CY 2023 Real World Testing Report for Procentive

Executive Summary

This is the test report for CY 2023 real world testing for our Procentive certified EHR 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

January 31, 2024

General Information

Developer Name: Procentive

Product Name(s): Procentive

Version Numbers(s): 2

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

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

- 15.04.04.2214.Proc.02.01.1.221228
- https://chpl.healthit.gov/#/listing/11155

Developer Real World Testing Page URL: https://procentive.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
Health IT Module CHPL ID	15.04.04.2214.Proc.02.01.1.221228
Conformance measure	Measure 1 for b1 Measure 2 for b2 Measure 4 for e1

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: 1131 for selected clinics during dates of Jan-Mar, 2023

Analysis and Key Findings

Generating and sharing of C-CDAs is something our provider community does fairly regularly, and our results indicate our design is meeting their needs.

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 Jan-Dec 2023*

Analysis and Key Findings

Our clinicians are 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 Quality Measures Successfully Reported on to CMS

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

Measurement Description

This measure is tracking and counting how many eCQM 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 eCQMs 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 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 #4.   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 patients given access to the patient portal

> *Total: 8840 for selected clinics during Jan-Mar 2023*

Analysis and Key Findings

Results do indicate the patient portal functionality is working and is fairly popular with our patient community.

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 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 #6.   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 #7. 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: 76 (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.