

# 2022 Real World Testing Results Report

## PDS MDsuite 8

### Background

Under the ONC Health IT Certification Program (Certification Program), health IT developers are required to conduct Real World Testing of their certified health IT (45 CFR 170.405). The Office of the National Coordinator for Health Information Technology (ONC) issues Real World Testing resources to clarify health IT developers' responsibilities for conducting Real World Testing, to identify topics and specific elements of Real World Testing that ONC considers a priority, and to assist health IT developers in developing their Real World Testing plans.

Health IT developers have maximum flexibility to develop innovative plans and measures for Real World Testing. As developers are planning how they will execute Real World Testing, they should consider the overall complexity of the workflows and use cases within the care settings in which they market their certified health IT to determine the approaches they will take. If adjustments to approaches are made throughout Real World Testing, the health IT developer should reflect these adjustments in their Real World Testing results report. ONC expects that the Real World Testing results report will include a description of these types of changes, the reasons for them, and how intended outcomes were more efficiently met as a result.

### General Information

Plan Report ID Number: [For ONC-Authorized Certification Body use only]

Developer Name: Professional Data Services

Product Name(s): PDS MDsuite

Version Number: 8

Certified Health IT Product List (CHPL) ID: 15.04.04.2216.PDSM.08.00.1.180202

Developer Real World Testing Plan Page URL: <http://pdsmed.com/costandlimitations>

Developer Real World Testing Results Report Page URL : same as above

## Summary of Testing Methods and Key Findings

Adoption rate was used to determine if/when certified capability is being used in the real world and to help identify differences in care settings. Evidence of high rates of implementation and usage indicate (but don't by themselves prove) a certified capability's usefulness and practical value. Evidence of low rates of implementation and usage might indicate a potential problem, of which could be several different causes. Note, it was not the goal of this exercise to identify the individual causes of why a given certified capability may have a high or low adoption rate, but rather to identify the users and care settings for which a given test is relevant. Adoption Rate data is included in each of the certified criterion testing results sections, with the exception of overall system usage.

Real-world interoperability was successfully demonstrated for most metrics by Reporting and Survey Assessment. This was accomplished by gathering real-world data of the use of our certified capabilities by our clients. This data was then analyzed and compiled to demonstrate evidence of successful implementation and use by our clients.

There are some certified capabilities for which we have had little to no client adoption. For those metrics, we chose to test the capabilities interactively by following the documented workflows for those features and submitting to validation tools or witnessing successful use of the feature. These results will be shared in relation to the testing steps outlined in our 2022 Real World Testing Plan.

## Standards Updates (Including SVAP and USCDI)

PDS MDsuite was not updated to any voluntary standards.

## Care Setting

Our EHR is primarily targeted to general ambulatory practices, and our measures were designed for this setting in mind.

## Testing Results

For our test plan, we used the following methodologies.

**Reporting/Logging:** This methodology uses the logging or reporting capabilities of the EHR to examine functionality performed in the system. A typical example of this is the measure reporting done for the automated measure calculation required in 315(g)(2), but it can also be aspects of the audit log or customized reports from the EHR. This methodology often provides historical measurement reports which can be accessed at different times of the year and evaluate interoperability of EHR functionality, and it can serve as a benchmark for evaluating real world testing over multiple time intervals.

**Compliance and/or Tool:** This methodology uses inspection to evaluate if EHR is compliant to the ONC criteria requirements. It can be done through 1-v-1 inspection testing or utilize various tools to measure or evaluate compliance and interoperability. If an EHR Module capability is not widely used in production by current users, compliance inspection can provide assurance criteria that are working as previously certified.

**Survey/Self-Test:** This methodology evaluates interoperability and compliance of EHR Module capabilities through feedback from users or having users conduct the testing themselves. ONC has recognized that self-testing can be a viable method for evaluation and compliance, and this methodology can provide insight into how clinicians employ and use a feature which reveals actual value and impact of interoperability of the EHR Module.

**RWT Measure 1: Number of Transition of Care C-CDAs Successfully Sent****Associate Criteria: 315(b)(1)**

- Changes to original plan: None
- Challenges encountered: None
- Relied upon software: Updox
- Testing Method: Reporting/Logging
- Timeframe: Data was collected over a 90-day period from July 1, 2022 - September 30, 2022
- Metrics and Outcomes:
  - Number of CCDAs sent
    - 4 unique clients sent a total of 0 CCDA documents

**RWT Measure 2: Number of C-CDA's Received and/or Incorporated****Associate Criteria: 315(b)(2)**

- Changes to original plan: None
- Challenges encountered: None
- Relied upon software: Updox
- Testing Method: Reporting/Logging
- Timeframe: Data was collected over a 90-day period from July 1, 2022 - September 30, 2022
- Metrics and Outcomes:
  - Number of CCDAs received
    - 4 unique clients received a total of 26 CCDA documents

**RWT Measure 3: Number of NewRX Prescription Messages Successfully Sent****Associate Criteria: 315(b)(3)**

- Changes to original plan: None
- Challenges encountered: None
- Testing Method: Activity reports were obtained from our electronic prescribing partner, and relied upon software,MDToolbox. Clients must have an MDToolbox license to perform Electronic Prescribing in PDS MDsuite. Data was aggregated for all clients for all metrics in demonstration of successful implementation and use of the certified capability.
- Timeframe: Data was collected over a 90-day period from July 1, 2022 - September 30, 2022
- Metrics and Outcomes:
  - Number of new prescriptions successfully sent
    - 4 unique clients successfully sent a total of 16460 new prescriptions

**RWT Measure 4: Number of Patient Batch Exports Run****Associate Criteria: 315(b)(1)**

- Changes to original plan: None
- Challenges encountered: Less than anticipated use of this functionality
- Relied upon software: Updox
- Testing Method: Reporting/Logging
- Timeframe: Data was collected over a 90-day period from July 1, 2022 - September 30, 2022
- Metrics and Outcomes:
  - Number of patient batch exports run
    - 4 unique clients generated a total of 0 batch exports of patient C-CDA documents

**RWT Measure 5: Number of Care Plan C-CDA Created****Associate Criteria: 315(b)(9)**

- Changes to original plan: Care plan documents are often required for specific programs, like CPC+. However, both of our CPC+ customers declined to participate in RWT for various reasons. Therefore, a plan to implement user reported outcomes was deployed via survey to determine the measure count.
- Challenges encountered: Less than anticipated use of this functionality
- Testing Method: Survey
- Timeframe: Data was collected over a 90-day period from July 1, 2022 - September 30, 2022
- Metrics and Outcomes:
  - Survey measure results
    - 4 unique clients reported they never create Care Plan C-CDAs

**RWT Measure 6: Number of Quality Measures Successfully Report to CMS****Associate Criteria: 315(c)(1)-(c)(3)**

- Changes to original plan: It was discovered that reporting capabilities of this measure was not achievable. Therefore, a plan to implement user reported outcomes was deployed via survey to determine the measure count.
- Challenges encountered: None
- Testing Method: Survey
- Timeframe: 2022 Reporting Year
- Metrics and Outcomes:
  - Number of measures reported during the period
    - PDS MDsuite is certified to and supports 48
      - Client #1 Response
        - 0 Reported
      - Client #2 Response
        - 8 Reported
      - Client #3 Response

- 0 Reported
- Client #4 - No Response

#### **RWT Measure 7: Number of Patients Given Access to Portal**

##### **Associate Criteria: 315(e)(1)**

- Changes to original plan: None
- Challenges encountered: None
- Testing Method: Reporting/Logging
- Timeframe: Data was collected over a 90-day period from July 1, 2022 - September 30, 2022
- Metrics and Outcomes:
  - Number of patients given electronic access to portal
    - 4 unique clients provided a total of 4361 electronic access to their health information

#### **RWT Measure 8: Number of Immunization Messages Successfully Sent to IIS/Immunization Registries**

##### **Associate Criteria: 315(f)(1)**

- Changes to original plan: None
- Challenges encountered: None
- Relied upon software: Mirth Connect
- Testing Method: Reporting/Logging
- Timeframe: Data was collected over a 90-day period from July 1, 2022 - September 30, 2022
- Metrics and Outcomes:
  - Number of immunization records submitted via interface to an immunization registry
    - There are 9 active immunization interfaces for PDS MDsuite clients
    - 3 unique clients were tracked for this measure
      - Client #1 transmitted 1502 successful records to Michigan Care Improvement Registry
      - Client #2 transmitted 5 successful records to California Immunization Registry
      - Client #3 transmitted 433 successful records to ImmTrac Texas Immunization Registry

#### **RWT Measure 9: Number of Syndromic Registries Connected with EHR**

##### **Associate Criteria: 315(f)(2)**

- Changes to original plan: None
- Challenges encountered: None
- Testing Method: We have no established Syndromic Surveillance interfaces for clients so there was no real-world activity recorded for this criterion

**RWT Measure 10: Number of Different Applications/3rd Party Systems Using API Capabilities**

**Associate Criteria: 315(g)(7)-(g)(9)**

- Changes to original plan: None
- Challenges encountered: PDS MDsuite had zero user adoption of the available API functionality
- Testing Method: We anticipated having no real-world activity recorded for this criterion. Functionality of the API has been established during 2017 live proctor testing with Drummond as well as successfully passing live proctor testing for 315(g)(10) certification criterion in December 2022.

**ONC Certification (g)(10) Standardized API Report - US Core 3.1.1 / USCDI v1, SMART App Launch 1.0.0, Bulk Data 1.0.1**

**PASS**  
FINAL RESULT

**3.3.1**  
VERSION

**Dec 8, 2022, 9:46 AM**  
REPORT DATE

[https://infemo.healthit.gov/suites/test\\_sessions/52641419-411d-42b0-923a-541614071c47](https://infemo.healthit.gov/suites/test_sessions/52641419-411d-42b0-923a-541614071c47)

**RWT Measure 11: Do you often get errors in received C-CDAs and does the EHR detect them and notify you of them?**

**Associate Criteria: 315(b)(1)**

- Changes to original plan: None
- Challenges encountered: None
- Relied upon software: Updox
- Testing Method: Survey/Self-Test
- Timeframe: Data was collected over a 90-day period from July 1, 2022 - September 30, 2022
- Metrics and Outcomes:
  - Survey measure results
    - 4 unique clients
      - Client #1 Response
        - Don't receive C-CDAs
      - Client #2 Response
        - Don't receive C-CDA
      - Client #3 Response
        - Rarely
      - Client #41 Response
        - Rarely

**RWT Measure 12: How often do you incorporate/update medication list, problem list, allergy list from received C-CDAs?**

**Associate Criteria: 315(b)(2)**

- Changes to original plan: None
- Challenges encountered: None
- Relied upon software: Updox
- Testing Method: Survey/Self-Test
- Timeframe: Data was collected over a 90-day period from July 1, 2022 - September 30, 2022
- Metrics and Outcomes:
  - Survey measure results
    - 4 unique clients
      - Client #1 Response
        - Don't receive C-CDAs
      - Client #2 Response
        - Don't receive C-CDAs
      - Client #3 Response
        - Regularly
      - Client #41 Response
        - Don't receive C-CDAs

**RWT Measure 13: Do you use eRx capabilities for controlled substances?**

**Associate Criteria: 315(b)(3)**

- Changes to original plan: None
- Challenges encountered: None
- Relied upon software: MDtoolbox
- Testing Method: Survey/Self-Test
- Timeframe: Data was collected over a 90-day period from July 1, 2022 - September 30, 2022
- Metrics and Outcomes:
  - Survey measure results
    - 4 unique clients
      - Client #1 Response
        - Regularly
      - Client #2 Response
        - Regularly
      - Client #3 Response
        - Never
      - Client #41 Response
        - Regularly



**RWT Measure 14: Do you use the patient medication history query functionality of your EHR?**

**Associate Criteria: 315(b)(3)**

- Changes to original plan: None
- Challenges encountered: None
- Relied upon software: MDtoolbox
- Testing Method: Survey/Self-Test
- Timeframe: Data was collected over a 90-day period from July 1, 2022 - September 30, 2022
- Metrics and Outcomes:
  - Survey measure results
    - 4 unique clients
      - Client #1 Response
        - Regularly
      - Client #2 Response
        - Regularly
      - Client #3 Response
        - Regularly
      - Client #41 Response
        - Regularly

## Key Milestones

Key Milestone	Care Setting	Date/Timeframe
<b>Logistics</b> Communication with clients to ask for support and participation in real world testing.	All	1Q 2022
<b>Scheduling/Testing</b> Real World Testing with clients scheduled and performed. Preparatory calls done with clients to prepare them for testing activities. Results documented.	All	2Q-3Q 2022
<b>Review and Collate Data</b> Survey responses and report data reviewed and analyzed. Any changes to testing plan completed.	All	4Q 2022
<b>Writing Report</b> Data organized into results report and submitted timely.	All	1Q 2023