CY 2022 Real World Testing Report for Harris CareTracker

Executive Summary

This is the test report for CY 2022 real world testing for Harris CareTracker certified EHR solution. This is the companion document to our CY 2022 real world test plan that described our approach for conducting real world testing in CY 2022 and the testing measures we employed.

Our findings show that EHR is working as it was certified. Results do indicate that some certified functionality is widely used, like patient portal and electronic prescription, while other features are not used, such as QRDA Cat I importing and syndromic surveillance.

For each our CY 2022 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.

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General Information

Plan Report ID Number: HarrisCareTracker-RWT-2022

Developer Name: Harris CareTracker, Inc

Product Name(s): Harris CareTracker

Version Numbers(s): 9

Certified Health IT Criteria:

Product List (CHPL) ID(s) and Link(s): 315(b)(1)-(3), (b)(6), (c)(1)-(3), (e)(1), (f)(1), (f)(2), (g)(7)-(9), (h)(1)

Developer Real World Testing Page URL: https://amazingcharts.com/meaningful-use/

Timeline and Milestones for Real World Testing CY 2022

- Milestone 1Q-2022: 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-2022.
  - STATUS: MET
- Milestone 2Q-3Q 2022. During the 2nd and 3rd quarter of CY 2022, 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.
  - STATUS: MET
- Milestone 4Q-2022. During the last quarter of the year, the CY 2023 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.
  - STATUS: MET
- Milestone 1Q-2023. Submit RWT Test Report to ONC-ACB.
  - STATUS: MET

Standards Version Advancement Process (SVAP) Updates

For CY 2022 RWT testing, we did not do any SVAP updates.

Standard (and version)	N/A
Updated certification criteria and associated product	N/A
Health IT Module CHPL ID	N/A
Method used for standard update	N/A
Date of ONC-ACB notification	N/A
Date of customer notification (SVAP only)	N/A
Conformance measure	N/A
USCDI-updated certification criteria (and USCDI version)	N/A

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

Associated Criteria: 315(b)(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 and Changes for this Measure from Original RWT Test Plan

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: 0

Non-Conformities or Errors Discovered and Analysis and Key Findings

In doing this testing, we discovered one of our practices required a special configuration setting with our 3rd party software phiMail Server in order to properly interface and exchange C-CDA messages. With the configuration set, C-CDA capability was enabled. The other practice did not exchange any C-CDAs.

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 and Changes for this Measure from Original RWT Test Plan

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 share data through C-CDA files so we have no records of Direct exchange C-CDAs. We do have other RWT measure tests in this report which show this certified EHR Module functionality is working as expected.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

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 and Changes for this Measure from Original RWT Test Plan

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 Prescriptions: 3377*

> *Average Electronic Prescriptions: 808*

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

Analysis and Key Findings

Our results reveal our EHR Module functionality is working as expected, but it also shows that our providers are not always electing to use electronic prescribing over paper prescriptions. We will look into this and see how we can further encourage its use as it is functionality correctly and without errors. Results do show that 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.

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 and Changes for this Measure from Original RWT Test Plan

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: 90*

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

Analysis and Key Findings

Our clients use the bulk access on an automatic nightly basis. Testing indication EHR Module is working as expected.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

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 and Changes for this Measure from Original RWT Test Plan

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: CMS68 V11, CMS138 V10, CMS154 V10, CMS155 V10, CMS165 V10, CMS134 V10*

> *Cardiology customer: CMS22 V10, CMS68 V11, CMS138 V10, CMS145 V10, CMS156 V10, CMS165 V10, CMS347 V5*

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

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.

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 and Changes for this Measure from Original RWT Test Plan

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: 473 per practice

We modified this measure slightly from our original description. We tested how many new patient accounts were given and put into use for each practice during this interval.

Analysis and Key Findings

Our results reveal our EHR Module functionality is working as expected.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

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 and Changes for this Measure from Original RWT Test Plan

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: 4419 per practice

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

Analysis and Key Findings

Our results reveal our EHR Module functionality is working as expected, and it is widely used by our patient population.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

RWT Measure #8.   Number of Immunization Messages Successfully Sent to IIS/Immunization Registries

Associated Criteria: 315(f)(1)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many immunization messages are created and successfully sent from the EHR Module to an IIS/immunization registry 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 and Changes for this Measure from Original RWT Test Plan

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

   Average Result: 45 messages per practice

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

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.

RWT Measure #9.   Number of Patient Immunization History Queries Sent

Associated Criteria: 315(f)(1)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many patient immunization history queries are created and successfully sent from the EHR Module to an IIS/immunization registry 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 and Changes for this Measure from Original RWT Test Plan

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

Reporting Interval: 3 months

Testing Metric/Measurement: number of patient immunization history query messages sent to IIS/immunization registry over the course of a given period

> *Average Result: 0*

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

Analysis and Key Findings

While our clients are communicating immunization status of patients, as shown in the previous measurement test, they are not doing patient immunization history queries. However, nothing is indicative that this functionality is not working but only that providers are not choosing to utilize it. Based on other testing, we believe 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.

RWT Measure #10.   Number of Direct Messages Successfully Sent

Associated Criteria: 315(h)(1)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many Direct messages were successfully sent from the EHR Module to a 3rd party 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 and Changes for this Measure from Original RWT Test Plan

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

Reporting Interval: 3 months

Testing Metric/Measurement: Number of Direct messages sent over the course of a given period

> *Average Result: 0*

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

Analysis and Key Findings

Our clients do not widely used the Direct capabilities as they choose to use other means for sharing health data with other providers, but our other RWT tests for this EHR Module within this report reveal our 3rd party phiMail Server integration is working as expected.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

RWT Measure #11.   Number of Different Destinations Direct Messages Successfully Sent

Associated Criteria: 315(h)(1)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many patient immunization history queries are created and successfully sent from the EHR Module to an IIS/immunization registry 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 and Changes for this Measure from Original RWT Test Plan

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

Reporting Interval: 3 months

Testing Metric/Measurement: Number of Direct messages sent over the course of a given period

   Average Result: 0

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

Analysis and Key Findings

Our clients do not widely used the Direct capabilities as they choose to use other means for sharing health data with other providers, but our other RWT tests for this EHR Module within this report reveal our 3rd party phiMail Server integration is working as expected.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

RWT Measure #12.   Number of Direct Messages Successfully Received

Associated Criteria: 315(h)(1)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many Direct messages were successfully received by the EHR Module from a 3rd party 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 and Changes for this Measure from Original RWT Test Plan

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

Reporting Interval: 3 months

Testing Metric/Measurement: Number of Direct messages sent over the course of a given period

   Average Result: 0

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

Analysis and Key Findings

Our clients do not widely used the Direct capabilities as they choose to use other means for sharing health data with other providers, but our other RWT tests for this EHR Module within this report reveal our 3rd party phiMail Server integration is working as expected.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

RWT Measure #13.   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 and Changes for this Measure from Original RWT Test Plan
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: 72 (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. Some of the areas identified for improvement were due to how the customer were documenting results in the record and thus not providing the full amount of coding that our EHR does provide. Still, we will take this into account as ways to improve our C-CDA creation features.

Non-Conformities or Errors Discovered
During our testing, we did not discover any certification errors or criteria non-conformities, but our C-CDAs did contain some errors because how the test patient records were documented and recorded.

RWT Measure #14.   Compliance of C-CDA Error Detection

Associated Criteria: 315(b)(1)

Testing Methodology: Compliance

Measurement Description

This measure is tracking compliance of the EHR Module criteria functionality of detecting errors within a received or imported C-CDA.

Care Settings

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

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

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

Testing Metric/Measurement: compliance of the EHR Module criteria functionality of detecting errors within a received or imported C-CDA

> *Average 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 C-CDA error detection capabilities worked as certified.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

RWT Measure #15.   Compliance of Problem/Medication/Allergy Incorporation from C-CDA

Associated Criteria: 315(b)(2)

Testing Methodology: Compliance

Measurement Description

This measure is tracking compliance of the EHR Module criteria functionality of incorporating and reconciling problems, medications, and allergies from a received C-CDA.

Care Settings

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

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

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

Testing Metric/Measurement: compliance of the EHR Module criteria functionality of incorporating problems, medications, and allergies from a C-CDA

>   *Average 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 C-CDA incorporation and reconciliation capabilities worked as certified.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

RWT Measure #16.   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 and Changes for this Measure from Original RWT Test Plan

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.

RWT Measure #17.   Compliance of DirectTrust and Certificate Discovery/Authorization

Associated Criteria: 315(h)(1)

Testing Methodology: Compliance

Measurement Description

This measure is tracking compliance of the EHR Module criteria functionality of detecting errors within a received or imported C-CDA.

Care Settings

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

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

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

Testing Metric/Measurement: compliance of the EHR Module criteria functionality of incorporating problems, medications, and allergies from a C-CDA

Average 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 C-CDA error detection capabilities worked as certified.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

RWT Measure #18.   Do you use eRx capabilities for controlled substances?

Associated Criteria: 315(b)(3)

Testing Methodology: Survey/Self-Test

Measurement Description

This is a survey measure to determine how often you are electronically prescribing controlled medications from the EHR.

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: Do you use eRx capabilities for controlled substances?

> *Results were split between those who answered "regularly" and others "never"*

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 all of 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.

RWT Measure #19.   Do you use patient medication history query functionality of your EHR?

Associated Criteria: 315(b)(3)

Testing Methodology: Survey/Self-Test

Measurement Description
This is a survey measure to determine how often you are using the patient medication history query functionality.

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: Do you use the patient medication history query functionality of your EHR?.

   All reported "Regularly"

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, and for most clients it is regularly used in their day-to-day workflows.

Non-Conformities or Errors Discovered
During our testing, we did not discover any errors or criteria non-conformities.

RWT Measure #20.   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 that while clients do use this feature via a nightly event they do not use it in normal day-to-day patient care.*

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.

RWT Measure #21.   Do you successfully record, calculate, and submit clinical quality measures to CMS using the EHR and if so, which CQMs were submitted?

Associated Criteria: 315(c)(1)-(c)(3)

Testing Methodology: Survey/Self-Test

Measurement Description

This is a survey/self-test measure to determine if users were able to successfully submit CQMs to CMS using EHR CEHRT functionality.

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: do you successfully record, calculate, and submit clinical quality measures to CMS using the EHR and if so, which CQMs were submitted

> *CMS22 V10, CMS68 V11, CMS134 V10, CMS138 V10, CMS145 V10, CMS154 V10, CMS155 V10, CMS156 V10, CMS165 V10, CMS347 V5*

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

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.

RWT Measure #22. Do you import in QRDA Cat I files from other systems to use in your quality measure calculations?

Associated Criteria: 315(c)(1)

Testing Methodology: Survey/Self-Test

Measurement Description

This is a survey measure to determine how often you are importing in external QRDA Cat I files for eCQM calculations.

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: Do you import in QRDA Cat I files from other systems to use in your quality measure calculations?

> *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 practice.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

RWT Measure #23.   Do you use patient immunization history query with your IIS/immunization registry?

Associated Criteria: 315(f)(1)

Testing Methodology: Survey/Self-Test

Measurement Description
This is a survey measure to determine how often you are using the immunization history query.

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: Do you use patient immunization history query with your IIS/immunization registry?

> *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.

RWT Measure #24.   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.

RWT Measure #25.   Number of API Client Applications Using API

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

Testing Methodology: Survey/Reporting

Measurement Description

This measure is tracking and counting how many client applications are connecting to our API server 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 and Changes for this Measure from Original RWT Test Plan

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.

RWT Measure #26.   Number of Different HIEs/HINs Connected

Associated Criteria: 315(h)(1)

Testing Methodology: Survey/Reporting

Measurement Description

This is a survey measure to determine how many different HIEs/HINs you are connected to and working with.

Care Settings

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

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

Testing Metric/Measurement: Number of HIEs/HINs connected with EHR

   Result: 1 HIE/HIN

Analysis and Key Findings

Our results reveal our EHR Module functionality is working as expected, although adoption and connectivity with HIE/HIN access points is very low at the moment.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

CY 2025 Real World Testing Report for Harris CareTracker

Executive Summary

This is the test report for CY 2025 real world testing for Harris CareTracker certified EHR solution. This is the companion document to our CY 2025 real world test plan that described our approach for conducting real world testing in CY 2025 and the testing measures we employed.

Our findings show that EHR is working in our production as it was certified. Following the ASTP/ONC enforcement discretion guidance, we are only reporting on our FHIR and API measure, which was measure #11 from our test plan. We elected to not report the other measures to devote more time to completing the HTI-1 certification updates. We appreciate the government's efforts to reduce regulatory burden.

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:

[signature]

DATE   2/24/2026

General Information

Plan Report ID Number: HarrisCareTracker-RWT-2025

Developer Name: Harris CareTracker, Inc

Product Name(s): Harris CareTracker

Version Numbers(s): 9

Certified Health IT Criteria: 315(b)(1)-(3), (b)(10); (c)(1)-(3); (e)(1); (f)(1), (f)(2), (f)(5); (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/

HARRIS
CareTracker

Timeline and Milestones for Real World Testing CY 2025

- <u>Milestone 1Q-2025:</u> 1Q-2025: Health IT system is fully enabled for use in real world testing.
  - o <u>STATUS:</u> MET
- <u>Milestone 3Q 2025.</u> Begin making plans to collect data for RWT measures. If necessary, engage clients to ask for their support and participation in real world testing.
  - o <u>STATUS:</u> MET
- <u>Milestone 4Q-2025.</u> During the last quarter of the year, the CY 2025 real world test report will be completed according to ONC and ONC-ACB requirements and expectations.
  - o <u>STATUS:</u> MET
- <u>Milestone 1Q-2026.</u> Submit RWT Test Report to ONC-ACB.
  - o <u>STATUS:</u> MET

Standards Version Advancement Process (SVAP) Updates

For CY 2025 RWT testing, we did not do any SVAP updates but used the current standards required in the certification criteria.

Standard (and version)	All standards versions are those specified in certification criteria.
Date of ONC-ACB notification (SVAP or USCDI)	N/A
Date of customer notification (SVAP only)	N/A
USCDI-updated certification criteria (and USCDI version)	The plan documents the support of all USCDI v1 data elements.

RWT Measure #11.   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 determines 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

Alternative Testing Results

Total Patients Queried via Postman: 3

Patients Successfully Queried via API: 3

Patient Fail to be Queried via API: 0

Patient API Query Success Rate = 3/3 = 100%

Total Patients Tested on SITE C-CDA Tool: 3

Patients Passed SITE C-CDA Tool without Error: 3

Patients with Errors on SITE C-CDA Tool: 0

C-CDA Validation Success Rate = 3/3 = 100%

Total Inferno Scenarios Test: 75

Inferno Scenarios Successfully Tested: 75

Inferno Scenarios with Errors: 0

C-CDA Validation Success Rate = 75/75 = 100%

Analysis and Key Findings

Our results reveal our Health IT Module functionality is working as expected, although adoption of API access points is very low at the moment. We also used internal testing using the Postman API tool to confirm our FHIR server is fully functional and to confirm our relied upon software Interoperability Engine (EMR Direct) is working correctly with our EHR integration in production environment. We have also tested our FHIR server with the Inferno test tool and verified it passes compliance.

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.