

CY 2023 Real World Testing Report for TenEleven

Executive Summary

This is the test report for CY 2023 real world testing for our TenEleven certified eCR solution. This is the companion document to our CY 2023 real world test plan that described our approach for conducting real world testing in CY 2023 and the testing measures we employed.

Our findings show that EHR is working in our production as it was certified. For each our CY 2023 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

February 22, 2024

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General Information

Developer Name: TenEleven Group

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

Version Numbers(s): 2.4

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)-(10)

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 2023

- Milestone 1Q-2023: 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-2023.
 - STATUS: Delayed until 4Q because of work on Cures certification. Completed in 4Q.
- Milestone 2Q-3Q 2023. During the 2nd and 3rd quarter of CY 2023, 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-2023. 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
- Milestone 1Q-2024. Submit RWT Test Report to ONC-ACB.
 - STATUS: MET

Standards Version Advancement Process (SVAP) Updates

For CY 2023 RWT testing, we tested with USCDI v1.

Standard (and version)	USCDI v1
Updated certification criteria and associated product	b1, b2, e1, f.5, g9, g10
Health IT Module CHPL ID	15.04.04.2861.Elec.22.00.1.181231
Conformance measure	Measure 1 for b1 Measure 2 for b2 Measure 8for e1 Measure 9 for f5

RWT Measure #1. Number of Transition of Care C-CDAs Successfully Sent

Associated Criteria: 315(b)(1)

Measurement Description

This measure is tracking and counting how many C-CDAs are created and successfully sent from the Health IT Module to a 3rd party via Direct messaging during a transition of care event over the course of a given interval.

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: 0 for all clinics during dates of July-September 2023

Analysis and Key Findings

Our selected customer sites did not exchange any C-CDAs during this time, but our internal testing confirmed 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. Number of C-CDAs Received and/or Incorporated

Associated Criteria: 315(b)(2)

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 interval.

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 selected clinics during dates of July-September 2023

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. Number of NewRx Prescriptions Messages Successfully Sent

Associated Criteria: 315(b)(3)

Measurement Description

This measure is tracking and counting how many NewRx electronic prescriptions were created and successfully sent from the Health IT Module to a pharmacy destination over the course of a given interval.

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: 382,825 for selected clinics during dates of July-September 2023

Success Rate: 99.4533%

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. Number of Quality Measures Successfully Reported on to CMS

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

Measurement Description

This measure is tracking and counting how many eQCM quality measures were successfully reported on by the Health IT Module to CMS over the course of a given interval.

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 QRDA Cat III eQCMs that have been created and then submitted to CMS at all sites

Total: 0 for selected sites during 2023

Analysis and Key Findings

Our clients are not participating in the CMS MIPS program so they are not generating eQCMs 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 #5. Number of Patients Given Access to Portal

Associated Criteria: 315(e)(1)

Measurement Description

This measure is tracking and counting how many patients are given login access to their patient portal account over the course of a given interval.

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 new patients given access to the patient portal

Total: 105 for selected clinics during 2023

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 #6. Number of Immunization Registries Engaged

Associated Criteria: 315(f)(1)

Measurement Description

This measure is tracking and counting how many immunization public health registries are engaged and exchanging data with the client site.

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 2023

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 #7. Number of Syndromic Surveillance Registries Engaged

Associated Criteria: 315(f)(2)

Measurement Description

This measure is tracking and counting how many syndromic surveillance public health registries are engaged and exchanging data with the client site.

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 2023

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 #8. Number of Electronic Reportable Lab Registries Engaged

Associated Criteria: 315(f)(3)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many reportable lab public health registries are engaged and exchanging data with the client site.

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: 7 for all clinics during 2023

Analysis and Key Findings

While not widely used by our customers, some clients do have reportable lab registry connections in use and confirmed 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. Number of Electronic Case Reporting Registries Engaged

Associated Criteria: 315(f)(5)

Measurement Description

This measure is tracking and counting how many electronic case reporting public health registries are engaged and exchanging data with the client site.

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 2023

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 #10. Number of Applications/3rd Party Systems using API Capabilities

Associated Criteria: 315(g)(7), (g)(9)-(g)(10)

Measurement Description

This measure will determine how many 3rd party systems or applications are integrated and using the EHR's FHIR API interface. This measure will allow us to verify our certified API is working with 3rd party applications to access USCDI patient data.

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 2023

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 that this method of exchange will grow in CY 2024. 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.

RWT Measure #11. Compliance of Data Export C-CDA Export and C-CDA Scorecard Average Score

Associated Criteria: 315(b)(6)

Measurement Description

This measure is tracking compliance of the Health IT Module criteria functionality of creating a batch export of C-CDAs and measuring its C-CDA Scorecard average.

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: Tested C-CDAs using the C-CDA Scorecard - <https://site.healthit.gov/scorecard/>

Average Grade: 73 (C)

Analysis and Key Findings

The ONC's funded C-CDA Scorecard examines C-CDA best practice implementations to provide a grade result for C-CDA quantitative assessment. We selected a C-CDA from a test practice using a test patient, and it does reveal our C-CDA is acceptable but does have areas for potential improvement. We will take this into account as ways to improve our C-CDA creation features.

Non-Conformities or Errors Discovered

During our testing, we did not discover any certification errors or criteria non-conformities, but our C-CDAs did contain some errors because how the test patient record was documented and recorded. We did not make any changes to this measure from our original test plan.

RWT Measure #12. Compliance of Privacy Security Tag Features

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

Measurement Description

This measure is tracking compliance of the Health IT Module criteria functionality of creating a C-CDA with privacy security tags.

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: Confirm privacy security tag functionality still works on test patients

Results: Confirmed

Analysis and Key Findings

We performed this testing on internal test patients in our system. We created five test patients with privacy and security tags applied, and all five C-CDAs contained the proper privacy security tags and passed validation inspection. No errors were discovered. The feedback we received from our clinician community that they do not use this functionality regularly in their practices. Privacy tags are not currently used by our customers due to lack of use of C-CDAs.

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. Compliance of Care Plan C-CDA

Associated Criteria: 315(b)(9)

Measurement Description

This measure is tracking compliance of the Health IT Module criteria functionality of creating a Care Plan C-CDA.

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: Tested C-CDAs using the C-CDA Scorecard -

<https://site.healthit.gov/scorecard/>

Average Grade: 73 (C)

Analysis and Key Findings

The ONC's funded C-CDA Scorecard examines C-CDA best practice implementations to provide a grade result for C-CDA quantitative assessment. We selected a C-CDA from a test practice using a test patient, and it does reveal our C-CDA is acceptable but does have areas for potential improvement. We will take this into account as ways to improve our C-CDA creation features.

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During our testing, we did not discover any certification errors or criteria non-conformities, but our C-CDAs did contain some errors because how the test patient record was documented and recorded. We did not make any changes to this measure from our original test plan.