome** These metrics also proved our expectation for low utilization and does not demonstrate a success rate.
	Number of times a user reconciled allergies and intolerance list data from a received CCDA	0		
	Number of times a user reconciled problem list data from a received CCDA	0		
170.315(b)(3) Electronic prescribing	Number of prescriptions created	798,289	This criterion requires the ability of a certified Health IT module to perform prescription-related electronic transactions (eRx) using required standards. However, it is not possible to demonstrate the correct standards were used because it is not feasible to obtain copies of eRx documents from "outside" companies or pharmacies who have no incentive to participate. Therefore, we intend **to demonstrate the required certified capabilities are effective by showing how often eRx transactions are performed by examining reports from our eRx partner. This will confirm that not only are the eRx**	**Context** In a period of 90 days, an average of approximately 266,000 prescriptions were created monthly at a rate of 1,800 prescriptions per licensed user. An insignificant number of prescriptions created were canceled or renewed. **Compliance** This metric shows how successful and effective eprescribing transactions are and that NeoMed is compliant with this criterion.
	Number of prescriptions changed	0		
	Number of prescriptions canceled	111		
	Number of prescriptions renewed	3		

			transactions sent from the certified Health IT module, but that the transactions are successfully received by the eRx clearinghouse. Our expectation is there will be high utilization by providers with a high success rate.	**Exchange** Surescripts confirmed that although a Partnership Value Report was not issued for 2023, NeoMed transactions are being received successfully. **Outcome** This high number of successful eprescribing transactions confirmed our expectations of high utilization with a high success rate.
170.315(b)(6) Data export	Number of times a data export was performed for a single patient in a single transaction	9	This criterion requires the ability of a certified Health IT module to export a summary of a patient's record in CCDA format according to specified standards and vocabulary code sets. However, it is not possible to consistently and reliably demonstrate that all required standards and code sets were used because not all CCDAs created in a real-world setting contain all the necessary data elements. Therefore, we intend **to demonstrate the certified capability is available and effective, regardless of the frequency it is used.** Our expectation is there will be very low utilization by providers with a high success rate.	**Context** In a period of 90 days, an average of approximately 3 records were exported monthly for a single patient in a single transaction. There was no data export performed for multiple patients in a single transaction **Compliance** All the data exports were performed for a single patient in a single transaction demonstrating that the certified capability is available, effective, and compliant with this criterion. **Exchange** The number of exported records for this time period demonstrates that EHI records are being exchanged. **Outcome** The small number of data exports confirmed our expectation for a very low utilization but with a high success rate.
	Number of times a data export was performed for multiple patients in a single transaction	0		
170.315(c)(1- 3) Clinical quality measures (CQMs)	Number of measures recorded during the period Number of QRDA Category 1 files exported Number of QRDA Category 1 files imported (if applicable)	0	These criteria will be tested together. C1 requires a certified Health IT module to record required data, calculate CQMs from the recorded data, and export the data in QRDA Category 1 format. C2 requires a certified Health IT module must be able to import data from a QRDA Category 1 formatted file and calculate the CQMs based on that data. C3 requires a certified Health IT module must be able to create a QRDA Category 1 formatted file and a QRDA Category 3 aggregate report to be used for transmitting CQM data to CMS. We intend **to record the frequency that CQM files are imported and/or exported by providers to demonstrate the certified capability is available and effective, regardless of the frequency it is used.** Our expectation is there will be moderate utilization by providers with a high success rate.	**Context** Providers did not import or export any CQM files. **Compliance** We are unable to demonstrate that the certified capability is available and effective since there are no providers importing or exporting CQM files. **Exchange** N/A **Outcome** Lack of results does not support our expectation for moderate utilization by the providers and we are unable to demonstrate any kind of success rate. **Challenge** We note that on 1/18/2023 a QRDA Type III file for reporting period 01/01/2020 to1/31/2020 was exported successfully to demonstrate that the certified capability is available and effective. **Relied-upon Software**

				Dynamic Health IT CQMsolution is used as relied-upon software for this criterion.
170.315(e)(1) View, download, and transmit to 3rd party	Number of views of health information by a patient or authorized representative	625	This criterion requires the ability of a certified Health IT module to provide patients access to a patient portal with the ability to view, download, and send their health care records to other providers via encrypted or unencrypted transmission methods in CCDA format. We intend **to record the frequency that patients are viewing, downloading, and transmitting their records from the portal using the certified capabilities to demonstrate the certified capability is available and effective, regardless of the frequency it is used.** Our expectation is there will be moderate utilization by patients for view and lower utilization for download and transmit with a high success rate for all certified capabilities.	**Context** In a period of 90 days, an average of approximately 208 and transactions were created monthly at a rate of at least one transaction per licensed user. **Compliance** A significant combined number of records that were viewed, downloaded, and transmitted demonstrate that the capability is available, effective, and compliant with this criterion. **Exchange** Eighty percent (80%) of the records were downloaded and very few were transmitted via encrypted or unencrypted email demonstrating that EHI records are being exchanged with patients or an authorized representative. **Outcome** This metric supports our expectation for moderate utilization by patients for view and lower utilization for download and transmit with a high success rate for all certified capabilities.
	Number of downloads of health information by a patient or authorized representative	499		
	Number of transmissions of health information by a patient or authorized representative, whether via an encrypted method or unencrypted email	3		
170.315(h)(1) Direct Project	Number of Direct Messages sent	29,405	This criterion requires the ability of a certified Health IT module to record the frequency that direct messages are sent and received by providers. Since not all systems respond with MDNs, we cannot reliably use that metric to define success. Furthermore, it is not feasible to obtain copies of Direct Messages from "outside" developers or providers who have no incentive to participate in this exercise. Therefore, we intend **to demonstrate the required certified capabilities by showing how often Direct Messages are exchanged with other systems to confirm the certified capability is available and effective, regardless of the frequency it is used.** Our expectation is there will be moderate utilization by providers with a high success rate.	**Context** In a period of 90 days, an average of 9,800 messages were sent and received monthly at a rate of 66 messages per licensed user. **Compliance** The number of direct messages received demonstrates that the certified capability is available, effective, and compliant with this criterion. **Exchange** The number of direct messages received demonstrates that EHI is being exchanged. **Outcome** Results are higher than expected but with a high success rate.
	Number of Direct Messages received	29,405		

Interactive Testing

Interactive testing is performed to demonstrate Real World certified capabilities for criteria where metrics are not available. To date, the *170.315(f)(2) Transmission to public health agencies — syndromic surveillance* criterion has not had any mandates associated with it and has not been prioritized by providers.

Two interactive sessions were run. One interactive session was run with a primary care clinician and another with a cardiologist. Both clinicians used test data to create encounters in a production

environment. The whole test was recorded and the PHIN ADT message exported, checked against the NIST syndromic surveillance HLv2 tool, and confirmed to be successful.

Criterion	Goal	Justification and Expected Outcome	Setting	Results

• Creating Test Patients and encounters
 	
• PHIN ADT message confirmation
	• To demonstrate NeoMed capability for transmitting effectively syndrome-based public health surveillance data to a registry
	
	• To check PHIN ADT message produced is checked using NIST syndromic surveillance HLv2 tool syndrome-based public health surveillance data to a registry using a specified format.
		This criterion requires the ability of a certified Health IT module to transmit syndrome-based public health surveillance data to a registry using a specified format. We intend to record the frequency that syndromic surveillance data is submitted to registries by providers to demonstrate the certified capability is available and effective, regardless of the frequency it is used. Our expectation is there will be zero adoption of this certified capability by our users, so we have added interactive testing methodology for these capabilities to the test plan below to demonstrate the feature is available and functions as expected should any users elect to begin using this feature.	Primary Care	**Context**
				
				   Interactive testing was performed to demonstrate Real World certified capabilities for criteria where metrics were not available.
				
				   Clinician created encounters with test data in a production environment.
				
				   The PHIN ADT message was exported, checked against the NIST syndromic surveillance HLv2 tool, and confirmed to be successful.
				
				Compliance
				
				We are unable to demonstrate that the certified capability is available and effective since there is no state agency to receive the syndromic messages.
				
				Exchange
				
				We are unable to demonstrate information exchange since there is no state agency to receive the syndromic messages.
				
				Outcome
				
				   Our expectation of transmitting a compliant PHIS message demonstrate the feature is available and functions as expected should any users elect to begin using this feature.

			Cardiologist	**Context**
				
				   Interactive testing was performed to demonstrate Real World certified capabilities for criteria where metrics were not available.
				
				   Clinician created encounters with test data in a production environment.
				
				   The PHIN ADT message was exported, checked against the NIST syndromic surveillance HLv2 tool, and confirmed to be successful.
				
				Compliance
				
				We are unable to demonstrate that the certified capability is available

				and effective since there is no state agency to receive the syndromic messages.
				Exchange
				We are unable to demonstrate information exchange since there is no state agency to receive the syndromic messages.
				Outcome
				• Our expectation of transmitting a compliant PHIS message demonstrate the feature is available and functions as expected should any users elect to begin using this feature.Clinician created encounters with test data in a production environment.
				• Interactive session was recorded.
				• The PHIN ADT message was exported, checked against the NIST syndromic surveillance HLv2 tool, and confirmed to be successful.

KEY MILESTONES

The table shown below lists relevant milestones that were met during the Real World Testing process. Details on how and when measures were implemented and collected are included. A key milestone is defined as a relevant event that is directly related to the outcomes discussed in this report. For each key milestone, the date/timeframe during which data was collected in a specific care setting is described. Metrics include measures from all care settings.

Key Milestone	Care Setting	Timeframe
• Interactive Testing	Primary Care and Cardiologist	Quarter 4 2023 and Quarter 1 2024
• Data was successfully collected for all the metrics.	• Primary Care • Cardiology • Physical therapy • Behavioral Health	Quarters 3 and 4 2023
• Service tickets were created to validate metrics collection and monitoring • Mixpanel dashboards were improved	• Primary Care • Cardiology • Physical therapy • Behavioral Health	Quarters 3 and 4 2023