

# CY 2022 Real World Testing Results Report for Prime Clinical Systems

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## General Information

Plan Report ID Number	20210921PRI
Developer Name	Prime Clinical Systems, Inc.
Product Name	Patient Chart Manager
Version Number	7.1
Certified Health IT Criteria	170.315 (b)(1), (b)(2), (b)(3), (b)(6); (c)(1)-(c)(3); (e)(1); (f)(1), (f)(2), (f)(4); (g)(7), (g)(9); (h)(1)
Product List (CHPL) ID	15.02.05.2206.PRIC.01.03.1.220114-Current 15.02.02.2206.A063.03.02.1.200108-Previous
Product List (CHPL) Link	<a href="https://chpl.healthit.gov/#/listing/10791">https://chpl.healthit.gov/#/listing/10791</a>
Developer Real-World Testing Page URL	<a href="http://www.primeclinical.com/primeclinical_real_world_testing.html">http://www.primeclinical.com/primeclinical_real_world_testing.html</a>

## Changes to Original Plan

Summary of Change	<p>As described in Metrics and Outcomes section; the original plan called for a combination of reporting, logging and survey.</p> <p>In addition to the specified testing method for each measure; a survey was sent to all customers to include all measures.</p> <p>The Self-Test option was originally planned for Measure #4; due to the lack of survey participation, the Self-Test method was also performed for measures #1, #2, #4, #5, #6, #8, #9 and #10, as detailed in Metrics and Outcomes.</p> <p>170.315(g)(8) Application access — data category request- this has been removed from the ONC certification program and was not tested, additionally; no requests for this functionality has been received, currently no one is using.</p>
Reason	The 'Survey' approach used during Real World Testing Plan for CY2022 demonstrated to not be as successful as planned
Impact	<p>With the lack of survey participation, it was not possible to get a reliable assessment of real world testing, and the lack of survey responses may have indicated that clients were not using certain measures as expected.</p> <p>170.315(g)(8) Application access — data category request- Since there are no users, there is no impact at this time.</p>

## Withdrawn Products

Product Name:	Patient Chart Manager
Version Number:	7.0
CHPL ID(s):	15.02.02.2206.A063.02.01.1.190531
Date Withdrawn:	May 31, 2019
The results captured in the results report were not collected with the withdrawn version number listed in this section.	

## Summary of Testing Methods and Key Findings

The testing and data gathering methodology was done using various methods, including surveys, logs and database queries as well as automated measure (170.315.g.2) reports to determine or compare the measure count for applicable measures.

PHI was not exposed through this process.

The gathered data and results were queried for events indicative for specific certified workflows that occurred over at least a 3 month period (or more).

During the testing phase, we did find some criteria that are either not being used, or not widely used by our customer base.

For criteria that is not being used or widely used; testing was performed in our own production-sandbox environment given lack of customer experience with the criteria functionality.

Please refer to the [Metrics and Outcomes](#) table for the Summary of Testing Outcome for each criterion

## Care Setting

All measures outlined in this Real World Testing & Results are designed for and where performed within the ambulatory care setting.

## Standards Updates

Yes, I have products certified with voluntary SVAP or USCDI standards. (If yes, please complete the table below.

No, none of my products include these voluntary standards.

## Key Milestones

Date/Timeframe	Key Milestones Real World Testing CY 2022
Q1 2022	Started preparation of Surveys and plans for data collection
Q2 & Q3 2022	1 <sup>st</sup> & 2 <sup>nd</sup> round of Surveys sent to all clients
Quarterly 2022	Continued gathering of client data utilizing survey results, database logs, 170.315(g)(2) Automated Measure Calculation Reports, performing Self-Testing
Q4	Started Real World Test Analysis and Results Report for CY2022
Feb. 2023	Submission Real World Testing Results for CY 2022 to ONC-ACB (SLI Compliance)

## Metrics and Outcomes

### RWT Measure #1. Transition of Care C-CDAs Functionality

Testing Methodology	Reporting/Survey
Measure Description	This use case tracks the number of C-CDAs created and successfully sent from the EHR Module to a 3rd party during a transition of care event using Direct messaging over the course of a given interval.
Associated Criteria	170.315(b)(1), (h)(1)
Relied Upon Software	Backbeach Software, Newcrop LLC
Summary of Testing Outcome	<p>During Real World Testing for CY 2022 surveys, when asked “How often do you use this feature?”, the responses were; 100% “Never”</p> <p>Reporting for 2<sup>nd</sup> QRT 2022, using 170.315(g)(2) Automated Measure Calculation for randomly selected 10 practices demonstrated 1 of those practices had a successful measure increment count which is in compliance with the specified associated ONC criteria.</p> <p>Self-testing was also performed following the 2015 Edition Cures Update Test Procedure for this criterion.</p>
Challenges Encountered	The ‘Survey’ approach used during Real World Testing Plan for CY2022 demonstrated to not be as successful as planned; due to the lack of survey participation and the responses, it appeared users may not be using this measure as expected.

## RWT Measure #2. Incorporation and Updating of Medication List, Problem List, Allergy List

Testing Methodology	Survey
Measurement Description	This use case tracks the number of C-CDAs successfully received as part of a transition of care or referral for patient encounters from a 3 <sup>rd</sup> party using Direct messaging in which the clinician conducts clinical information reconciliation for medication, medication allergy, and current problem list over the course of a given interval.
Associated Criteria	170.315(b)(2)
Relied Upon Software	N/A
Summary of Testing Outcome	<p>During Real World Testing for CY 2022 surveys, when asked “How often do you use this feature?”, the responses were; 100% “Never”</p> <p>Reporting for 2<sup>nd</sup> QRT 2022, using 170.315(g)(2) Automated Measure Calculation for randomly selected 10 practices demonstrated those practices had a zero measure increment count which indicates this measure is not being met as expected specified associated ONC criteria.</p> <p>Self-testing was also performed following the 2015 Edition Cures Update Test Procedure for this criterion.</p>
Challenges Encountered	The ‘Survey’ approach used during Real World Testing Plan for CY2022 demonstrated to not be as successful as planned; with the lack of survey participation, it was not possible to get a reliable assessment of real world testing, which could also be that clients are not using this measure as expected.

### RWT Measure #3. Electronic Prescribing Functionality

Testing Methodology	Reporting/Survey
Measurement Description	This use case tracks the number of electronic prescriptions created and successfully sent from the EHR Module to a pharmacy over the course of a given interval.
Associated Criteria	170.315(b)(3)
Relied Upon Software	Newcrop LLC
Summary of Testing Outcome	<p>During Real World Testing for CY 2022 surveys, when asked “How often do you use this feature?”, the responses were; 90% “Regularly”, 10% “Never”.</p> <p>Reporting for 2<sup>nd</sup> QRT 2022, using 170.315(g)(2) Automated Measure Calculation for 10 randomly selected practices demonstrated successful measure increment counts which is in compliance with the specified associated ONC criteria.</p> <p>Individual results for 3 of those practices, 2<sup>nd</sup> QRT 2022:</p> <p>Practice #1: a total of 1,677 Prescriptions were written in which 1,437 were included in the numerator, i.e. prescriptions sent electronically.</p> <p>Practice #2: a total of 1846 Prescriptions were written in which 827 were included in the numerator, i.e. prescriptions sent electronically</p> <p>Practice #3: a total of 876 Prescriptions were written in which 858 were included in the numerator, i.e. prescriptions sent electronically.</p>
Challenges Encountered	The ‘Survey’ approach used during Real World Testing Plan for CY2022 demonstrated to not be as successful as planned; with the lack of survey participation, it was not possible to get a reliable assessment of real world testing, which could also be that clients are not using this measure as expected, however when running 170.315(g)(2) Automated Measure Calculation reports for randomly selected practices, the results demonstrated those practices are in fact meeting this measure as expected.

#### RWT Measure #4. Batch Patient Data Export

Testing Methodology:	Survey/Self-Test
Measurement Description	This use case tracks the number of times an authorized user successfully uses the 'Export Batch CCDA' feature to export Clinical Summaries for patients whose information is stored in the EHR
Associated Criteria	170.315(b)(6)
Relied Upon Software	N/A
Summary of Testing Outcome	<p>During Real World Testing for CY 2022 surveys, when asked "How often do you use this feature?", the responses were; 90% responded "Never", 10 % responded "Don't Know", based on the responses; it was determined this feature may not be currently used as expected.</p> <p>Self-testing was also performed following the 2015 Edition Cures Update Test Procedure for this criterion.</p>
Challenges Encountered	The 'Survey' approach used during Real World Testing Plan for CY2022 demonstrated to not be as successful as planned; with the lack of survey participation, it was not possible to get a reliable assessment of real world testing, which could also be that clients are not using this measure as expected.

## RWT Measure #5. Number of Quality Measures Successfully Reported on to CMS

Testing Methodology:	Reporting/Survey
Measurement Description	This use case tracks eCMQ measures successfully reported on by the EHR Module to CMS during the submission period for MIPS Quality reporting. CQM criteria, 170.315(c)(1)-(c)(3), all work collectively together in the eCQM functionality of the EHR Module, this measurement is used for all three.
Associated Criteria	170.315(c)(1)-(c)(3)
Relied Upon Software	N/A
Summary of Testing Outcome	During Real World Testing for CY 2022 surveys, when asked “Please list the eCQMs your practice has successfully reported on”, the responses were; 50% “None”, 20% “Not Sure”, 20% “Yes”, 10% listed the CMD IDs  Self-testing was performed following the 2015 Edition Cures Update Test Procedure for this criterion.
Challenges Encountered	The ‘Survey’ approach used during Real World Testing Plan for CY2022 demonstrated to not be as successful as planned; with the lack of survey participation, it was not possible to get a reliable assessment of real world testing, which could also be that clients are not using this measure as expected.



## RWT Measure #6. Patient Portal Use

Testing Methodology:	Reporting/Survey
Measurement Description	This use case tracks how patients are interacting with their Patient Portal account over the course of a given interval.
Associated Criteria	170.315(e)(1)
Relied Upon Software	Newcrop LLC
Summary of Testing Outcome	<p>During Real World Testing for CY 2022 surveys when asked “How often do you use this feature?”, the responses were; 60% “Never”, 20% “Regularly”, 20% “Rarely”.</p> <p>Reporting for 2<sup>nd</sup> QRT 2022, using 170.315(g)(2) Automated Measure Calculation for 10 randomly selected practices demonstrated successful measure increment counts which is in compliance with the specified associated ONC criteria.</p> <p>Individual results for 3 of those practices, 2nd QRT 2022:</p> <p>Practice #1: A total of 506 patients seen were invited to use Patient Portal, out of those invited, 101 Patient Portal accounts were created.</p> <p>Practice #2: A total of 7,320 patients seen were invited to use Patient Portal, out of those invited, 2,971 Patient Portal accounts were created.</p> <p>Practice #3: A total of 630 patients seen were invited to use Patient Portal, out of those invited, 166 Patient Portal accounts were created.</p> <p>Self-testing was also performed following the 2015 Edition Cures Update Test Procedure for this criterion.</p>
Challenges Encountered	The ‘Survey’ approach used during Real World Testing Plan for CY2022 demonstrated to not be as successful as planned; with the lack of survey participation, it was not possible to get a reliable assessment of real world testing, which could also be that clients are not using this measure as expected, however when running 170.315(g)(2) Automated Measure Calculation reports for randomly selected practices, the results demonstrated those practices are in fact meeting this measure as expected.

## RWT Measure #7. IIS/Immunization Registries Use

Testing Methodology:	Reporting
Measurement Description	This use case tracks the active engagement with a public health immunization registry/immunization information system (IIS) for submitting immunization data over the course of a given interval.
Associated Criteria	170.315(f)(1)
Relied Upon Software	N/A
Summary of Testing Outcome	<p>During Real World Testing for CY 2022 surveys, when asked “Does your practice use this option?”, the responses were; 90% “No”, 10% “Yes”.</p> <p>Reporting for 2<sup>nd</sup> QRT 2022, using HealthcareXChange reports for the top three submitting practices demonstrated 100% success rate which is in compliance with the specified associated ONC criteria.</p> <p>Individual results for 3 of those practices for 2<sup>nd</sup> QRT 2022:</p> <p>Practice #1: Total sent: 543, Accepted: 519, Accepted with error: 24, Rejected: 0</p> <p>Practice #2: Total sent: 281, Accepted: 279, Accepted with error: 2, Rejected: 0</p> <p>Practice #3: Total sent: 195, Accepted: 187, Accepted with error: 5, Rejected: 0</p>
Challenges Encountered	N/A

## RWT Measure #8. Syndromic Surveillance Registries Use

Testing Methodology	Reporting
Measurement Description	This use case tracks the clinician's active engagement with a public health agency to submit syndromic surveillance from an urgent/non-urgent care setting over the course of a given interval.
Associated Criteria	170.315(f)(2)
Relied Upon Software	N/A
Summary of Testing Outcome	<p>During Real World Testing for CY 2022, surveys demonstrated this option is currently not being requested /used; and auto-transmission to public health registries is currently not in use.</p> <p>Since the functionality to export syndromic surveillance CDAs exists, there may be a possibility that syndromic surveillance CDA (xml files) are being exported and sent to a registry via direct upload submission.</p> <p>Self-testing was performed following the 2015 Edition Cures Update Test Procedure for this criterion.</p>
Challenges Encountered	The 'Survey' approach used during Real World Testing Plan for CY2022 demonstrated to not be as successful as planned; with the lack of survey participation, it was not possible to get a reliable assessment of real world testing, which could also be that clients are not using this measure as expected.

## RWT Measure #9. Cancer Registries Use

Testing Methodology	Survey
Measurement Description	This use case tracks the clinician's active engagement with a public health agency for submitting cancer case data over the course of a given interval.
Associated Criteria	170.315(f)(4)
Relied Upon Software	N/A
Summary of Testing Outcome	<p>During Real World Testing for CY 2022, surveys demonstrated this option is currently not being requested /used; and auto-transmission to public health registries is currently not in use.</p> <p>Since the functionality to export Cancer CDAs exists, there may be a possibility that Cancer CDA (xml files) are being exported and sent to a registry via direct upload submission.</p> <p>Self-testing was performed following the 2015 Edition Cures Update Test Procedure for this criterion.</p>
Challenges Encountered	The 'Survey' approach used during Real World Testing Plan for CY2022 demonstrated to not be as successful as planned; with the lack of survey participation, it was not possible to get a reliable assessment of real world testing, which could also be that clients are not using this measure as expected.

## RWT Measure #10. API Access

Testing Methodology	Survey
Measurement Description	This use case tracks the number successful interactions for patient data requests within the API over the course of a given interval.
Associated Criteria	170.315(g)(7), (g)(9)
Relied Upon Software	N/A
Summary of Testing Outcome	<p>During Real World Testing for CY 2022, survey responses demonstrated this option is currently not being requested /used.</p> <p>Self-testing was performed following the 2015 Edition Cures Update Test Procedure for this criterion.</p>
Challenges Encountered	The 'Survey' approach used during Real World Testing Plan for CY2022 demonstrated to not be as successful as planned; with the lack of survey participation, it was not possible to get a reliable assessment of real world testing, which could also be that clients are not using this measure as expected.