REAL WORLD TESTING RESULTS REPORT 2022

BACKGROUND & INSTRUCTIONS

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

A Real World Testing plan template was created to assist health IT developers in organizing the required information that must be submitted for each element in their Real World Testing plan. To accompany the plan template, ONC has also provided this results report template.

While the use of this template is voluntary, health IT developers may find it useful in preparing their Real World Testing results report(s). Health IT developers must submit one year of results to address the Real World Testing of eligible products as outlined in their previous year's Real World Testing plan(s). If adjustments to approaches are made throughout Real World Testing, the health IT developer should reflect these adjustments in their Real World Testing results report. ONC expects that the results report will include a list of these changes, the reasons for them, and how intended outcomes were more efficiently met as a result.

While every effort has been made to ensure the accuracy of restatements of 45 CFR Part 170, this template is not a legal document. The official program requirements are contained in the relevant laws and regulations. This resource should be read and understood in conjunction with the following companion resources, which describe in detail many of the Certification Program requirements referenced in this resource.

- Real World Testing–What It Means for Health IT Developers – Fact Sheet
- Real World Testing Resource Guide
- Real World Testing Certification Companion Guide

Health IT developers should also review the following regulatory materials, which establish the core requirements and responsibilities for Real World Testing under the Certification Program.

- 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**) o Section VII.B.5 — *"Real World Testing"*

GENERAL INFORMATION

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

Developer Name: Get Real Health

Product Name(s): InstantPHR, CHBase

Version Number(s): 20

Certified Health IT

Product List (CHPL) ID(s): 15.04.04.1533.CHBa.19.02.1.190819, 15.04.04.1533.Inst.20.02.1.190916

Developer Real World Testing Page URL: https://getrealhealth.com/certifications/

SUMMARY OF TESTING METHODS AND KEY FINDINGS

This report's testing methods focused on capturing and documenting the number of instances that certified capability is successfully utilized in the real world, where results were derived from a 3-fold approach to testing: adoption rate, summative testing, and interactive testing. Adoption rates were used to determine if/when certified capability is being used in the real world and to help identify differences in care settings. Summative assessments were used to measure which certified actions were performed within a given time period. Summative data was gathered by running reports and examining audit logs from within the certified health IT module to help demonstrate the frequency of actions within the given time frame, and where possible, whether those actions were successful or unsuccessful. Most metrics were gathered over a time interval of 90 days, to ensure sufficient time to gauge and measure interoperability, but this time frame also reflects the reporting periods typically required for compliance with federal incentive programs. We chose the methodology of tracking actual production data in order to reflect the real world use of certified capabilities in the provision of healthcare, in alignment with the Office of the National Coordinator for Health IT's (ONC) intent and purpose of Real World Testing. Interactive testing was used to demonstrate conformance to requirements where the adoption rate of a given certified capability is zero.

This report's findings demonstrate ongoing conformity to certified criteria by providing quantified evidence of the active utilization of certified capabilities across all care settings for which the certified Health IT module is marketed. The outcomes in this report confirm that certified capabilities are deployed effectively in live settings for patients to use or perform exchange of electronic health information at their discretion. All recorded summative metrics provide verification that the certified capabilities have been implemented successfully, and that the certified Health IT module is being actively utilized in real world production environments in the exchange of data and provision of

healthcare as intended. These measurements reflect the interoperability and overall success of required certified capabilities in the real world, in alignment with ONC's stated intent and purpose of Real World Testing.

When production data was not available due to low or zero adoption, interactive testing was leveraged to evaluate the certified Health IT's compliance to the criteria requirements and to provide confirmation that interoperability features are functioning as previously certified.

As expected, utilization rates differed for distinct criteria, but testing results established that certified capabilities are readily available and effective. All results in this report will build toward establishing baselines for usage, and will serve as a benchmark for comparison with future real world testing results in subsequent years.

STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS-SVAP AND USCDI)

GRH has not updated InstantPHR/CHBase to any new standards as part of the standards version advancement process (SVAP).

CARE SETTINGS

The following care settings were tested:

- Patient Engagement

METRICS AND OUTCOMES

For each measurement/metric, the following elements will be described below:

- ✓ Description of the measurement/metric or interactive test plan
- ✓ Associated certification criteria
- ✓ Relied Upon Software (if applicable)
- ✓ Outcomes
- ✓ Challenges Encountered (if applicable)

SUMMATIVE ASSESSMENT RESULTS

VIEW, DOWNLOAD, AND TRANSMIT TO A 3RD PARTY

- Associated Criterion – 170.315(e)(1)
- Measurement/Metrics – Over a 90-day period:
  1) Number of views of health information by a patient or authorized representative
  2) Number of downloads of health information by a patient or authorized representative
  3) Number of transmissions of health information by patient or authorized representative using unencrypted email
  4) Number of transmissions of health information by patient or authorized representative using an encrypted method
- Outcomes
  1) Number of views of health information by a patient or authorized representative: 155,018
  2) Number of downloads of health information by a patient or authorized representative: 1,834
  3) Number of transmissions of health information by patient or authorized representative using unencrypted email: 9
  4) Number of transmissions of health information by patient or authorized representative using an encrypted method: 7

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 healthcare records to other providers via encrypted or unencrypted transmission methods in CCDA format. Results show success by providing a numeric value indicating how frequently patients are viewing, downloading, and transmitting their records from the portal. Regardless of how frequently this interoperability feature is being used, the results demonstrate compliance to the underlying ONC criteria by showing the certified health IT module can submit health data to the patient portal and provide access for patients to retrieve and interact with their healthcare data. These measurements reflect real world activity of patient access and exchange of their electronic health information, in alignment with the purpose of real world testing, and demonstrates that the certified capabilities are available and effective.

Overall, the results aligned with our expectation to see moderate utilization for view capabilities, and low utilization for the download and transmit capabilities. These numeric results will be used to establish a historical baseline of expected usage, which will be compared to real world testing results in subsequent years.

APPLICATION ACCESS – PATIENT SELECTION

- Associated Criterion – 170.315(g)(7)
- Measurements/Metrics – Over a 90-day period:
    1) Number of requests for a patient ID or token
    2) Number of requests that provided sufficient information to provide a valid response
    3) Number of follow-up requests made using the provided patient ID or token
- Outcomes
    1) Number of requests for a patient ID or token: 571,766
    2) Number of requests that provided sufficient information to provide a valid response: 571,601
    3) Number of follow-up requests made using the provided patient ID or token: 5,880,202

This criterion requires the certified Health IT module to provide an API and supporting documentation that enable external applications to request a unique patient identifier from the certified Health IT module that can be used to request additional patient data. Results show success by providing a numeric value indicating how frequently patient ID requests are received and authenticated via API, thus demonstrating successful API interoperability in a real world setting. These measurements confirm a third party application can successfully connect with the certified health IT and query clinical data via the API interface. This confirms the certified capabilities are available, effective, and being actively utilized.

Overall, the results aligned with the expectation of moderate utilization. These numeric results will be used to establish a historical baseline of expected usage, which will be compared to real world testing results in subsequent years.

APPLICATION ACCESS –DATA CATEGORY REQUEST

- Associated Criterion – 170.315(g)(8)
- Measurements/Metrics – Over a 90-day period:
    1) Number of patients where data was accessed by an application accessing data via a data category request using a valid patient ID or token
    2) Total number of data categories requested
    3) Number of times each of the data categories was requested
    4) Total number of data categories requested for a specific date range
- Outcomes
    1) Number of patients where data was accessed by an application accessing data via a data category request using a valid patient ID or token: 152,163
    2) Total number of data categories requested: 86
    3) Number of times each of the data categories was requested: 13,717,117
    4) Total number of data categories requested for a specific date range: 86

This criterion requires the certified Health IT module to provide an API and supporting documentation that enable external applications to request patient data by category from the certified Health IT module. Results show success by providing a numeric value indicating how frequently patient data requests by category are received and fulfilled via API, thus demonstrating successful API interoperability in a real world setting. The measurements confirm a third party application can successfully connect with the certified health IT and query clinical data via the API interface. This confirms the certified capabilities are available, effective, and being actively utilized.

Overall, the results met our expectation of moderate utilization. These numeric results will be used to establish a historical baseline of expected usage, which will be compared to real world testing results in subsequent years.

INTERACTIVE TESTING RESULTS

APPLICATION ACCESS – ALL DATA REQUEST

- Associated Criterion – 170.315(g)(9)
- Measurements/Metrics – Over a 90-day period:
    1) Number patients where data was accessed by an application accessing data via an all data category request
    2) Total number of data categories requested
    3) Total number of data categories requested for a specific date range
- Interactive Test plan – We will install and deploy IPHR and CHBase in a test environment, onboard test patients in the database, and load encounter and related health data. We will perform various patient logging-in and viewing, downloading, and transmitting CCD. Use the Reporting Portal to account accurately for the (g)(9) metrics.
- Outcomes
    1) Number patients where data was accessed by an application accessing data via an all data category request: 5
    2) Total number of data categories requested: 31
    3) Total number of data categories requested for a specific date range: 31

This criterion requires the certified Health IT module to provide an API and supporting documentation that enable external applications to request all categories of patient defined in the CCDs from the certified Health IT module. Our interactive test demonstrates the ability of the certified Health IT module to receive and fulfill patient summary record requests, thus demonstrating successful API interoperability as previously certified. This verifies the Health IT module can make patient data accessible to third party applications via API, demonstrating the certified capabilities are available and effective, regardless of how frequently this feature is being utilized.

KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
Scheduling and logistics	• Patient Engagement	90-days
Data collection	• Patient Engagement	90-days
Review and collate data	• Patient Engagement	90-days
Writing report	• Patient Engagement	90-days

ATTESTATION

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

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Date: 01/30/2023