

# Real World Testing Results Report for 2024

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## 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

Developer Name: Erez Lirov

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

## 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.

## 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.

The collected data, outcomes, and transaction success rates are detailed in the table 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	4	4	100%
System supports successful reconciliation of the CCDA	170.315(b)(2) Clinical information reconciliation and incorporation	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%
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%

<p>API requests are responded successfully</p>	<p>170.315(g)(7) Application access – patient Selection &amp; 170.315(g)(8) Application access – data category request &amp; 170.315(g)(9) Application access – all data request</p>	<p>0</p>	<p>0</p>	<p>0%</p>
<p>The immunization information created is successfully transmitted to the immunization registry</p>	<p>170.315(f)(1) Transmission to immunization registries</p>	<p>0</p>	<p>0</p>	<p>0%</p>

## Outcome

Measurement/ Metric	Relied upon Software	Expected Outcomes	Outcomes
Transition of care/referral summaries (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 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	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.



<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>There was no recorded utilization of this functionality. The sample users do not participate in MIPS reporting and, as a result, do not use Clinical Quality Measures (CQMs). At present, none of our clients are reporting CQMs for MIPS.</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</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>

		appointment with the patient.	
API requests are responded successfully	NewCrop eRx 2.01.2025-02-05_25.1 .29.1-1501 92	Third party app requests with sufficient information are responded successfully (with the response code 200).	No utilization data was recorded for this feature.
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.	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.

## 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

## 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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