ClinicMind
EHR SOFTWARE & RCM SERVICE

Real World Testing Results Report for 2024

Contents

General Information

Plan Report ID Number: CM05Y24

Results Report ID Number: CM05RR24

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(c)(1) CQM - record and export
4. 170.315(c)(2) CQM - import and calculate
5. 170.315(e)(1) View, download and transmit to 3rd party
6. 170.315(g)(7) Application access – patient Selection
7. 170.315(g)(9) Application access – all data request
8. 170.315(h)(1) Direct project
9. 170.315(f)(1) Transmission to immunization registries

Version

Original Version	2/03/2025
Rectified Version	2/28/2025

Changes to Original Plan

All the changes that were made to the submitted Real World Testing Plan 2024 are as below:

Summary of Change	Reason	Impact
The Key Milestone has been modified to extend the data collection period to cover the entire year of 2024.	The goal was to collect a comprehensive dataset and track feature usage consistently throughout the year.	Minimal impact was observed, but it offers clarity on the clients' complete lack of feature utilization.
Measures are calculated with data produced in the internal test environment mirroring the production environment.	Low/no usage of the applicable functionalities resulting in zero results.	No impact on the functionality.

General Information

The 2024 Real-World Testing (RWT) plan was designed to evaluate the interoperability and usability of features integrated as part of the ONC 2015 Edition – Cures Update Certification. Clinicmind primarily operates in two care settings: Physical Medicine and Mental Health Care. The use cases and expected outcomes for all applicable criteria remained consistent across both settings, ensuring that the testing framework addressed the requirements of each.

In alignment with the ONC resource guide, participant selection for RWT was based on client utilization of specific functionalities. To facilitate this, data was collected and analyzed from two in-house providers, allowing for a sufficient dataset to assess the product's interoperability and usability.

Over a 12-month testing and data collection period, Sage Nutrition and Healing Centre and Plymouth Psych Group recorded 4,324 and 19,926 appointments, respectively. These figures validate the sample selection, accurately reflecting the typical patient volume for our clients over a year.

While patient clinical data transactions were already being recorded in PHI logs, additional log entries were introduced last year to enhance RWT data collection. These logs captured both successful and unsuccessful attempts to perform transactions or access features relevant to the RWT criteria.

All participating clients were informed of the RWT requirements outlined by ONC, and their consent was obtained for data analysis.

Key Observations

During the data collection process, it was noted that ONC-certified features showed no recorded usage from the sample practices. Although some attempts were logged when users accessed the Direct Messaging page, the negligible number of entries suggests that clients were only exploring the feature without any intent to use it.

A key challenge encountered during testing was the minimal engagement with these features, limiting the ability to effectively assess system usability and interoperability. Initially, RWT measures focused on evaluating transaction success rates. However, due to the low or nonexistent usage, additional measures were introduced to track attempted transactions, providing a more comprehensive view of system performance. For

example, when a user opened the Direct Messaging page or selected a component for reconciliation, a log entry was generated.

In accordance with ONC guidelines, we have executed the designated use cases in a test environment using realistic patient data that mirrors real-world scenarios. This was done to evaluate the performance of the assigned measures and conduct functionality testing to ensure compliance with ONC certification criteria. The collected data, outcomes, and transaction success rates are presented in the table below. Additionally, results from simulated scenarios are included in the same table, with a separate column indicating whether the data is from a simulated scenario or actual user data.

Measures and collected Data

Measurement/ Metric	Associated Criterion	Attempts started	Attempts completed	Success Rate	Data collected
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	4	4	100%	Actual user data
System supports successful reconciliation of the CCDA	170.315(b)(2) Clinical information reconciliation and incorporation	5	5	100%	Simulated user data
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	1	1	100%	Simulated user data
The data files are successfully imported to get the CQM statistics	170.315(c)(2) CQM - import and calculate	1	1	100%	Simulated user data

Patients successfully download their care summaries using Clinicmind's patient portal	170.315(e)(1) View, download and transmit to 3rd party	2	2	100%	Simulated user data
API requests are responded successfully	170.315(g)(7) Application access – patient Selection & 170.315(g)(9) Application access – all data request	2	2	100%	Simulated user data
The immunization information is prepared and sent.	170.315(f)(1) Transmission to immunization registries	2	2	100%	Simulated user data

Outcome

Measurement/ Metric	Relied upon Software	Expected Outcomes	Outcomes
Transition of care/referral summaries (C CDA documents) are successfully sent via direct messaging	N/A for b(1) & Newcrop (Version 13.05.18.11) for (h)(1)	Users will successfully send the patient CCDAs to another provider via direct messaging. This transaction will be logged under the audit log.	This functionality was utilized when the client accessed the direct messaging page for 4 patients, and the attempt was successful. However, no further actions were taken by the client, indicating that they did not actually send the CCDA out of the system via direct messaging. To clarify further, it appears the client was merely exploring the feature but never actually subscribed to direct messaging to enable its use.
System supports successful reconciliation of the CCDA	N/A	Imported CCDAs will be successfully reconciled to the existing PHI and the audit log will show the entries for these reconciliation actions.	No usage of clinical document reconciliation was recorded for the selected user group. However, upon testing the use case for five

			patient record reconciliations in the test environment, we confirmed that the functionality operates as expected, achieving a 100% success rate.
The data files with the required information on the selected measure are successfully exported by the user	N/A	System logs that the cat1 data files are exported without or minimal errors.	No cat 1 data file exports were recorded, and no attempts were made. This is likely due to our user base, which primarily focuses on case-based care rather than participation in incentive programs. However, upon testing the system's ability to generate a Cat 1 file in the test environment, we confirmed that the functionality operates as expected, achieving a 100% success rate.
The data files are successfully imported to get the CQM statistics	N/A	cat1 files are successfully imported with the selected CQM data to generate the CQM statistics. The system records the	There was no recorded utilization of this functionality. The sample users do not participate in MIPS reporting and, as a

		entries of these imported data files/ cat1 files.	result, do not use Clinical Quality Measures (CQMs). At present, none of our clients are reporting CQMs for MIPS. On testing the use case for cat 1 file importing in the test environment, we can confirm that the functionality is working as expected based on the 100% success rate.
Patients successfully download their care summaries using Clinicmind's patient portal	N/A	The 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 downloads of CCDA documents were recorded. Patients from our user practices actively use patient portals for intake forms, assessment questionnaires, and messaging. However, no attempts were made by patients to download CCDAs. Upon testing the use case for two patient clinical summary downloads in a test environment, we confirmed that the functionality operates

Key Milestones achieved

Key Milestone	Date/Time Frame
Re-confirmed with the practices on their participation. Release of RWT document	November 15, 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 1, 2024- February 3, 2024
RWT Plan for 2025	September, 2024
RWT Plan for 2025 completed and submitted to ONC-ACB as per their due date	November, 2024
End of Real-World Testing period/final collection of all data for analysis	January 31, 2025
Submit Real World Testing report to ACB	February 3, 2025
Real-world testing in a simulated environment replicating the production setting.	February 26-27, 2025
Resubmitting Real World Testing report to ACB	February 28, 2025

Attestation

This Real-World Testing report fully aligns with all required elements, including a designated measure for each applicable criterion covering both the Physical Medicine and Mental Health Care settings outlined in the 2024 testing plan. All information provided is up to date and comprehensively meets the specified real-world testing requirements.

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Date: 2/28/2025