



Real World Testing Results Report for 2022

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General Information

Plan Report ID Number: VERPRR21E22S23

Product Name(s): Vericle

Product List (CHPL) ID(s): 15.07.04.2500.VERI.05.01.1.210101

Version Number(s): 5.0

Developer Real World Testing Page URL: <https://www.vericle.net/real-world-testing>

Applicable Certified Health IT Criteria:

1. 170.315(b)(1) Transitions of care
2. 170.315(b)(2) Clinical information reconciliation and incorporation
3. 170.315(b)(6) Data export
4. 170.315(c)(1) CQM - record and export
5. 170.315(c)(2) CQM - import and calculate
6. 170.315(c)(3) CQM - report CQM report
7. 170.315(e)(1) View, download and transmit to 3rd party
8. 170.315(g)(7) Application access – patient Selection
9. 170.315(g)(8) Application access – data category request
10. 170.315(g)(9) Application access – all data request
11. 170.315(h)(1) Direct project
12. 170.315(f)(1) Transmission to immunization registries

Changes to Original Plan

All the changes that were made to the submitted Real World Testing Plan 2022 are as below:

Summary of Change	Reason	Impact
Changes to the Key Milestone in terms of data collection period	In order to ease to process of collection of data for the drafted measures, we have implemented new log entries under the Audit report. This change had to undergo Internal quality assurance testing before it was pushed to the production server in May 2022.	No significant impact. The real-world testing data collection period as per the Plan was April 2, 2022-September 1, 2022 which was changed to June,2022-November, 2022. Implementation of these new log entries at a single place under the audit report eased us the way to collect data on both provider and practice level.
Sample size was changed to two providers (practices)	As proposed in the plan we were supposed to collect data for 3 users in both Physical Medicine and Mental Health practices. However, one of the providers from the sample terminated the services. In order to maintain the sample size rather, increase the sample size, we collected data on the practice level. The practices were chosen considering the specialty we cater to and the average footfall in most of the Vericle providers offices.	No major impact as the two practices we later have chooses as a sample here makes a heterogeneous sample and the average footfall at these practices match the average footfall most of the Vericle clients have in their offices.
Changes to the measures- Two log entries per feature were implemented to capture the data	We noticed that there was negligible usage of the features we were trying to test under RWT. So, we planned to capture even the attempts made to use the available features and implemented 2 log entries for each of these features; one is to capture if the access to/transaction towards the specific feature is attempted and another one is to capture the successful transactions.	The attempts made log gave us the clarity on usage of the features. And the log implemented for attempt completion gave us the success rate as per our planning in RWT proposed plan. It also provided us the wider scope to identify failed or incomplete transactions between these two logs entries.

Summary of Testing Methods and Key Findings

The RWT plan for 2022 was defined to establish the interoperability and the usability of the features that were implemented as a part of ONC certification edition 2015. Vericle majorly works in the two care settings, i.e., Physical Medicine and Mental Health care. The use cases and the expected outcomes for all the applicable criteria are observed to be the same for both the care settings. Hence, the measures were created to address both these settings. As described in the resource guide published by ONC, the participants or the sample of users performing RWT depends upon the usage of a particular functionality by the clients. Considering that we have chosen to collect and analyse RWT data for two of our completely in-house providers. This sample is defined to get enough data to analyse the interoperability and usability of the product. During the real-world testing and data collection period, i.e., 6 months, total number of appointments created were 2088 and 1310 respectively. The number supports our sample selection as this is the average of patients all our clients see in half-a-year.

We have been capturing the transactions related to the clinical data of the patient in the PHI logs. However, to ease the collection of data for the RWT measures, we planned and implemented additional log entries to audit reports. We could get these new logs on the production version in May 2022 after internal quality checks. This is the reason we had to push our data collection initiation period from May 2022 to June 2022. The clients chosen for sample were informed on the RWT requirement by ONC and that their data will be used for analysis. We implemented these logs in May 2022 on production servers. June 2022-November 2022 was the period of collection of the data. Under this implementation, log messages are generated for the attempts made towards the transactions or towards accessing the features these measures are created for and for the successful attempts or transactions.

In the process of collecting the data, we noticed that the ONC required and implemented features has no usage from the sample practices except for clinical reconciliation. There were no attempts recorded towards direct messaging, data export, CQM import, export, CCDA download by the patients, requests through API and immunization record transmission. The only feature that was used within the sample was CCDA reconciliation. However, 7 out of 24 attempts made towards CCDA reconciliation could not complete. We looked at these transactions from backend to check for any incompetency's. During which we noticed that the transaction/ attempts did not complete because the user did not have certain privilege assigned to them by the given by practice admin.

Challenges encountered through the real-world testing were Low and no usage of the features implemented as a part of criteria requirements. Initially we planned and drafted the RWT measures based on only the success rate of the transactions. However, as we noticed no/low usage. In order to increase the relatability of the RWT measures with the requirement in this situation, we had to introduce the measures to capture the attempts made towards transactions. For example; when user opens Direct messaging page, a log entry captures the attempt. When user selects component to reconcile, a log message is generated. When user opens data export page, it generates a log entry. Below we have provided the details of the data captured and outcome s in the table format along with the success rate of the transactions.

Standards Updates

Standard (and version)	USCDI V1
Updated certification criteria and associated product	Vericle 5.0. 170.315(b)(1) Transitions of care 170.315(b)(2) Clinical information reconciliation and incorporation 170.315(e)(1) View, download and transmit to 3rd party §170.315(g)(6) Consolidated CDA creation performance 170.315(g)(9) Application access – all data request
CHPL Number	Product 15.07.04.2500.VERI.05.01.1.210101
Conformance method	Edge Testing Tool version 2.3.49

Measures and collected Data

Measurement/ Metric	Associated Criterion	Attempts started	Attempts completed	Success Rate
Transition of care/referral summaries (C-CDA documents) are successfully sent via direct messaging	170.315(b)(1) Transitions of care & 170.315(h)(1) Direct project	0	0	0
System supports successful reconciliation of the CCDA	170.315(b)(2) Clinical information reconciliation and incorporation	23	17	73.91%
Export summaries are created successfully	170.315(b)(6) Data export	0	0	0
The data files with the required information on the selected measure are successfully exported by the user	170.315(c)(1) CQM - record and export	0	0	0
The data files are successfully imported to get the CQM statistics	170.315(c)(2) CQM - import and calculate	0	0	0
System successfully generates the data files of the CQM report for transmission	170.315(c)(3) CQM - report CQM report	0	0	0
Patients successfully download their care summaries using Vericle's patient portal	170.315(e)(1) View, download and transmit to 3rd party	0	0	0
API requests are responded successfully	170.315(g)(7) Application access – patient Selection & 170.315(g)(8) Application access – data category request & 170.315(g)(9) Application access – all data request	0	0	0
The immunization information created is successfully	170.315(f)(1)	0	0	0

transmitted to the immunization registry	Transmission to immunization registries			
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Outcomes

Measurement/ Metric	Relied upon Software	Expected Outcomes	Outcomes
Transition of care/referral summaries (C-CDA documents) are successfully sent via direct messaging	NewCrop Core v13.05.s19-22-2_22.10.18.1-63705	Users will successfully send the patient CCDAs to another provider via direct messaging. This transaction will be logged under the audit log.	There was no usage recorded for this functionality. There were no attempts made to send direct messages.
System supports successful reconciliation of the CCDA	NewCrop Core v13.05.s19-22-2_22.10.18.1-63705	Imported CCDAs will be successfully reconciled to the existing PHI and the audit log will show the entries for these reconciliation actions.	The success rate of this transaction is 73.91%. The transaction that could not complete were attempted by the user who does not have the reconciliation privilege assigned by the practice admin. The privilege is required for user to complete this transaction otherwise system shows an error.
Export summaries are created successfully	N/A	User successfully generated the export summary for the selected patient. The audit log will keep the entry for the creation of export summaries.	There was no usage recorded for this functionality. There were no attempts made towards exporting data.
The data files with the required information on the selected measure are successfully exported by the user	N/A	System logs that the cat 1 data files are exported without or minimal errors.	There was no cat1 data file export. No attempts were made.
The data files are successfully imported to get the CQM statistics	N/A	cat 1 files are successfully imported with the selected CQM data to generate the CQM statistics. System records the entries of these imported data files/ cat1 files.	There was no usage recorded for this functionality. Sample users do not do MIPS report and hence, are not using CQMs. We currently, do not have clients who reports CQMs for MIPS with us.

System successfully generates the data files of the CQM report for transmission	N/A	The data files are successfully created electronically for the transmission without or with less than 1% errors. The action is logged under the audit log.	CQM report generation was not attempted. There was no usage recorded for this functionality.
Patients successfully download their care summaries using Vericle's patient portal	N/A	Patient successfully downloads the care summary from their patient portal account. This action gets logged on the portal as well as on the PHI audit log records of the physician who has or had an appointment with the patient.	No downloading of CCDAs documents recorded. The practices have been actively using patient portals for getting patient intake recorded. However, there were no attempts made towards downloading the CCDAs.
API requests are responded successfully	NewCrop Core v13.05.s19-22-2_22.10.18.1-63705	Third party app requests with sufficient information are responded successfully (with the response code 200).	There was no usage recorded for this functionality.
The immunization information created is successfully transmitted to the immunization registry	N/A	User successfully sends the created immunization record for the patient to the registry. PHI log creates the entry for the successful and the failed transmission of this information.	Practices we majorly work with i.e., Mental Health and Physical Medicine do not report immunization information. Hence, there were no usage of this feature recorded.

Key Milestones achieved

Milestones	Date/Time Frame
<ol style="list-style-type: none"> 1. Communicated with the client and confirm participants in the real-world testing. 2. Planned for the RWT. Implementation of the log entries to capture required data as per the measure. 	January 1, 2021-April 30, 2022
<ol style="list-style-type: none"> 1. New log entries in the audit reports are pushed to production. 2. USCDI updated to the CCDA 3. RWT Plan 2023 draft started 	May 1, 2022-November 1, 2022
<ol style="list-style-type: none"> 1. USCDI update roll out 2. Integration with BlueButton Pro (Darena) to use their FHIR platform for clinical data sharing 3. Data collection and Analysis started 4. RWT Plan 2023 was submitted to ONC-ACB 	October-November, 2022
<ol style="list-style-type: none"> 1. RWT Plan 2023 was approved 2. RWT Results report drafted and submitted to ONC-ACB 	December, 2022

Attestation

This Real-world testing results report is complete in alignment with all the mandatory elements, including a measure defined per applicable criteria addressing the Physical Medicine and Mental Health care setup in the testing plan 2022. All the information in the report is up to date and completely addresses the real-world testing requirements.

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