Patient First®

CY 2022 Real World Testing Report for Patient First

Executive Summary

This is the test report for CY 2022 real world testing for Patient First certified EHR solution, PAS. This is the companion document to our CY 2022 real world test plan that described our approach for conducting real world testing in CY 2022 and the testing measures we employed.

Real world testing is critical for us as our PAS EHR is self-developed for our own clinics and clinicians. Our findings indicate that the PAS EHR is working as it was certified as no errors or non-compliances were observed. For each our CY 2022 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:

Darlene J Scruggs

Programmer Analyst

DATE   1/24/23

General Information

Plan Report ID Number: PAS_RWT_2022

Developer Name: Patient First

Product Name(s): PAS

Version Numbers(s): 2015.0.0.1

Certified Health IT Criteria: 315(b)(1)-(3), (b)(6), (c)(1)-(3), (e)(1), (f)(1), (f)(2), (g)(7)-(9)

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

- 15.04.04.2140.PAS1.15.01.0.200331
- https://chpl.healthit.gov/#/listing/10349

Developer Real World Testing Page URL: https://www.patientfirst.com/mandatory-disclosure-for-ehr

Timeline and Milestones for Real World Testing CY 2022

- Milestone 1Q-2022: 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-2022.
  - STATUS: MET
- Milestone 2Q-3Q 2022. During the 2nd and 3rd quarter of CY 2022, 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-2022. 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-2023. Submit RWT Test Report to ONC-ACB.
  - STATUS: MET

Standards Version Advancement Process (SVAP) Updates

For CY 2022 RWT testing, we did not do any SVAP updates.

Standard (and version)	N/A
Updated certification criteria and associated product	N/A
Health IT Module CHPL ID	N/A
Method used for standard update	N/A
Date of ONC-ACB notification	N/A
Date of customer notification (SVAP only)	N/A
Conformance measure	N/A
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

Patient First's PAS EHR was developed by Patient First for use exclusively in our own urgent care centers. We designed this measure to test our Patient First clinics treating both primary and urgent care. We captured results across all our practice sites and reported them according to their respect state of residence.

Testing Results

Reporting Interval: 3 months (Jan 1, 2022 through Mar 31, 2022)

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

State	Result
VA	34,396
MD	27,421
PA	14,144
NJ	4,189

Analysis and Key Findings
Because of the nature of urgent care, our users need to generate many C-CDAs for transitions of care for patients back to their primary care providers or hospital centers. Our results reveal our EHR Module functionality is working as expected.

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

Patient First's PAS EHR was developed by Patient First for use exclusively in our own urgent care centers. We designed this measure to test our Patient First clinics treating both primary and urgent care. We captured results across all our practice sites and reported them according to their respect state of residence.

Testing Results

Reporting Interval: 3 months (Jan 1, 2022 through Mar 31, 2022)

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

State	Result
VA	98
MD	298
PA	1
NJ	-

Analysis and Key Findings

Because of the nature of urgent care, our patients typically cannot provide us with their primary care provider's C-CDAs so our numbers are much lower than the outbound C-CDA creation and exchange. Still, our users did receive some C-CDAs for incorporation, and our results reveal our EHR Module functionality is working as expected.

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 Electronic Prescriptions Messages Successfully Sent – Controlled and Non-controlled Substances

Associated Criteria: 315(b)(3)

Testing Methodology: Reporting/Logging

Measurement Description
This measure is tracking and counting how many 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
Patient First's PAS EHR was developed by Patient First for use exclusively in our own urgent care centers. We designed this measure to test our Patient First clinics treating both primary and urgent care. We captured results across all our practice sites and reported them according to their respect state of residence.

Testing Results
Reporting Interval: 3 months (Jan 1, 2022 through Mar 31, 2022)

Testing Metric/Measurement: Number of Electronic Prescription Messages Sent

State	Result
VA	105,304
MD	61,579
PA	42,363
NJ	20,756

Analysis and Key Findings
Electronic prescribing is a popular feature, and it is widely used by most all site. RWT testing results reveals our EHR Module functionality is working as expected.

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 #4.   Number of Patient Batch Exports Run

Associated Criteria: 315(b)(6)

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

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Testing Results

Reporting Interval: 3 months (Jan 1, 2022 through Mar 31, 2022)

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

State	Result
VA	11
MD	10
PA	3
NJ	3

Analysis and Key Findings

While not every site uses the batch export functionality, we do have some which do, and it worked as certified.

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 #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

Patient First's PAS EHR was developed by Patient First for use exclusively in our own urgent care centers. We designed this measure to test our Patient First clinics treating both primary and urgent care. We captured results across all our practice sites and reported them according to their respect state of residence.

Testing Results

Reporting Interval: CY 2022 Submission

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

State	Result
VA	7
MD	7
PA	7
NJ	7

Analysis and Key Findings

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

Patient First's PAS EHR was developed by Patient First for use exclusively in our own urgent care centers. We designed this measure to test our Patient First clinics treating both primary and urgent care. We captured results across all our practice sites and reported them according to their respect state of residence.

Testing Results

Reporting Interval: 3 months (Jan 1, 2022 through Mar 31, 2022)

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

State	Result
VA	13,216
MD	6,782
PA	4,486
NJ	1,180

Analysis and Key Findings

Our results reveal our patient portal is extremely popular and widely used.

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

Patient First's PAS EHR was developed by Patient First for use exclusively in our own urgent care centers. We designed this measure to test our Patient First clinics treating both primary and urgent care. We captured results across all our practice sites and reported them according to their respect state of residence.

Testing Results

Reporting Interval: 3 months (Jan 1, 2022 through Mar 31, 2022)

State	Result
VA	6,869
MD	5,656
PA	8,342
NJ	8,370

Analysis and Key Findings

For practices connected to an immunization registry, they were able to share data with the registry. Once connectivity was established with the registry, functionality performed as certified.

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 Syndromic Surveillance Messages Sent

Associated Criteria: 315(f)(2)

Testing Methodology: Reporting/Logging

Measurement Description
This measure is tracking and counting how many patients syndromic surveillance messages were created and successfully sent from the EHR Module to a registry over the course of a given interval.

Care Settings and Number of Clients Site to Test
Patient First's PAS EHR was developed by Patient First for use exclusively in our own urgent care centers. We designed this measure to test our Patient First clinics treating both primary and urgent care. We captured results across all of our practice sites and reported them according to their respect state of residence.

Testing Results
Reporting Interval: 3 months (Jan 1, 2022 through Mar 31, 2022)

Testing Metric/Measurement: Number of Patient Immunization History Queries

State	Result
VA	267,983
MD	401,514

Analysis and Key Findings
Because of the types of patient cases we treat at urgent care centers, syndromic surveillance messages are rather common. However, we only have results from two states as they were the only states which were accepting syndromic surveillance messages from our sites.

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 API Queries Made with Data Element Results Successfully Returned

Associated Criteria: 315(g)(7)-(g)(9)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many successful API queries of patient data elements from the EHR Module to a 3rd party via API over the course of a given interval.

The interval for this measure will be three (3) months.

Care Settings and Number of Clients Site to Test

Patient First's PAS EHR was developed by Patient First for use exclusively in our own urgent care centers. We designed this measure to test our Patient First clinics treating both primary and urgent care. We captured results across all our practice sites and reported them according to their respect state of residence.

Testing Results

Reporting Interval: 3 months (Jan 1, 2022 through Mar 31, 2022)

All States	94

Analysis and Key Findings

We have very few actual API queries last year. However, the functionality was working, and we expect interest in API access to grow this coming year after our updates to FHIR v4 and SMART on FHIR.

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 #10.   Compliance of C-CDA Creation and C-CDA Scorecard Average

Associated Criteria: 315(b)(1)

Testing Methodology: Compliance and Tool

Measurement Description
This measure is tracking compliance the EHR Module criteria functionality of creating a C-CDA and measuring its C-CDA Scorecard average.

Care Settings and Testing Methodology
We will demonstrate against a standard compliance tool using a minimum of ten (10) C-CDAs created from test patients from within our EHR. We have an internal CCDA viewer that will display what the errors are and can demonstrate against the ONC C-CDA Scorecard tool. The C-CDA scorecard is designed for production use and measures how artifacts created by health IT compare against the HL7 C-CDA implementation guide and HL7 best practices.

Testing Results
We survey 10 random test patients and ran them through the C-CDA Scorecard tool:

All passed Scorecard testing without any errors and scored above average against industry benchmarks.

Analysis and Key Findings
Our results reveal this functionality is working and our C-CDA scores are in line with industry averages.

Non-Conformities or Errors Discovered
From our survey, providers did not indicate they experienced 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.