CY 2023 Real World Testing Report for Harris CareTracker

Executive Summary

This is the test report for CY 2023 real world testing for Harris CareTracker certified EHR solution. This is the companion document to our CY 2023 real world test plan that described our approach for conducting real world testing in CY 2023 and the testing measures we employed.

Our findings show that EHR is working as it was certified. For each our CY 2023 Real World Testing Measures, we have recorded our results and findings. If any non-conformities or errors were encountered, we noted them.

Our signed attestation of compliance with the real world testing requirements is on the following page.

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.

Authorized Representative Signature:

01/31/2024

General Information

Plan Report ID Number: HarrisCareTracker-RWT-2023

Developer Name: Harris CareTracker, Inc

Product Name(s): Harris CareTracker

Version Numbers(s): 9

Certified Health IT Criteria: 315(b)(1)-(3), (b)(6); (c)(1)-(3); (e)(1); (f)(1), (f)(2); (g)(7), (g)(9)-(10); (h)(1)

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

- 15.04.04.1569.Harr.09.00.1.180701
- https://chpl.healthit.gov/#/listing/9589

Developer Real World Testing Page URL: https://amazingcharts.com/caretracker-real-world-testing/

Timeline and Milestones for Real World Testing CY 2023

- <u>Milestone 1Q-2023:</u> Begin communication with clients to ask for their support and participation in real world testing. The goal is to have a sufficient number of clients committed for real world testing by the end of 1Q-2023.
  - <u>STATUS:</u> MET
- <u>Milestone 2Q-3Q 2023.</u> During the 2nd and 3rd quarter of CY 2023, the real world testing with clients will be scheduled and performed. It is expected that a preparatory call will be done with clients to prepare them for testing activities. Results will be documented in the test results section of the test methods and ultimately used to build the test report. If any non-compliances are observed, we will notify the ONC-ACB of the findings and make the necessary changes required.
  - <u>STATUS:</u> MET
- <u>Milestone 4Q-2023.</u> During the last quarter of the year, the CY 2024 real world test plan will be completed according to ONC and ONC-ACB requirements and expectations. Test plan will be prepared for submission before the end of the year.
  - <u>STATUS:</u> MET
- <u>Milestone 1Q-2024.</u> Submit RWT Test Report to ONC-ACB.
  - <u>STATUS:</u> MET

Standards Version Advancement Process (SVAP) Updates

For CY 2023 RWT testing, we tested with USCDI v1.

Standard (and version)	USCDI v1
Updated certification criteria and associated product	b1, b2, g9, g10
Health IT Module CHPL ID	15.04.04.1569.Harr.09.00.1.180701
Conformance measure	Measure 1 for b1 Measure 2 for b2 Measures 6 and 7 for e1 Measure 9 for b1 Measure 13 for g9 and g10

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

Associated Criteria: 315(b)(1) and 315(h)(1)

Testing Methodology: Reporting/Logging

Measurement Description

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

Care Settings

We designed this measure to test the family practice, internal medicine, and pediatrics practices that we support and target.

Testing Results

Practices Queried: 2 (one from family practice and one from cardiology)

Reporting Interval: 3 months

Testing Metric/Measurement: Number of C-CDA Successfully Sent

   Average Result: 323

Analysis and Key Findings

While not excessively used, our testing does indicate C-CDAs are by some users, and the metric number is greater than last year's testing. Testing also shows successful integration and working with our relied upon software phiMail Server.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #2.   Number of C-CDAs Received and/or Incorporated

Associated Criteria: 315(b)(2)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many C-CDAs are successfully received and/or incorporated upon receipt from a 3rd party via Direct messaging during a transition of care event over the course of a given interval.

Care Settings

We designed this measure to test the family practice, internal medicine, and pediatrics practices that we support and target.

Testing Results

Practices Queried: 2 (one from family practice and one from cardiology)

Reporting Interval: 3 months

Testing Metric/Measurement: Number of C-CDA Successfully Received and Incorporated

   Average Result: 0

We did not make any change to our original RWT Test Plan measure.

Analysis and Key Findings

Our clients do not regularly receive C-CDA files so we have no records of Direct exchange C-CDAs.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #3.   Number of NewRx Prescriptions Messages Successfully Sent

Associated Criteria: 315(b)(3)

Testing Methodology: Reporting/Logging

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.

Care Settings

We designed this measure to test the family practice, internal medicine, and pediatrics practices that we support and target.

Testing Results

Practices Queried: 2 (one from family practice and one from cardiology)

Reporting Interval: 3 months

Testing Metric/Measurement: number of NewRx electronic prescriptions created and successfully sent to a pharmacy destination over the course of a given interval

   Average Electronic Prescriptions: 3,254

Analysis and Key Findings

Our results show increased usage of ePrescribing compared to last year's findings. Testing revealed our EHR Module functionality is working as expected and our relied upon software DrFirst is working correctly in production environment.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #4.   Number of Patient Batch Exports Run

Associated Criteria: 315(b)(6)

Testing Methodology: Reporting/Logging

Measurement Description

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

Care Settings

We designed this measure to test the family practice, internal medicine, and pediatrics practices that we support and target.

Testing Results

Practices Queried: 2 (one from family practice and one from cardiology)

Reporting Interval: 3 months

Testing Metric/Measurement: number of batch export events performed over the course of a given interval

   Average Result: 0

Analysis and Key Findings

Neither client who participated in the real world testing did any bulk export of C-CDAs, but our own internal testing indications that the EHR Module is working as expected.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

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

Associated Criteria: 315(c)(1)-(c)(4)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many eCQM quality measures were successfully reported on by the EHR Module to CMS during their submission period for MIPS Quality reporting.

Care Settings

We designed this measure to test the family practice, internal medicine, and pediatrics practices that we support and target.

Testing Results

Practices Queried: 2 (one from family practice and one from cardiology)

Testing Metric/Measurement: how many eCQM quality measures were successfully reported to CMS over the course of a given interval.

> *Family Practice customer: CMS2; CMS165; CMS138; CMS124; CMS122; CMS154*

Analysis and Key Findings

Not every client participates in MIPS, but those who do did not report any errors with their eCQM reporting.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #6.   Number of Patients Given Access to Portal

Associated Criteria: 315(e)(1)

Testing Methodology: Reporting/Logging

Measurement Description

The Result is how many patients are given login access to their patient portal account over the course of a given interval.

Care Settings

We designed this measure to test the family practice, internal medicine, and pediatrics practices that we support and target.

Testing Results

Practices Queried: 2 (one from family practice and one from cardiology)

Reporting Interval: 3 months

Testing Metric/Measurement: Number of New Patients Given Access to the Portal

    Average Result: 2,397 per practice

Analysis and Key Findings

Our results reveal our EHR Module functionality is working as expected and that our relied upon software phiMail Server is working too.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #7.   Number of Patients Who Accessed/Logged in to Portal

Associated Criteria: 315(e)(1)

Testing Methodology: Reporting/Logging

Measurement Description

The Result is how many patients are successfully logged into and accessed their patient portal account over the course of a given interval.

Care Settings

We designed this measure to test the family practice, internal medicine, and pediatrics practices that we support and target.

Testing Results

Practices Queried: 2 (one from family practice and one from cardiology)

Reporting Interval: 3 months

Testing Metric/Measurement: Number of Patients Who Logged into/Used Portal

Average Result: 0 per practice

We did not make any change to our original RWT Test Plan measure.

Analysis and Key Findings

While most of our customers have relatively high patient portal usage by their patients, the two clinics who did our real world testing did not indicate that any patient accessed their portal. We are going to follow up and encourage them to better communicate this capability is available to their patient populations.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #8. Engagement with IIS/Immunization Registries

Associated Criteria: 315(f)(1)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many immunization registries are connected and engaged with bi-directional exchange capabilities with the EHR Module.

Care Settings

We designed this measure to test the family practice, internal medicine, and pediatrics practices that we support and target.

Testing Results

Practices Queried: 2 (one from family practice and one from cardiology)

Reporting Interval: 3 months

Testing Metric/Measurement: Number of Immunization Registries Working with our EHR

> *Total Result: 1*

Analysis and Key Findings

Our results reveal our EHR Module functionality is working as expected, although its use varies across practices with the family practice regularly using this feature while the cardiology practice does not. Results do show that our relied upon software Hi-PaaS (Iron Bridge) is working correctly with our EHR integration in production environment.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #9.   Compliance of C-CDA Creation and C-CDA Scorecard Average

Associated Criteria: 315(b)(1)

Testing Methodology: Compliance and Tool

Measurement Description

This measure is tracking compliance the EHR Module criteria functionality of creating a C-CDA and measuring its C-CDA Scorecard average.

Care Settings

We designed this measure to test the family practice, internal medicine, and pediatrics practices that we support and target.

Testing Results

Practices Queried: 2 (one from family practice and one from cardiology)

Testing Metric/Measurement: Tested C-CDAs using the C-CDA Scorecard -
https://site.healthit.gov/scorecard/

> *Average Grade: 76 (C)*

We did not make any change to our original RWT Test Plan measure.

Analysis and Key Findings

The ONC's funded C-CDA Scorecard examines C-CDA best practice implementations to provide a grade result for C-CDA quantitative assessment. We selected C-CDAs from test different practices using test patients they created. We used this test to further compliment our previous C-CDA interoperability testing, and it does reveal our C-CDA is acceptable but also does have areas for potential improvement.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #10. Compliance of QRDA Cat III with CVU+ Tool

Associated Criteria: 315(c)(3)

Testing Methodology: Compliance

Measurement Description

This measure is tracking compliance of the EHR Module criteria functionality of creating a QRDA Cat III and verify its compliance with the CVU+ tool.

Care Settings

We designed this measure to test the family practice, internal medicine, and pediatrics practices that we support and target.

Testing Results

Practices Queried: 2 (one from family practice and one from cardiology)

Testing Metric/Measurement: Tested QRDA Cat IIIs using the CVU+ Tool

Result: 0 Errors (with respect to the certified functionality)

We did not make any change to our original RWT Test Plan measure.

Analysis and Key Findings

In doing our C-CDA import tests, our QRDA Cat III passed validation testing with the CVU+ Tool.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #11.   Do you use batch patient data export to export large volumes of patient data?

Associated Criteria: 315(b)(6)

Testing Methodology: Survey/Self-Test

Measurement Description

This is a survey measure to determine how often you are using the batch patient data export feature.

Care Settings and Number of Clients Site to Test

We will survey a sample of our client community targeting family practice, internal medicine, and pediatrics practices to obtain our survey results.

Testing Results and Changes for this Measure from Original RWT Test Plan

Testing Metric/Measurement: Queried practices to determine if they use the C-CDA batch export capability.

Surveys indicated clients are not using this batch export feature currently.

Analysis and Key Findings

Our results reveal our EHR Module functionality is working as expected, but it also shows that this is not a feature our clients are regularly using in their day-to-day workflows.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #12.   How many different syndromic surveillance registries do you connect with?

Associated Criteria: 315(f)(2)

Testing Methodology: Survey/Reporting

Measurement Description
This is a survey measure to determine how many different syndromic surveillance registries you are connected to and working with.

Care Settings and Number of Clients Site to Test
We will survey a sample of our client community targeting family practice, internal medicine, and pediatrics practices to obtain our survey results.

Testing Results and Changes for this Measure from Original RWT Test Plan
Testing Metric/Measurement: How many different syndromic registries do you connect with?

> *All reported "Never" among options of Regularly, Sporadically, Rarely, Never, Don't know*

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

Analysis and Key Findings
Our results reveal our EHR Module functionality is working as expected, but it also shows that this is not a feature our clients are regularly using in their day-to-day workflows.

Non-Conformities or Errors Discovered
During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #13. Number of applications/3rd party systems using API capabilities

Associated Criteria: 315(g)(7), (g)(9)-(g)(10)

Testing Methodology: Reporting/Logging and Survey/Self-Test

Measurement Description

This measure will determine how many 3rd party systems or applications are integrated and using the EHR's FHIR API interface. This measure will allow us to verify our certified API is working with 3rd party applications to access USCDI patient data.

Care Settings

We designed this measure to test the family practice, internal medicine, and pediatrics practices that we support and target.

Testing Results

Testing Metric/Measurement: Number of 3rd party applications using API capabilities of EHR

> *Result: 0 API applications*

Analysis and Key Findings

Our results reveal our EHR Module functionality is working as expected, although adoption of API access points is very low at the moment. We also used internal testing to confirm our relied upon software Interoperability Engine (EMR Direct) is working correctly with our EHR integration in production environment.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.