



CY 2023 Real World Testing Report for Criteriaions

Executive Summary

This is the test report for CY 2023 real world testing for Criteriaions Software, Inc certified EHR solution. This is the companion document to our CY 2023 real world test plan that described our approach for conducting real world testing in CY 2023 and the testing measures we employed.

Our findings show that EHR is working as it was certified as no errors or non-compliances were observed. For each our CY 2023 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. All information in this plan is up to date and fully addresses the health IT developer's Real World Testing requirements.

Authorized Representative Name:

Kelcie Lewis

12/4/2023



Executive Summary.....	1
Developer Attestation.....	2
General Information	4
Timeline and Milestones for Real World Testing CY 2023.....	5
Standards Version Advancement Process (SVAP) Updates	6
RWT Measure #1. Number of Transition of Care C-CDAs Successfully Sent	8
RWT Measure #2. Number of C-CDAs Received and/or Incorporated	10
RWT Measure #3. Number of NewRx Prescriptions Messages Successfully Sent	12
RWT Measure #4. Number of Patient Batch Exports Run	14
RWT Measure #5. Number of Quality Measures Successfully Reported on to CMS.....	15
RWT Measure #6. Number of Patients Who Accessed/Logged in to Portal.....	17
RWT Measure #7. Number of Immunization Messages Successfully Sent to IIS/Immunization Registries	19
RWT Measure #8. Number of Patient Immunization History Queries Sent	21
RWT Measure #9. Number of Applications/3rd party Systems that are Accessing FHIR API Server	23
RWT Measure #10. Number of Different Electronic Case Public Registries Engaged and Connected	24



General Information

Plan Report ID Number: Criteriaions-RWT-2023

Developer Name: Criteriaions Software Inc

Product Name(s): Criteriaions EHR

Version Numbers(s): 4

Certified Health IT Criteria: 315(b)(1)-(3), (b)(10), (c)(1)-(3), (e)(1), (f)(1), (f)(5), (g)(7), (9)-(10)

Product List (CHPL) ID(s) and Link(s):

- 15.04.04.2705.Crit.04.00.1.191111
- <https://chpl.healthit.gov/#/listing/10171>

Developer Real World Testing Page URL: <https://criteriaions.com/rwt>

Timeline and Milestones for Real World Testing CY 2023

- Milestone 1Q-2023: 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-2023.
 - STATUS: MET
- Milestone 2Q-3Q 2023: During the 2nd and 3rd quarter of CY 2023, 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-2023: 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-2024: Submit RWT Test Report to ONC-ACB.
 - STATUS: MET

Standards Version Advancement Process (SVAP) Updates

At the end of CY 2022, we updated our certified product in several places to align with the Cures Update certification requirements. These include adding support for USCDI v1, certifying 315(g)(10) in our API, updating to SCRIPT 2017071 standard in our 315(b)(3) ePrescribing criteria, updating CQM submission method of 315(c)(3), and replacing 315(b)(6) with 315(b)(10) EHI Export. Our CY 2023 real world testing reflects these new updates.

Standard (and version)	USCDI v1
Updated certification criteria and associated product	315(b)(1), (b)(2), (e)(1), (g)(9), (g)(10)
Health IT Module CHPL ID	15.04.04.2705.Crit.04.00.1.191111
Method used for standard update	Cures Update
Date of ONC-ACB notification	December 22, 2022
Date of customer notification (SVAP only)	N/A
Conformance measure	Measure 1 for (b)(1) Measure 2 for (b)(2) Measure 6 for (e)(1) Measure 9 for (g)(9) and (g)(10) Measure 10 for (f)(5)
USCDI-updated certification criteria (and USCDI version)	315(b)(1), (b)(2), (e)(1), (g)(9), (g)(10) – USCDI v1

Standard (and version)	SCRIPT 2017071
Updated certification criteria and associated product	315(b)(3)
Health IT Module CHPL ID	15.04.04.2705.Crit.04.00.1.191111
Method used for standard update	Cures Update
Date of ONC-ACB notification	December 22, 2022
Date of customer notification (SVAP only)	N/A
Conformance measure	

USCDI-updated certification criteria (and USCDI version)	N/A
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Standard (and version)	CMS Implementation Guide QRDA Cat III (December 2022)
Updated certification criteria and associated product	315(c)(3)
Health IT Module CHPL ID	15.04.04.2705.Crit.04.00.1.191111
Method used for standard update	Cures Update
Date of ONC-ACB notification	December 22, 2022
Date of customer notification (SVAP only)	N/A
Conformance measure	Measure 5 for (c)(3)
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 and Number of Clients Site to Test

We designed this measure for all the ambulatory care settings that we support: orthopedics, primary care, dermatology, cardiology, neurology, OBGYN, ENT, pulmonology, pediatrics, and multispecialty, and the practices involved with this test covered most of these care settings. We worked with a minimum of ten (10) client practices to give an appropriate sample of our user base to effectively evaluate our product's interoperability and functionality of their criteria.

Testing Results

Practices Queried: 10

Practices Reporting Results/Utilizing Certification Functionality: 10

Reporting Interval: 3 months (Apr 1, 2023 through June 30, 2023)

Testing Metric/Measurement: Number of C-CDA Successfully Sent

Average Result: 6,187

Median Result: 3,950

We used our phiMail Server to deliver our C-CDAs to the Healthix HIE for exchange, and it performed as initially certified and in accordance with ONC criteria.

Analysis and Key Findings

While it obviously varies across client facilities, our providers are regularly doing C-CDAs exchanges, primarily through their HIE integration, and our results reveal our EHR Module functionality is working as expected without any noticeable errors.



Non-Conformities or Errors Discovered

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

Changes for this Measure from Original RWT Test Plan

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



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 time frame.

Care Settings and Number of Clients Site to Test

We designed this measure for all the ambulatory care settings that we support: orthopedics, primary care, dermatology, cardiology, neurology, OBGYN, ENT, pulmonology, pediatrics, and multispecialty, and the practices involved with this test covered most of these care settings. We worked with a minimum of ten (10) client practices to give an appropriate sample of our user base to effectively evaluate our product's interoperability and functionality of their criteria.

Testing Results

Practices Queried: 10

Practices Reporting Results/Utilizing Certification Functionality: 3

Reporting Interval: 3 months (Apr 1, 2023 through June 30, 2023)

Testing Metric/Measurement: Number of C-CDA Successfully Received/Incorporated

Average Result: 4

Median Result: 1

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.



Changes for this Measure from Original RWT Test Plan

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



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 and Number of Clients Site to Test

We designed this measure for all the ambulatory care settings that we support: orthopedics, primary care, dermatology, cardiology, neurology, OBGYN, ENT, pulmonology, pediatrics, and multispecialty, and the practices involved with this test covered most of these care settings. We worked with a minimum of ten (10) client practices to give an appropriate sample of our user base to effectively evaluate our product's interoperability and functionality of their criteria.

Testing Results

Practices Queried: 10

Practices Reporting Results/Utilizing Certification Functionality: 10

Reporting Interval: 3 months (Apr 1, 2023 through June 30, 2023)

Testing Metric/Measurement: Number of Electronic Prescription Messages Sent

Average Result: 7,043

Median Result: 3,159

Analysis and Key Findings

Electronic prescribing is a popular feature, and it is widely used by all times of specialties. RWT testing results reveals our EHR Module functionality is working as expected. This was also evidence that our relied upon software component NewCrop (version 2.01) was successfully integrated and working with our EHR.



Non-Conformities or Errors Discovered

Our reports did show some transaction errors with the receiving pharmacy, but these were not due to the eRx transport functionality of the EHR Module under test, but it was in regard to the physician entry and receiving pharmacy's expectations, such as invalid NPI value entered by the user or incorrect dispense form provided.

Changes for this Measure from Original RWT Test Plan

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



RWT Measure #4. Number of Patient Batch Exports Run

Associated Criteria: 315(b)(10)

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 and Number of Clients Site to Test

We designed this measure for all the ambulatory care settings that we support: orthopedics, primary care, dermatology, cardiology, neurology, OBGYN, ENT, pulmonology, pediatrics, and multispecialty, and the practices involved with this test covered most of these care settings. We worked with a minimum of ten (10) client practices to give an appropriate sample of our user base to effectively evaluate our product's interoperability and functionality of their criteria.

Testing Results

Practices Queried: 10

Practices Reporting Results/Utilizing Certification Functionality: 0

Reporting Interval: 3 months (Apr 1, 2023 through June 30, 2023)

Testing Metric/Measurement: Number of C-CDA Batch Exports Sent

Average Result: 0

Median Result: 0

Analysis and Key Findings

We did not have any practices using our individual batch export functionality.

Non-Conformities or Errors Discovered

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

Changes for this Measure from Original RWT Test Plan

We did update our certification to the broader EHI Export criteria of 315(b)(10), but our RWT test measure remained the same.

RWT Measure #5. Number of Quality Measures Successfully Reported on to CMS

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

Testing Methodology: Reporting/Logging/Survey

Measurement Description

This measure is tracking and counting how many eCQM quality measures were successfully reported on by the EHR Module to CMS over the course of a given interval.

Care Settings and Number of Clients Site to Test

We designed this measure for all the ambulatory care settings that we support: orthopedics, primary care, dermatology, cardiology, neurology, OBGYN, ENT, pulmonology, pediatrics, and multispecialty, and the practices involved with this test covered most of these care settings. We worked with a minimum of ten (10) client practices to give an appropriate sample of our user base to effectively evaluate our product's interoperability and functionality of their criteria.

Testing Results

Practices Queried: 10

Providers Reporting Results/Utilizing Certification Functionality: 3

Reporting Interval: 12 months (Jan 1, 2022 through December 31, 2022); submitted in February 2023

Testing Metric/Measurement: Number of eCQMs Calculated and Submitted to CMS

18 measure submissions across 3 different providers

7 different eCQMs submitted across 3 different providers

- *CMS 22 (Preventive Care and Screening: Screening for High Blood Pressure and Follow-Up Documented)*
- *CMS 50 (Closing the Referral Loop: Receipt of Specialist Report)*
- *CMS 68 (Documentation of Current Medications in the Medical Record)*
- *CMS 69 (Preventive Care and Screening: Body Mass Index (BMI) Screening and Follow-Up Plan)*
- *CMS 122 (Diabetes: Hemoglobin A1c (HbA1c) Poor Control (> 9%))*
- *CMS 138 (Preventive Care and Screening: Tobacco Use: Screening and Cessation Intervention)*
- *CMS 165 (Controlling High Blood Pressure)*



Analysis and Key Findings

Our results reveal our EHR Module functionality is working correctly as we no reported issues.

Non-Conformities or Errors Discovered

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

Changes for this Measure from Original RWT Test Plan

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



RWT Measure #6. Number of Patients Who Accessed/Logged in to Portal

Associated Criteria: 315(e)(1)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many patients are successfully logged into and accessed their patient portal account over the course of a given interval.

Care Settings and Number of Clients Site to Test

We designed this measure for all the ambulatory care settings that we support: orthopedics, primary care, dermatology, cardiology, neurology, OBGYN, ENT, pulmonology, pediatrics, and multispecialty, and the practices involved with this test covered most of these care settings. We worked with a minimum of ten (10) client practices to give an appropriate sample of our user base to effectively evaluate our product's interoperability and functionality of their criteria.

Testing Results

Practices Queried: 10

Practices Reporting Results/Utilizing Certification Functionality: 10

Reporting Interval: 3 months (Apr 1, 2023 through June 30, 2023)

Testing Metric/Measurement: Number of Patients Who Access or Logged into Patient Portal

Average Result: 2,064

Median Result: 150

Analysis and Key Findings

Our results reveal our patient portal is extremely popular and widely used. It is also noteworthy the difference in average results verses the median. Some practices had large number of patients accessing their portal (over 5000 over the time period) but some reported less than 50 patients accessing the portal. In our testing, we discovered no errors with our relied upon software phiMail Server.

Non-Conformities or Errors Discovered

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



Changes for this Measure from Original RWT Test Plan

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



RWT Measure #7. 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 and Number of Clients Site to Test

We designed this measure for all the ambulatory care settings that we support: orthopedics, primary care, dermatology, cardiology, neurology, OBGYN, ENT, pulmonology, pediatrics, and multispecialty, and the practices involved with this test covered most of these care settings. We worked with a minimum of ten (10) client practices to give an appropriate sample of our user base to effectively evaluate our product's interoperability and functionality of their criteria.

Testing Results

Practices Queried: 10

Practices Reporting Results/Utilizing Certification Functionality: 10

Reporting Interval: 3 months (Apr 1, 2023 through June 30, 2023)

Testing Metric/Measurement: Number of Immunization Messages Successfully Sent

Average Result: 304

Median Result: 200

Analysis and Key Findings

For practices connected to an immunization registry, they were able to share data with the registry. Most do not send a large number of immunization records, but one practice was an outlier with 1213 submission, almost as many as the others combined.

Non-Conformities or Errors Discovered

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



Changes for this Measure from Original RWT Test Plan

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

RWT Measure #8. 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 and Number of Clients Site to Test

We designed this measure for all the ambulatory care settings that we support: orthopedics, primary care, dermatology, cardiology, neurology, OBGYN, ENT, pulmonology, pediatrics, and multispecialty, and the practices involved with this test covered most of these care settings. We worked with a minimum of ten (10) client practices to give an appropriate sample of our user base to effectively evaluate our product's interoperability and functionality of their criteria.

Testing Results

Practices Queried: 5

Practices Reporting Results/Utilizing Certification Functionality: 5

Reporting Interval: 3 months (Apr 1, 2023 through June 30, 2023)

Testing Metric/Measurement: Number of Patient Immunization History Queries

Average Result: 2,243

Median Result: 1,097

Analysis and Key Findings

Compared to our other immunization criteria test, this test indicated that our clinicians use immunization history query more often than immunization submission. For example, one practice that only sent 280 immunization messages to the state registry queried immunization history on 3322 patients. While that example is rather extreme, every practice reported doing more immunization history queries than new immunization record submissions.



Non-Conformities or Errors Discovered

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

Changes for this Measure from Original RWT Test Plan

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



RWT Measure #9. Number of Applications/3rd party Systems that are Accessing FHIR API Server

Associated Criteria: 315(g)(7), (g)(9), (g)(10)

Testing Methodology: Reporting/Logging

Measurement Description

This is a measure to determine how many different systems or applications are connecting to our EHR via the API. We will look over the course of a minimum of six (6) months to gauge registered applications and active use.

Care Settings and Number of Clients Site to Test

This measure is applicable to all our targeted practice settings as the API capabilities work the same for all sites. Because this feature is not regularly used by our clients, we will test this capability in production-type system either with a physician client who is able or internally, but either way this will verify certified functionality is working for end users.

Testing Results

We tested the FHIR API functionality of 5 providers within a multispecialty practice. We used fake but realistic patient data and tested against the Inferno FHIR test tool. For each one, we reported 100% success across all test scenarios.

Analysis and Key Findings

While we do not yet have any FHIR applications using our APIs in production, our results indicate they should be able to successfully connect with our server. In our evaluation, we discovered no errors with our relied upon software EMRDirect phiQuery/Interoperability Engine.

Non-Conformities or Errors Discovered

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

Changes for this Measure from Original RWT Test Plan

We did update our API functionality to include our FHIR API 315(g)(10) module, but it did not make a material change to our testing measure.



RWT Measure #10. Number of Different Electronic Case Public Registries Engaged and Connected

Associated Criteria: 315(f)(5)

Testing Methodology: Survey

Measurement Description

This is a survey measure to determine the number of electronic case public health registries you use.

Number of Clients Site to Test

Our intention is to survey an appropriate number of our user community to gauge an adequate sample size. We will look to speak with physicians across our various care settings to best understand the interoperability status of this feature.

Testing Results

In 2023, we began on ramping testing with the AIMS platform of the CDC. As that process has not yet been completed in 2023 as we are awaiting approval from the CDC, our provider facilities were not able to onboard with any eCR registries.

Analysis and Key Findings

Our testing with CDC has preceded according to expectations, and we have not discovered any issues that we believe will ultimately hinder our providers from using this feature.

Non-Conformities or Errors Discovered

None.

Changes for this Measure from Original RWT Test Plan

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