

CY 2024 Real World Testing Report for Criteria

Executive Summary

This is the test report for CY 2024 real world testing for Criteria Software, Inc certified EHR solution. This is the companion document to our CY 2024 real world test plan that described our approach for conducting real world testing in CY 2024 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 2024 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

DATE

1/17/2025

Executive Summary.....	1
Developer Attestation.....	2
General Information	4
Timeline and Milestones for Real World Testing CY 2024.....	5
Standards Version Advancement Process (SVAP) Updates	6
RWT Measure #1. Number of Transition of Care C-CDAs Successfully Sent	7
RWT Measure #2. Number of C-CDAs Received and/or Incorporated.....	9
RWT Measure #3. Number of NewRx Prescriptions Messages Successfully Sent	10
RWT Measure #4. Number of Patient Batch Exports Run	12
RWT Measure #5. Number of Quality Measures Successfully Reported on to CMS	13
RWT Measure #6. Number of Patients Who Accessed/Logged in to Portal	15
RWT Measure #7. Number of Immunization Messages Successfully Sent to IIS/Immunization Registries	17
RWT Measure #8. Number of Patient Immunization History Queries Sent.....	18
RWT Measure #9. Number of Applications/3rd party Systems that are Accessing FHIR API Server	19
RWT Measure #10. Number of Different Electronic Case Public Registries Engaged and Connected	20

General Information

Plan Report ID Number: Criteriaions-RWT-2024

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 2024

- Milestone 1Q-2024: 1Q-2024: Health IT system is fully enabled for use in real world testing.
 - STATUS: MET
- Milestone 3Q 2024. Begin making plans to collect data for RWT measures. If necessary, engage clients to ask for their support and participation in real world testing.
 - STATUS: MET
- Milestone 4Q-2024. During the last quarter of the year, the CY 2024 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

Standards Version Advancement Process (SVAP) Updates

For our eCQM submission to CMS, we updated to the newest CMS implementation guide before the end of CY 2024.

Standard (and version)	CMS Implementation Guide for Quality Reporting Document Architecture: Category III; Eligible Clinicians and Eligible Professionals Programs; Implementation Guide for 2024 (December 2023)
Updated certification criteria and associated product	Criteria for 315(c)(3)
Health IT Module CHPL ID	15.04.04.2705.Crit.04.00.1.191111
Method used for standard update	ONC Cures Update Testing/Certification
Date of ONC-ACB notification	End of CY 2024
Date of customer notification (SVAP only)	End of CY 2024
Conformance measure	Measure #5

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

This measure was tested with multi-specialty ambulatory care practices.

Testing Results

Practices Queried: 3

Reporting Interval: 3 months (Apr 1, 2024 through June 30, 2024)

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

Average Result: 202

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

Our average results from the practices we used in our testing sample were noticeable lower than last year. This is due simply because of the different practices we chose for our part of testing as our customers vary greatly in the number of C-CDA exchanges they elect to exchange. However, results do show capabilities are working in production and our 3rd party relied upon software EMRDirect phiMail Server is working as expected with our EHR.

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

This measure was tested with multi-specialty ambulatory care practices.

Testing Results

Practices Queried: 5

Reporting Interval: 3 months (Apr 1, 2024 through June 30, 2024)

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

Average Result: 10

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. However, our average results are up compared to last year (10 vs 4).

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

This measure was tested with multi-specialty ambulatory care practices.

Testing Results

Practices Queried: 3

Reporting Interval: 3 months (Apr 1, 2024 through June 30, 2024)

Testing Metric/Measurement: Number of Electronic Prescription Messages Sent

Average Result: 21,165

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. Our results increased nearly threefold from last year (21,165 vs 7,043). 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. Our transaction success rate was over 98%.

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

This measure was tested with multi-specialty ambulatory care practices.

Testing Results

Practices Queried: 3

Reporting Interval: 3 months (July 1, 2024 through September 30, 2024)

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

Average Result: 82

Testing Metric/Measurement: Number of Patients Per C-CDA Batch Exports Run

Average Result: 42

Analysis and Key Findings

Last year we did not have any practices using our individual batch export functionality, but this year our numbers increased with an average of 82 exports run in the providers we sampled, and we also tracked the average number of patients in each export was approximately 42.

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 included an additional metric of average patients per export to show more detail in how the functionality is being used in production settings.

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

This measure was tested with multi-specialty ambulatory care practices.

Testing Results

Practices Queried: 2

Providers Reporting Results/Utilizing eCQM Functionality: 8

Reporting Interval: 12 months (Jan 1, 2023 through December 31, 2023); submitted in February 2024

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

18 measure submissions

- *Anti-depressant Medication Management (CMS 128)*
- *Appropriate Treatment for Children with Upper Respiratory Infection (URI) (CMS 154)*
- *Cervical Cancer Screening (CMS 124)*
- *Child and Adolescent Major Depressive Disorder (MDD): Suicide Risk Assessment (CMS 177)*
- *Chlamydia Screening in Women (CMS 153)*
- *Closing the Referral Loop: Receipt of Specialist Report (CMS 50)*
- *Controlling High Blood Pressure (CMS 165)*
- *Dementia: Cognitive Assessment (CMS 149)*
- *Diabetes: Hemoglobin A1c (HbA1c) Poor Control (> 9%) (CMS 122)*
- *Documentation of Current Medications in the Medical Record (CMS 68)*
- *Falls: Screening for Future Fall Risk (CMS 139)*
- *HIV Screening (CMS 349)*
- *Kidney Health Evaluation (CMS 95)*

- *Preventive Care and Screening: Body Mass Index (BMI) Screening and Follow-Up Plan (CMS 69)*
- *Preventive Care and Screening: Screening for Depression and Follow-Up Plan (CMS 2)*
- *Preventive Care and Screening: Screening for High Blood Pressure and Follow-Up Documented (CMS 22)*
- *Preventive Care and Screening: Tobacco Use: Screening and Cessation Intervention (CMS 138)*
- *Use of High-Risk Medications in the Elderly (CMS 156)*

4 different eQMs submitted across all provider reporting

- *Closing the Referral Loop: Receipt of Specialist Report (CMS 50)*
- *Preventive Care and Screening: Screening for High Blood Pressure and Follow-Up Documented (CMS 22)*
- *Preventive Care and Screening: Tobacco Use: Screening and Cessation Intervention (CMS 138)*
- *Use of High-Risk Medications in the Elderly (CMS 156)*

Analysis and Key Findings

Our results reveal our EHR Module functionality is working correctly as we have 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

This measure was tested with multi-specialty ambulatory care practices both via web portal access and also through local kiosk within the provider office.

Testing Results

Practices Queried: 10

Practices Reporting Results/Utilizing Certification Functionality: 10

Reporting Interval: 3 months (Apr 1, 2024 through June 30, 2024)

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

Average Result: 2,939

Analysis and Key Findings

Our results reveal our patient portal is extremely popular and widely used. Our results are up over 40% from the same period as last year. We have kiosk apps in our provider office to allow patients to access their data in that setting. Only 2% of patients elect to use the kiosk, and the vast majority use the web to access their patient 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

This measure was tested with multi-specialty ambulatory care practices.

Testing Results

Providers Reporting Results/Utilizing Certification Functionality: 3

Reporting Interval: 3 months (Apr 1, 2024 through June 30, 2024)

Testing Metric/Measurement: Number of Immunization Messages Successfully Sent

Average Result: 540

Analysis and Key Findings

For practices connected to an immunization registry, they were able to share data with the registry. Our average number of immunization submissions by reporting provider increased over 70% from last year's results.

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

This measure was tested with multi-specialty ambulatory care practices.

Testing Results

Providers Reporting Results/Utilizing Certification Functionality: 3

Reporting Interval: 3 months (Apr 1, 2024 through June 30, 2024)

Testing Metric/Measurement: Number of Patient Immunization History Queries

Average Result: 2,295

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. Our results are nearly identical to last year's totals indicating the functionality remains very relevant to our provider community who have connected to an immunization registry.

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

This measure was tested with multi-specialty ambulatory care practices.

Testing Results

- *3rd Party FHIR API Apps Registered: 1*
- *Number of Providers using FHIR API Apps: 12*

Analysis and Key Findings

We have one 3rd party FHIR client app registered on our FHIR server which uses the relied upon software EMRDirect phiQuery/Interoperability Engine, and twelve different providers with it setup and enabled for use. Adoption and use of FHIR is slowly progressing within our customer community, but we are seeming more interested and use.

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.

Care Settings

This measure was tested with multi-specialty ambulatory care practices.

Testing Results

In 2024, we continued our integration and onramp testing with the AIMS platform of the CDC for delivery of eCR messages. That process is still ongoing as we are awaiting further clearance and go ahead approval from the CDC before we can proceed. Due to that delay from the CDC, our provider facilities were not able to onboard with any eCR registries. However, our functionality appears to be working correctly, and we have not received any corrective requests from the CDC team.

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.