2024 REAL WORLD TESTING RESULTS

Abstract

This Real World Testing Plan demonstrates Medpointe's conformance to the certification testing criteria and utilization in real world medical practice settings.

General Information

Plan Report ID Number:	
Developer Name:	**Health Systems Technology, Inc.**
Product Name:	**Medpointe**
Version Number:	**13**
Certified Health IT Product List (CHPL) ID(s):	**15.04.04.1597.MedP.13.01.1.230216**
Developer Real World Testing Page URL:	**medpointemr.com/rwtp**
Testing Period:	**Data was collected from visits in 2024** **Data was analyzed in January of 2025**

Care Setting

Medpointe is a complete EHR used in a variety of specialties in an outpatient setting. Unless otherwise specified, each of the criteria will be tested in select primary care practices who are most likely to utilize the core functionality under review.

Justification for Real World Testing Approach

The testing approach utilized by HST shall be to select a sample of practices that are most likely to utilize the each of the subject criteria.

The goal of the testing approach is to demonstrate that the capabilities of the application are consistent with the required certificate standards and determine the frequency of usage. It will answer the questions: *Are practices that would be expected to utilize certain functions actually utilizing them?* And, *Is the system functioning per specification?*

This will be done through the test scenarios included in the plan, analysis of clinical data, as well as pulling the surveillance data exchange interactions between the system and the various agencies with which it interacts. In all cases patient information will be de-identified for the purposes of analysis.

Subject Selection and Sample Modification

Data was collected from 20 selected practices. The practices were selected to be monitored at the beginning of the testing period. They were thought to be representative of the wide-range of practices that utilize Medpointe, small, medium and large practices.

In January of 2025, the data was aggregated and analyzed. Where it became apparent that some of the practices did not utilize certain functionality under test, the sample for that particular test excluded practices that were not utilizing the functionality so as to not skew the test results.

Some of the tested features were not used by any of the selected practices. In those cases, where appropriate, manual testing was done on the functionality to ensure that the results were compliant with the standards. In other words, where none of the practices utilized a particular functionality, we tested the feature using test patient data. This was done to ensure that the reason the practice did not utilize the feature was not because of a lack of ability on the part of the system, and also to use appropriate testing on the resultant file to ensure conformity to the certification standards.

§ 170.315(b)(1) Transitions of care

The following list of measures have been identified to best demonstrate conformance to the certification criteria concerning the transmissions of care.

Use Case: As part of the Real-World Testing requirements for the above criteria, the developer has developed the following metrics for their testing plan.

Using the number of referrals made to outside practices as a denominator, the following measures will provide numerators:

1. How many of the referrals were made to providers/practices that have a DIRECT e-mail address associated with the provider or practice?
2. How many referrals made included a CCDA document?

Justification: Although it is possible for providers to utilize external portals for the purpose of referring patients, the most efficient use of the application in regards to transitions of care is to utilize DIRECT submission of a document that includes a CCDA. As the health IT developer our intention in this real-world testing scenario is to check if these files are generated in the system and are formatted according to the adopted standards referenced by the certification criteria. This will be verified through the review of the data tables, activity tables and log files.

Standards:

Standard (and version)	Not applicable
Updated certification criteria	Not applicable
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification	Not applicable
Conformance measure	Not applicable
USCDI updated certification criteria	None

Testing Methodology: Querying of data files, activity tables and reviewing of log files obtained during Real World Testing will be de-identified and used for analysis of the output files generated. The CCDA samples collected will also be tested with a validation tool for conformance of standards. This test methodology will test the conformance of the implementation as well as determine its overall utilization.

Expected outcome(s): It is expected that providers will be able to create and transmit CCDA's in conformance to the specifications and that there will be a high degree of utilization.

Actual outcome: 18% of the referrals made were made to referral sources that had an associated DIRECT e-mail address entered. Of the relevant practices sampled, only 7% of the referrals had a CCDA document attached and were submitted to Surescripts Clinical Direct Messaging System.

§ 170.315(b)(2) Clinical information reconciliation and incorporation

The following list of measures have been identified to best demonstrate conformance to the certification criteria concerning importing and reconciling clinical data.

Use Case: As part of the Real-World Testing requirements for the above criteria, the developer has developed the following metrics for their testing plan.

Using the number of patient records received electronically as a denominator, the numerators will be *how many of those records were reconciled to the electronic chart?* This shall include problems, medications and allergy records that were incorporated.

Justification: Clinical data incorporation from outside organizations is accomplished by viewing, and where appropriate, selecting diagnoses, medications or allergies to be added to the chart. As the health IT developer our intention in this real-world testing scenario is to check how often this process is utilized as referenced by the certification criteria. This will be verified through the review of the data tables, activity tables and log files.

Standards:

Standard (and version)	Not applicable
Updated certification criteria	Not applicable
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification	Not applicable
Conformance measure	Not applicable
USCDI updated certification criteria	None

Testing Methodology: Querying of data files, activity tables and reviewing of log files obtained during Real World Testing will be de-identified and used for analysis to test the conformance of the implementation as well as determine its overall utilization.

Expected outcome(s): It is expected that providers will be able to incorporate clinical data included in received CCDA's in conformance to the specifications and that there will be a high degree of utilization.

Actual outcome: Of the patient records flagged as received electronically, 99% of them were reconciled to the electronic chart.

§ 170.315(b)(3) Electronic prescribing

The following list of measures have been identified to best demonstrate conformance to the certification criteria concerning electronic prescribing.

Use Case: As part of the Real-World Testing requirements for the above criteria, the developer has developed the following metrics for their testing plan.

Using the number of prescriptions created or refilled as a denominator, the numerator will be the number of scripts submitted electronically via Surescripts.

Justification: Electronic prescribing is accomplished by submitting scripts electronically to Surescripts. As the health IT developer our intention in this real-world testing scenario is to check how often this process is utilized as referenced by the certification criteria. This will be verified through the review of the data tables, activity tables and log files.

Standards:

Standard (and version)	Not applicable
Updated certification criteria	Not applicable
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification	Not applicable
Conformance measure	Not applicable
USCDI updated certification criteria	None

Testing Methodology: Querying of data files, activity tables and reviewing of log files obtained during Real World Testing will be de-identified and used for analysis to test the conformance of the implementation as well as determine its overall utilization.

Expected outcome(s): It is expected that providers will be able to electronically prescribe in conformance to the specifications and that there will be a high degree of utilization.

Actual outcome: Of the prescriptions ordered in the period, 99% of them were submitted electronically through Surescripts.

§ 170.315(b)(6) Data export

The following list of measures have been identified to best demonstrate conformance to the certification criteria concerning the exporting of clinical data.

Use Case: As part of the Real-World Testing requirements for the above criteria, the developer has developed the following metrics for their testing plan.

Using the system logs, we shall determine if an export of data was accomplished and whether or not it was successful.

Justification: Clinical data export to outside organizations is a function of the application that creates log entries when it is performed. As the health IT developer our intention in this real-world testing scenario is to check how often this process is utilized as referenced by the certification criteria. This will be verified through the review of the data tables, activity tables and log files.

Standards:

Standard (and version)	Not applicable
Updated certification criteria	Not applicable
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification	Not applicable
Conformance measure	Not applicable
USCDI updated certification criteria	None

Testing Methodology: Querying of data files, activity tables and reviewing of log files obtained during Real World Testing will be de-identified and used for analysis to test the conformance of the implementation as well as determine its overall utilization.

Expected outcome(s): It is expected that providers will be able to export clinical data in conformance to the specifications.

Actual outcome: 100% of the visits for patients who participate in the patient portal or other organizations that receives electronic data were successfully transmitted in conformity with the specification for the sampled practices.

§ 170.315(b)(10) Health Info Export

The following list of measures have been identified to best demonstrate conformance to the certification criteria concerning the exporting of clinical data.

Use Case: As part of the Real-World Testing requirements for the above criteria, the developer has developed the following metrics for their testing plan.

Using the system logs, we shall determine if an export of data was accomplished and whether or not it was successful.

Justification: Clinical data export to outside organizations is a function of the application that creates log entries when it is performed. As the health IT developer our intention in this real-world testing scenario is to check how often this process is utilized as referenced by the certification criteria. This will be verified through the review of the data tables, activity tables and log files.

Standards:

Standard (and version)	Not applicable
Updated certification criteria	Not applicable
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification	Not applicable
Conformance measure	Not applicable
USCDI updated certification criteria	None

Testing Methodology: Querying of data files, activity tables and reviewing of log files obtained during Real World Testing will be de-identified and used for analysis to test the conformance of the implementation as well as determine its overall utilization.

Expected outcome(s): It is expected that providers will be able to export clinical data in conformance to the specifications.

Actual outcome: 100% of the visits for which an export was requested were successfully transmitted in conformity with the specification for the sampled practices.

§ 170.315(c)(1)—Record and Export

The following list of measures have been identified to best demonstrate conformance to the certification criteria concerning the recording and exporting data related to quality measures.

Use Case: As part of the Real-World Testing requirements for the above criteria, the developer has developed the following metrics for their testing plan.

The following measures will be used:

1. Using the number of visits during the period as a denominator, how many of the visits had quantifiable actions recorded that affect quality measure reporting?
2. Using the number of export attempts as a denominator, how many of the QRDA files were generated successfully?

Justification: Capturing quality measure data involves recording clinical actions taken during the course of a visit that affect the results of the measures being reported. When a practice seeks to submit those reports electronically, a QRDA file is generated and logged. As the health IT developer our intention in this real-world testing scenario is to check how often this process is utilized as referenced by the certification criteria. This will be verified through the review of the data tables, activity tables and log files.

Standards:

Standard (and version)	Not applicable
Updated certification criteria	Not applicable
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification	Not applicable
Conformance measure	Not applicable
USCDI updated certification criteria	None

Testing Methodology: Querying of data files, activity tables and reviewing of log files obtained during Real World Testing will be de-identified and used for analysis to test the conformance of the implementation as well as determine its overall utilization.

Expected outcome(s): It is expected that providers will be able to capture quality measure data and export the same in conformance to the specifications.

Actual outcome: 94% of the visits recorded had actions that affected quality measure reporting. Of the practices sampled, however, none of them attempted to create a QRDA I data file. Since there were zero attempts, we modified the criteria to, *How many of the sampled practices had the capability to generate a compliant QRDA I file.* To measure this, we manually tested the feature on the practices' systems and found 100% produced a compliant file.

§ 170.315(c)(2)—Import and Calculate

The following list of measures have been identified to best demonstrate conformance to the certification criteria concerning the importing of clinical data.

Use Case: As part of the Real-World Testing requirements for the above criteria, the developer has developed the following metrics for their testing plan.

Using the number of patient records imported as a denominator, the numerators will be how many of those records successfully triggered quality measure reporting?

Justification: Clinical data incorporation from outside organizations is accomplished by importing historical data into the patient chart. As the health IT developer our intention in this real-world testing scenario is to check how often this process is utilized as referenced by the certification criteria. This will be verified through the review of the data tables, activity tables and log files.

Standards:

Standard (and version)	Not applicable
Updated certification criteria	Not applicable
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification	Not applicable
Conformance measure	Not applicable
USCDI updated certification criteria	None

Testing Methodology: Querying of data files, activity tables and reviewing of log files obtained during Real World Testing will be de-identified and used for analysis to test the conformance of the implementation as well as determine its overall utilization.

Expected outcome(s): It is expected that practices will be able to incorporate clinical data included in received data in conformance to the specifications.

Actual outcome: Of the patient records flagged as received electronically, 95% of them included actions that affected quality measure reporting.

§ 170.315(c)(3)—Report

The following list of measures have been identified to best demonstrate conformance to the certification criteria concerning the reporting of clinical quality measures.

Use Case: As part of the Real-World Testing requirements for the above criteria, the developer has developed the following metrics for their testing plan.

Using the number of export attempts as a denominator, the numerator will be how many of those export files were successfully created.

Justification: Quality measure data files are generated by the system upon request. When a user initiates the process of generating either a QRDA I file or a QRDA III files, an entry is made in the system log. As the health IT developer our intention in this real-world testing scenario is to check how often this process is utilized as referenced by the certification criteria. This will be verified through the review of the data tables, activity tables and log files.

Standards:

Standard (and version)	Not applicable
Updated certification criteria	Not applicable
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification	Not applicable
Conformance measure	Not applicable
USCDI updated certification criteria	None

Testing Methodology: Querying of data files, activity tables and reviewing of log files obtained during Real World Testing will be de-identified and used for analysis to test the conformance of the implementation as well as determine its overall utilization.

Expected outcome(s): It is expected that providers will be able to generated QRDA I and QRDA III files in conformance to the specifications.

Actual outcome: Of the practices sampled none of them attempted to create a QRDA III data file. Since there were zero attempts, we modified the criteria to, *How many of the sampled practices had the capability to generate a compliant QRDA III file.* To measure this, we manually tested the feature on the practices' systems and found 100% produced a compliant file.

§ 170.315(e)(1) View, download, and transmit to 3rd party

The following list of measures have been identified to best demonstrate conformance to the certification criteria concerning the ability to view, download and transmit to a third party patient data.

Use Case: As part of the Real-World Testing requirements for the above criteria, the developer has developed the following metrics for their testing plan.

Using the number of patients seen within the period as a denominator, the numerator will be how many of those were enrolled in the patient portal and had data appropriately submitted?

Justification: Clinical data is made available to the patient via the patient portal. As the health IT developer our intention in this real-world testing scenario is to check how many patients are enrolled in the portal and how often this process is utilized as referenced by the certification criteria. This will be verified through the review of the data tables, activity tables and log files.

Standards:

Standard (and version)	Not applicable
Updated certification criteria	Not applicable
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification	Not applicable
Conformance measure	Not applicable
USCDI updated certification criteria	None

Testing Methodology: Querying of data files, activity tables and reviewing of log files obtained during Real World Testing will be de-identified and used for analysis to test the conformance of the implementation as well as determine its overall utilization.

Expected outcome(s): It is expected that providers will be able to make appropriate data available to the patient via the portal in conformance to the specifications and that there will be a high degree of utilization.

Actual outcome: Of the visits recorded, 20% demonstrated a successful transmission to a third party system using conforming CCDA specifications.

§ 170.315(g)(10) Standardized API for Patient & Population Services

The following list of measures have been identified to best demonstrate conformance to the certification criteria concerning the exporting of clinical data.

Use Case: As part of the Real-World Testing requirements for the above criteria, the developer has developed the following metrics for their testing plan.

Using the system logs, we shall determine if an export of data was accomplished and whether or not it was successful.

Justification: Clinical data export to outside organizations is a function of the application that creates log entries when it is performed. As the health IT developer our intention in this real-world testing scenario is to check how often this process is utilized as referenced by the certification criteria. This will be verified through the review of the data tables, activity tables and log files.

Standards:

Standard (and version)	Not applicable
Updated certification criteria	Not applicable
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification	Not applicable
Conformance measure	Not applicable
USCDI updated certification criteria	None

Testing Methodology: Querying of data files, activity tables and reviewing of log files obtained during Real World Testing will be de-identified and used for analysis to test the conformance of the implementation as well as determine its overall utilization.

Expected outcome(s): It is expected that authorized parties outside the practice will be able to query clinical data in conformance to the specifications.

Actual outcome: Of the practices sampled none of them attempted to utilize API calls. Since there were zero attempts, we modified the criteria to, *How many of the sampled practices had the capability to respond to API requests.* To measure this, we manually tested the feature on the practices' systems and found 100% produced compliant data.

§ 170.315(h)(1) Direct Project

The following list of measures have been identified to best demonstrate conformance to the certification criteria concerning the Direct Project.

Use Case: As part of the Real-World Testing requirements for the above criteria, the developer has developed the following metrics for their testing plan.

Using the number of referrals made to outside care organizations with a DIRECT email as a denominator, the numerator will be how many of those records were submitted via DIRECT?

Justification: Although it is possible for providers to utilize external portals for the purpose of referring patients, the most efficient use of the application in regards to transitions of care is to utilize DIRECT submission of a document that includes a CCDA. As the health IT developer our intention in this real-world testing scenario is to check if these files are generated in the system and are formatted according to the adopted standards referenced by the certification criteria. This will be verified through the review of the data tables, activity tables and log files.

Standards:

Standard (and version)	Not applicable
Updated certification criteria	Not applicable
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification	Not applicable
Conformance measure	Not applicable
USCDI updated certification criteria	None

Testing Methodology: Querying of data files, activity tables and reviewing of log files obtained during Real World Testing will be de-identified and used for analysis of the output files generated. The CCDA samples collected will also be tested with a validation tool for conformance of standards. This test methodology will test the conformance of the implementation as well as determine its overall utilization.

Expected outcome(s): It is expected that providers will be able to create and transmit CCDA's in conformance to the specifications and that there will be a high degree of utilization.

Actual outcome: For the sampled practices, 2% of the referrals made were submitted via DIRECT using Surescripts Clinical Direct Messaging System.

§ 170.315(f)(1) Transmission to immunization registries

The following list of measures have been identified to best demonstrate conformance to the certification criteria concerning the transmissions of case data to public health agencies.

Use Case: As part of the Real-World Testing requirements for the above criteria, the developer has developed the following metrics for their testing plan.

First, using as a denominator the number of patients who were under the age of 18 that had immunizations administered, the first numerator will be how many of those patients' immunization records were submitted to a registry?

Second, using as a denominator the number of patients seen who were under the age of 18, the second numerator will be how many of those patients received immunization data from a registry?

Justification: Recognizing that some practices will send immunization data to a registry and not receive data from it, and others will send and receive data from a registry, it is appropriate to have two denominators and two numerators. As the health IT developer our intention in this real-world testing scenario is to check if these files are generated or received in the system and are formatted according to the adopted standards referenced by the certification criteria. This will be verified through the review of the data tables, activity tables and log files.

Standards:

Standard (and version)	Not applicable
Updated certification criteria	Not applicable
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification	Not applicable
Conformance measure	Not applicable
USCDI updated certification criteria	None

Testing Methodology: Querying of data files, activity tables and reviewing of log files obtained during Real World Testing will be de-identified and used for analysis of the output files generated. This test methodology will test the conformance of the implementation as well as determine its overall utilization.

Expected outcome(s): It is expected that providers will be able to submit immunization data to a registry and receive data from the same in conformance to the specifications.

Actual outcome:
For the sampled practices, 100% of the patients who were under the age of 18 and received immunizations had their data submitted to a registry. Of the applicable practices (practices that receive data from an immunization registry), 93% of children seen received data from the registry.

§ 170.315(f)(5) Transmission to public health agencies — electronic case reporting

The following list of measures have been identified to best demonstrate conformance to the certification criteria concerning the transmissions of case data to public health agencies.

Use Case: As part of the Real-World Testing requirements for the above criteria, the developer has developed the following metrics for their testing plan.

Using as a denominator the number of patient records where reporting cases to public health agencies is appropriate, the numerator will be how many of those records were reported?

Justification: Although it is possible for providers to utilize external portals for the purpose of submitting appropriate cases, the most efficient use of the application is to submit that data from the application. As the health IT developer our intention in this real-world testing scenario is to check if these files are generated in the system and are formatted according to the adopted standards referenced by the certification criteria. This will be verified through the review of the data tables, activity tables and log files.

Standards:

Standard (and version)	Not applicable
Updated certification criteria	Not applicable
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification	Not applicable
Conformance measure	Not applicable
USCDI updated certification criteria	None

Testing Methodology: Querying of data files, activity tables and reviewing of log files obtained during Real World Testing will be de-identified and used for analysis of the output files generated. This test methodology will test the conformance of the implementation as well as determine its overall utilization.

Expected outcome(s): It is expected that providers will be able to create and transmit case data to public health agencies in conformance to the specifications.

Actual outcome: For the practices with any records flagged as appropriate for submission to public health agencies, 100% of the records were submitted using conforming data specification.

§ 170.315(g)(7) Application access – patient selection

The following list of measures have been identified to best demonstrate conformance to the certification criteria concerning the use of the applications API.

Use Case: As part of the Real-World Testing requirements for the above criteria, the developer has developed the following metrics for their testing plan.

Using the number of API requests as a denominator, the numerator will be how many of those requests returned meaningful data.

Justification: Clinical data provision to outside organizations can be accomplished through an API request. As the health IT developer our intention in this real-world testing scenario is to check how often this process is successfully utilized as referenced by the certification criteria. This will be verified through the review of the data tables, activity tables and log files.

Standards:

Standard (and version)	Not applicable
Updated certification criteria	Not applicable
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification	Not applicable
Conformance measure	Not applicable
USCDI updated certification criteria	None

Testing Methodology: Querying of data files, activity tables and reviewing of log files obtained during Real World Testing will be de-identified and used for analysis to test the conformance of the implementation as well as determine its overall utilization.

Expected outcome(s): It is expected that providers will be able to provide clinical information to outside organization by means of an API request in conformance to the specifications and that there will be a high degree of utilization.

Actual outcome: We were unable to locate any records in any of the selected practices that utilize API calls (that is, that have received any requests for data via API). We therefore tested the capabilities in a real-world scenario and determined that 100% of the tests yielded meaningful data.

§ 170.315(g)(9) Application access – all data request

The following list of measures have been identified to best demonstrate conformance to the certification criteria concerning the use of the applications API.

Use Case: As part of the Real-World Testing requirements for the above criteria, the developer has developed the following metrics for their testing plan.

Using the number of API requests as a denominator, the numerator will be how many of those requests returned meaningful data.

Justification: Clinical data provision to outside organizations can be accomplished through an API request. As the health IT developer our intention in this real-world testing scenario is to check how often this process is successfully utilized as referenced by the certification criteria. This will be verified through the review of the data tables, activity tables and log files.

Standards:

Standard (and version)	Not applicable
Updated certification criteria	Not applicable
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification	Not applicable
Conformance measure	Not applicable
USCDI updated certification criteria	None

Testing Methodology: Querying of data files, activity tables and reviewing of log files obtained during Real World Testing will be de-identified and used for analysis to test the conformance of the implementation as well as determine its overall utilization.

Expected outcome(s): It is expected that providers will be able to provide clinical information to outside organization by means of an API request in conformance to the specifications and that there will be a high degree of utilization.

Actual outcome: We were unable to locate any records in any of the selected practices that utilize API calls (that is, that have received any requests for data via API). We therefore tested the capabilities in a real-world scenario and determined that 100% of the tests yielded meaningful data.

Schedule of Key Milestones

Key Milestone	Date/Timeframe
Release of documentation for the Real-World Testing to be provided to authorized representatives and providers. This includes surveys, specific instructions on what to look for, how to record issues encountered, and Customer Agreements.	Nov 30, 2023
Collection of information as laid out by the plan for the period.	January 15, 2024
Meet with previously identified providers and authorized representatives to ensure that Real World Testing protocols are effective.	March 2024
Follow-up with providers and authorized representatives on a regular basis to understand any issues arising with the data collection.	Quarterly, 2024
End of Real-World Testing period/final collection of all data for analysis.	January 1, 2025
Analysis and report creation.	January 27, 2025

Attestation

This Real-World Testing plan is complete with all required elements, including measures that address all certification criteria and care settings. All information in this plan is up to date and fully addresses the health IT developer's Real World Testing requirements. The results reflected above are accurate and reflect the data collected.

Authorized Representative Name: **Tim W. Schmidt, President**

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Authorized Representative Phone: **(585) 271-6170**

Authorized Representative Signature: 

Date: **January 27, 2025**