

Real World Testing Results Report for 2023

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General Information

Plan Report ID Number: VERP21E22S23

Results Report ID Number: CRWTRR24

Product Name(s): Clinicmind

Product List (CHPL) ID(s):15.07.04.2500.VERI.05.02.1.221230

Version Number(s): 5.0

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Developer Real World Testing Page URL: <https://www.clinicmind.com/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 2023 are as below:

Summary of Change	Reason	Impact
The modification to the Key Milestone involves extending the data collection period to encompass the entire year of 2023.	The objective was to capture an extensive dataset and monitor feature usage consistently over the course of the year.	Negligible impact observed, but it provides clarity regarding clients' complete non-utilization of the features.

Summary of Testing Methods and Key Findings

The 2023 RWT plan was formulated with the objective of establishing interoperability and usability for features integrated as part of ONC certification edition 2015. Clinicmind primarily operates in two care settings: Physical Medicine and Mental Health care. The use cases and expected outcomes for all applicable criteria remain consistent across both care settings. Consequently, measures were developed to address the requirements of both settings.

In accordance with the ONC resource guide, participant selection for RWT is contingent upon the utilization of specific functionalities by clients. In this context, we have opted to collect and analyze RWT data from two entirely in-house providers. This sample is designed to procure sufficient data for assessing the interoperability and usability of the product.

Over the 12-month period of real-world testing and data collection, Sage Nutrition and Healing Centre and Plymouth Psych Group generated a total of 4,390 and 11,820 appointments, respectively. These figures substantiate our sample selection, representing the average patient load for our clients over the course of a year.

While we have been capturing transactions related to patient clinical data in PHI logs, we implemented additional log entries last year to facilitate data collection for RWT measures. This involves generating log messages for attempts made toward transactions or accessing features for which these measures were established, including both unsuccessful and successful attempts.

Clients included in the sample were duly informed of the RWT requirement by ONC, and their consent was obtained for utilizing their data in the analysis.

During the data collection process, it was observed that the ONC-required and implemented features showed no usage reported from the sample practices. Despite having data on clinical document reconciliation for one of the practices from the previous year, there were no recorded attempts toward direct messaging, data export, clinical document reconciliation, CQM import/export, CCDA download by patients, requests through API, and immunization record transmission.

A notable challenge encountered during real-world testing was the limited attempt to test system usability and interoperability due to no user-end usage of the implemented features as per criteria requirements. Initially, the RWT measures were planned based

on the success rate of transactions. However, in light of the observed no/low usage, measures were introduced to capture attempts made toward transactions to enhance the reliability of RWT measures in this situation. For example, when a user opens a Direct Messaging page or selects a component to reconcile, a log entry is generated. The details of the captured data and outcomes, along with the success rate of transactions, are provided in the table format below.

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	0	0	0%
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	170.315(c)(3) CQM - report CQM report	0	0	0%

the CQM report for transmission				
Patients successfully download their care summaries using Clinicmind'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 transmitted to the immunization registry	170.315(f)(1) Transmission to immunization registries	0	0	0%

Outcome

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.s1 9- 22- 2_22.10.1 8. 1-63705	Users will successfully send the patient CCDAs to another provider via direct messaging. This transaction will be logged under the audit log.	This functionality showed no utilization, and there were no recorded attempts to transmit direct messages.
System supports successful reconciliation of the CCDA	NewCrop Core v13.05.s1 9- 22- 2_22.10.1 8. 1-63705	Imported CCDAs will be successfully reconciled to the existing PHI and the audit log will show the entries for these reconciliation actions.	No usage was documented for the reconciliation of clinical documents.
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.	No utilization was documented for this functionality, and there were no efforts made to export data.

<p>The data files with the required information on the selected measure are successfully exported by the user</p>	<p>N/A</p>	<p>System logs that the cat1 data files are exported without or minimal errors.</p>	<p>No export of Cat1 data files occurred, and there were no attempts made.</p>
<p>The data files are successfully imported to get the CQM statistics</p>	<p>N/A</p>	<p>cat1 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.</p>	<p>No utilization was documented for this functionality. The sample users do not engage in MIPS reporting, and consequently, they are not utilizing Clinical Quality Measures (CQMs). Currently, we do not have clients reporting CQMs for MIPS.</p>
<p>System successfully generates the data files of the CQM report for transmission</p>	<p>N/A</p>	<p>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.</p>	<p>There was no attempt to generate a CQM report, and no utilization was documented for this functionality.</p>

<p>Patients successfully download their care summaries using Clinicmind's patient portal</p>	<p>N/A</p>	<p>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.</p>	<p>No download of CCDA documents was documented. The practices have been actively utilizing patient portals to record patient intake. However, there were no efforts made to download the CCDAs by the patients.</p>
<p>API requests are responded successfully</p>	<p>NewCrop Core v13.05.s1 9- 22- 2_22.10.1 8. 1-63705</p>	<p>Third party app requests with sufficient information are responded successfully (with the response code 200).</p>	<p>No utilization data was recorded for this feature.</p>
<p>The immunization information created is successfully transmitted to the immunization registry</p>	<p>N/A</p>	<p>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.</p>	<p>The primary practices we engage with, namely Mental Health and Physical Medicine, do not provide reports on immunization information. Consequently, there was no recorded utilization of this feature.</p>

Key Milestones achieved

Key Milestone	Date/Time Frame
Re-confirmed with the practices on their participation. Release of RWT document	January 1, 2023
The real-word testing will be performed. Timely follow-up with the client on their findings. Any non-conformities found will be reported to ONC-ACB	January 2, 2023-December 30, 2023
RWT Plan for 2024	September, 2023
RWT Plan for 2024 completed and submitted to ONC-ACB as per their due date	November, 2023
End of Real-World Testing period/final collection of all data for analysis	January 1, 2024
Submit Real World Testing report to ACB (per their instructions)	February 1, 2024

Attestation

This report on Real-world testing results is fully aligned with all requisite elements, encompassing a measure delineated for each applicable criterion that caters to both the Physical Medicine and Mental Health care settings specified in the 2023 testing plan. All details presented in the report are current and thoroughly fulfill the stipulated real-world testing requirements.

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Date: 16/01/2024