CY 2023 Real World Testing Results Report for Prime Clinical Systems

General Information

Plan Report ID Number	20221129PCS
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
Product List (CHPL) Link	https://chpl.healthit.gov/#/listing/10791
Developer Real-World Testing Page URL	http://www.primeclinical.com/primeclinical_real_world_testing.html

Changes to Original Plan

Summary of Change	N/A
Reason	N/A
Impact	N/A

Withdrawn Products

Not Applicable

Summary of Testing Methods and Key Findings

The testing data was gathered automatically to include our entire client base using production based database queries and logs.

In some instances Automated Measure (170.315.g.2) reports were used to compare the collected data.

PHI was not exposed through this process.

During the testing phase, we did find some criteria that are either not being used, or not widely used as expected 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 were designed for and were performed within the ambulatory care setting.

Standards Updates

Standards (and version)	(b)(1), (b)(2),(e)(1),(g)(9)- HL7 CDA® R2 IG: C-CDA Templates for Clinical Notes R2.1 Companion Guide, Release 2 and USCDI v1 (b)(3)-NCPDP SCRIPT Standard, Implementation Guide, Version 2017071 (c)(3)- CMS Implementation Guide for Quality Reporting Document Architecture: Category I; Hospital Quality Reporting; Implementation Guide for 2020 Category III; Eligible Clinicians and Eligible Professionals Programs; Implementation Guide for 2020
Updated certification criteria and associated product	(b)(1),(b)(2),(b)(3),(c)(3),(e)(1),(g)(9)
Health IT Module CHPL ID	15.02.05.2206.PRIC.01.03.1.220114
Method used for standard update	2015 Edition Cures Update
Date of ONC-ACB notification	10/21/2022 for (b)(1),(b)(2),(b)(3),(c)(3), (e)(1), (g)(9)
Date of customer notification (SVAP only)	N/A
Conformance measures	Measure 1-(b)(1) Measure 2-(b)(2) Measure 3-(b)(3) Measure 5-(c)(3) Measure 6-(e)(1) Measure 10-(g)(9)
USCDI updated certification criteria (and USCDI version)	USCDI v1- (b)(1), (b)(2), (e)(1), (g)(9)

Metrics and Outcomes

RWT Measure #1. Transition of Care

Testing Methodology	Reporting/ Logging
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	The testing data for this measure was collected automatically using production based database queries. Individual results for 3 separate practices, for CY 2023, over a 12 month period: Practice #1: Total number of Transitions of Care logged: 166 Total number of Transitions of Care logged as successfully sent: 119 Total number of Transitions of Care logged as failure: 47 Practice #2: Total number of Transitions of Care logged: 24 Total number of Transitions of Care logged as successfully sent: 24 Total number of Transitions of Care logged as failure: 0 Practice #3: Total number of Transitions of Care logged: 6 Total number of Transitions of Care logged as successfully sent: 5 Total number of Transitions of Care logged as failure: 0 Based on the results, it appears this measure is not being used as often as expected. For outbound messages, there are various reasons why a message fails; it is possible the direct address used was incorrectly entered and/or the recipient is no longer active. In the event of a failed attempt to send a message, a task is generated for the user alerting the user of the failed message.
Challenges Encountered	N/A

RWT Measure #2. Clinical Information Reconciliation and Incorporation

Testing Methodology	Reporting/ Logging
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 3rd 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	The testing data for this measure was collected automatically using production based database queries.
	Individual results for 3 separate practices, for CY 2023, over a 12 month period:
	Practice #1: The number of times CDAs were logged as incorporated and had the Medications, Allergies, and Problems reconciled: 31
	Practice #2: The number of times CDAs were logged as incorporated and had the Medications, Allergies, and Problems reconciled: 29
	Practice #3: The number of times CDAs were logged as incorporated and had the Medications, Allergies, and Problems reconciled: 16
	Based on the results, it appears this measure is not being used as often as expected, however this does not necessarily indicate that customers are not fulfilling the Clinical Information Reconciliation and Incorporation requirements. With this new method of gathering information automatically, the data specifically looks at only reconciliation and incorporation of data from a C-CDA document. Customers may be maintaining the patient's medication, problem and allergy lists through other means, as there are various other ways to perform reconciliations within the system.
Challenges Encountered	N/A

RWT Measure #3. Electronic Prescribing

Testing Methodology	Reporting/ Logging
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	The testing data for this measure was collected automatically using production based database queries. Individual results for 3 separate practices, for CY 2023, over a 12 month period: Practice #1: Total number of Prescriptions were logged as sent electronically: 11,433 Total number of Prescriptions were logged as successfully sent: 11,343 Total number of Prescriptions were logged as failure: 90 Practice #2: Total number of Prescriptions were logged as sent electronically: 2,145 Total number of Prescriptions were logged as successfully sent: 2,119 Total number of Prescriptions were logged as failure: 26 Practice #3: Total number of Prescriptions were logged as sent electronically: 6,428 Total number of Prescriptions were logged as successfully sent: 6,413 Total number of Prescriptions were logged as failure: 15 Based on the results, it appears this measure is being used as expected. There are various reasons why an eRx fails, in the event of a failed attempt to send a eRx, a message is generated in the user's Tasks, alerting the user of the failed message, the status is also logged in the e-Prescribing table.
Challenges Encountered	N/A

RWT Measure #4. Batch Patient Data Export

Testing Methodology:	Reporting/ Logging
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	The testing data for this measure was collected automatically using production based database queries Individual results for 3 separate practices, for CY 2023, over a 12 month period: Based on the data received for CY 2023, a total of 4 exports were logged as exported by 2 separate practices Practice #1: Total number of batch exports performed: 3 Practice #2: Total number of batch exports performed: 1 Self-testing was performed following the 2015 Edition C-CDA R2.1 Validator for 2015 Edition Cures Update for this criterion. Based on the results, it appears this measure is not being used as often as expected.
Challenges Encountered	N/A

RWT Measure #5. Clinical Quality Measures

Testing Methodology:	Reporting/ Logging
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	The testing data for this measure was collected automatically using production based database queries.
	The following results are for 1st QRT 2023 (eCQM Reporting period), based on collected data received from 8 practices, eCQM export of reports for the following 25 measures were logged: CMS 2, 22, 50, 68, 69, 90, 122, 125, 127, 130, 134, 135, 137, 138, 139, 142, 144, 145, 147, 155, 156, 165, 249, 347, 349
	Individual results for 3 separate practices, 1st QRT 2023:
	Practice #1: Reports were generated for the following eCQMs;
	138, 155, 156, 165, 237, 50, 68, 69
	Practice #2: Reports were generated for the following eCQMs;
	138, 156, 22, 68, 69
	Practice #3: Reports were generated for the following eCQMs;
	122, 127, 138, 165, 2, 69
	Based on the results, it appears this measure is being used as expected.
Challenges Encountered	N/A

RWT Measure #6. View, download, and transmit to 3rd party

Testing Methodology:	Reporting/ Logging
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	The testing data for this measure was collected automatically using production based database queries Individual results for 3 separate practices, for CY 2023, over a 9 month period: Practice #1: A total of 1325 instances of patient engagement was logged; Number of downloads of PHI by patient or authorized representative: 175 Number of views of PHI by patient or authorized representative: 1150 Practice #2: A total of 62 instances of patient engagement was logged; Number of downloads of PHI by patient or authorized representative: 16 Number of views of PHI by patient or authorized representative: 46 Practice #3: A total of 56 instances of patient engagement was logged; Number of downloads of PHI by patient or authorized representative: 23 Number of views of PHI by patient or authorized representative: 33 Based on the results, it appears this measure is being used as expected.
Challenges Encountered	N/A

RWT Measure #7. Transmission to Immunization Registries

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	Reporting for 2nd QRT 2023, using HealthcareXChange reports for the top three submitting practices demonstrated 100% success rate which is in compliance with the specified associated ONC criteria.
	Individual results for 3 separate practices, for CY 2023, over a 12 month period:
	Practice #1:
	Total number of Immunization Messages sent: 7,893
	Total number of Immunization Messages accepted: 7,637
	Total number of Immunization Messages accepted with error: 286
	Total number of Immunization Messages accepted with rejected: 0
	Practice #2:
	Total number of Immunization Messages sent: 3,654
	Total number of Immunization Messages accepted: 3,386
	Total number of Immunization Messages accepted with error: 268
	Total number of Immunization Messages accepted with rejected: 0
	Practice #3:
	Total number of Immunization Messages sent: 6,569
	Total number of Immunization Messages accepted: 6,337
	Total number of Immunization Messages accepted with error: 232
	Total number of Immunization Messages accepted with rejected: 0
	Based on the results, it appears this measure is being used as expected.
Challenges Encountered	Not Applicable

RWT Measure #8. Syndromic Surveillance Registries

Testing Methodology	Reporting/ Logging
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	The testing data for this measure was collected automatically using production based database queries

Results were received for only 1 practice, for CY 2023, over a 12 month period:

Total number of Syndromic Surveillance Reports logged as being created by this practice; 845

Total number of Registration Type Reports: 843

Total number of Discharge Type Reports: 1

Total number of Update Type Reports: 1

Based on the results, it appears this measure is not being used as often as expected. Only 1 practice is currently using at this time. |
| Challenges Encountered | Not Applicable |

RWT Measure #9. Cancer Registries

Testing Methodology	Reporting/ Logging
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	The testing data for this measure was collected automatically using production based database queries for CY 2023, over a 12 month period Based on the results, it appears the features for this measure are currently not being used. Self-testing was performed following the 2015 Edition Cures Update Test Procedure for this criterion.
Challenges Encountered	Not Applicable

RWT Measure #10. API Access

Testing Methodology	Reporting/ Logging
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	The testing data for this measure was collected automatically using production based database queries for CY 2023, over a 12 month period We have not received requests for the usage of this feature, based on the results; these options are currently not being used. Self-testing was performed following the 2015 Edition Cures Update Test Procedure for this criterion.
Challenges Encountered	Not Applicable

Key Milestones

Date/Timeframe	Key Milestones Real World Testing CY 2023
January 2023	Real World Testing CY 2023, Ambulatory Care Setting; data collection began as laid out by this plan
Quarterly, 2023	Real World Testing CY 2023, Ambulatory Care Setting; collected and reviewed data as laid out by this plan
Q3-Q4 2023	Real World Testing CY 2023, Ambulatory Care Setting; collected data was gathered and organized for analysis & observation as laid out by this plan
Q4-2023	Real World Testing CY 2023, Ambulatory Care Setting; began Real World Test Plan Results Report preparation
January 2024	Real World Testing CY 2023, Ambulatory Care Setting; Finalized the Real World Test Plan Results, for planned submission by February 6, 2024 to SLI