CY 2022 Real World Testing Report for TenEleven

Executive Summary

This is the test report for CY 2022 real world testing for our TenEleven certified eCR solution. 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.

Our findings show that EHR is working in our production as it was certified. For each our CY 2022 Real World Testing Measures, we have recorded our results and findings. We did not discover any non-conformities or errors from our testing.

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, 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.

Authorized Representative Signature:

Catherine Baker

DATE

January 31, 2023

General Information

Developer Name: TenEleven Group

Product Name(s): electronic Clinical Record (eCR)

Version Numbers(s): 2.23

Certified Health IT Criteria: 315(b)(1)-(3), (b)(6), (b)(7)-(9); (c)(1)-(3); (e)(1); (f)(1)-(3), (f)(5); (g)(7)-(9)

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

- 15.04.04.2861.Elec.22.00.1.181231
- https://chpl.healthit.gov/#/listing/11200

Developer Real World Testing Page URL: : https://10e11.com/onc-real-world-test/

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:** Delayed until 4Q because of work on Cures certification. Completed in 4Q.
- **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:** Delayed until 4Q because of work on Cures certification. Completed in 4Q.
- **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
CHPL Product Number	N/A
Conformance measure	N/A

RWT Measure #1.   Transitions of Care

Associated Criteria: 315(b)(1)

Measurement Description

This measure is tracking and counting the number of messages with CCDAs attached successfully sent.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: number of messages with CCDAs attached successfully sent

   Total: 23,890 for all clinics during dates of Sep 17-30, 2022

Analysis and Key Findings

Generating and sharing of C-CDAs is something our provider community does often, and our results indicate our design is meeting their needs. Results are also show that our relied upon software HISP, MaxDirect, is integrated with our EHR and working in production.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #2.   Clinical Information Reconciliation and Incorporation

Associated Criteria: 315(b)(2)

Measurement Description

This measure is tracking and counting the number of times reconciliation of medications, allergies and problems is performed.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: number of reconciliation of medications, allergies and problems from a received C-CDA

   Total: 0 for all clinics during dates of Sep 17-30, 2022

Analysis and Key Findings

Our clinicians are not either not receiving many C-CDAs from other providers or electing not to do the full incorporation of the problems, medications, and allergies. Additional testing and audit results do not indicate any errors or failures with functionality but instead reflect a choice of our providers.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #3.   Electronic Prescribing

Associated Criteria: 315(b)(3)

Measurement Description

This measure is tracking and counting the number of electronic prescriptions sent and its success rate.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: number of electronic prescriptions sent

>*Total: 139,893 for all clinics during dates of Nov 1-Dec 31, 2022*

>*Success Rate: 99.995%*

Analysis and Key Findings

Our clinician community uses our electronic prescribing functionality often, and it showed that our 3rd party, relied upon software electronic prescribing partner DrFirst was working and fully integrated with our EHR.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #4.   Data Export

Associated Criteria: 315(b)(6)

Measurement Description

This measure is tracking and counting the number of data exports performed.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: number of data exports performed

> *Total: 0 for all clinics during dates of Sep 17-30, 2022*

Analysis and Key Findings

The results align with the feedback we received from our clinician community that they do not use this functionality regularly in their practices.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #5. Data Segmentation for Privacy

Associated Criteria: 315(b)(7) and (b)(8)

Measurement Description

This measure is tracking and counting the C-CDA document sent and received with privacy restrictions enabled.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: number of C-CDAs sent with DSP privacy restrictions

   Total: 0 for all clinics during dates of Sep 17-30, 2022

Testing Metric/Measurement: number of C-CDAs received with DSP privacy restrictions

   Total: 0 for all clinics during dates of Sep 17-30, 2022

Analysis and Key Findings

The results align with the feedback we received from our clinician community that they do not use this functionality regularly in their practices.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #6.   Care Plan

Associated Criteria: 315(b)(9)

Measurement Description

This measure is tracking and counting the number of Care Plan C-CDAs created and sent.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: number of Care Plan C-CDAs created and sent

   Total: 0 for all clinics during dates of Sep 17-30, 2022

Analysis and Key Findings

The results align with the feedback we received from our clinician community that they do not use this functionality regularly in their practices.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #7.   Clinical Quality Measures

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

Measurement Description

This measure is tracking and counting the use of electronic clinical quality measure functionality.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: Count of unique customers that have exported at least one QRDA at all sites

> *Total: 0 for all sites during 2022*

Testing Metric/Measurement: Count number of imported QRDAs which demonstrates successful calculation change of CQM's based on imported file

> *Total: 0 for all sites during 2022*

Testing Metric/Measurement: Count number of QRDA are generated with correct CQM calculation

> *Total: 0 for all sites during 2022*

Analysis and Key Findings

Our clients are not participating in the CMS MIPS program so they are not generating eCQMs so these results align with our expectations.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #8.   View, download, and transmit to 3rd party

Associated Criteria: 315(e)(1)

Measurement Description

This measure is tracking and counting the number C-CDA views, downloads, and transmission from within the patient portal.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: count number views in patient portal

> *Total: 84 for all clinics during 2022*

Testing Metric/Measurement: count number of C-CDA downloads from patient portal

> *Total: 1 for all clinics during 2022*

Testing Metric/Measurement: count number of C-CDA transmissions from patient portal

> *Total: 0 for all clinics during 2022*

Analysis and Key Findings

Results do indicate the patient portal functionality is working, but our overall numbers are relatively low for our patient community. We will work with our clients to better promote use of our patient portal. We also confirmed through internal testing that our relied upon software HISP, MaxDirect, is integrated with our EHR's patient portal and working in production.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #9.　　Immunization Registries

Associated Criteria: 315(f)(1)

Measurement Description

This measure is tracking and counting the number of organizations with an active immunization registry interface.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: number of immunization registries engaged

　　Total: 0 for all clinics during 2022

Analysis and Key Findings

The results align with the feedback we received from our clinician community that they do not use this functionality regularly in their practices. Immunizations are not something done by mental health specialists.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #10.   Syndromic Surveillance Registries

Associated Criteria: 315(f)(2)

Measurement Description

This measure is tracking and counting the number of organizations with an active syndromic surveillance registry interface.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: number of syndromic surveillance registries engaged

> *Total: 0 for all clinics during 2022*

Analysis and Key Findings

The results align with the feedback we received from our clinician community that they do not use this functionality regularly in their practices. Syndromic surveillance is not something done by mental health specialists.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #11.   Reportable Lab Registry

Associated Criteria: 315(f)(3)

Measurement Description

This measure is tracking and the number of organizations with an active reportable lab registry interface.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: number of reportable lab registries engaged

> *Total: 0 for all clinics during 2022*

Analysis and Key Findings

The results align with the feedback we received from our clinician community that they do not use this functionality regularly in their practices. Electronic reportable lab submission are not something done by mental health specialists.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #12.   Electronic Case Reporting

Associated Criteria: 315(f)(5)

Measurement Description

This measure is tracking and counting the number of organizations with an active electronic case registry interface.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: number of electronic case reporting registries engaged

Total: 0 for all clinics during 2022

Analysis and Key Findings

The results align with the feedback we received from our clinician community that they do not use this functionality regularly in their practices. Electronic case reporting is not something done by mental health specialists.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #13.   API Applications

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

Measurement Description

This measure is tracking and counting the number of API applications connected to our system for patient access.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: number of API applications connected to our system for patient access

>   *Total: 0 for all clinics during 2022*

Analysis and Key Findings

The results align with the feedback we received from our clinician community that they do not use this functionality regularly in their practices. We hope with introduction of FHIR v4 standard that this access point will grow in CY 2023. We have integrated with a relied upon software application ConnectEHR +BulkFHIR (Version FHIR4-B) and verified it is working in production, and we believe this will help in our future API access.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.