DrChrono v11 2022 Real World Test Results

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General Information

Plan Report ID Number: **DrChrono.RWTR.2022**

Developer Name: **DrChrono Inc.**

Product Name(s): **DrChrono EHR**

Version Number(s): **11.0**

Certified Health IT: **2015 Edition Cures Update**

Product List (CHPL) ID(s): **15.02.04.2897.DRCH.11.03.1.220531**

Developer Real World Testing Page URL: https://www.drchrono.com/meaningful-use-ehr/

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.

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2/6/2023

Authorized Representative Signature: X Tara Cox
Tara Cox
VP Product Management
Signed by: 6a7d0a26-9e6e-4b0e-ae9a-a072d165c989

Date: 2/3/2022

Changes to Original Plan

N/A

Withdrawn Products

As part of DrChrono changing our ONC-ACB, DrChrono EHR v11.0 with CHPL Product Number: 15.02.02.2897.A083.02.01.1.200618 was withdrawn and replaced with the aforementioned CHPL Product Number 15.02.04.2897.DRCH.11.03.1.220531 which was used for our real world testing.

Summary of Testing Methods and Key Findings

During DrChrono's real world testing in 2022, all testing resulted in 100% conformance except for the following ONC criterion:

- 170.315(f)(2) Syndromic Surveillance
- 170.315(c)(1)-(c)(3) CQMs

Any issues found are described in the Metrics and Outcomes section. DrChrono worked quickly to remediate the issues that were found in C1-C3, and we are pleased to report 100% conformance/success rates during follow-up real-world testing of these modules. DrChrono worked diligently to complete follow up testing for remediated criterion as quickly as possible, however, testing continued until 1/31/2023 to ensure remediations were successful. We continue to perform testing for F2 Syndromic Surveillance, with testing to be complete by 2/28/2023 because prior testing was performed on the incorrect files. We used the following methodologies for our testing:

- **Audit Trail/ Reporting:** This methodology uses the audit logging or various reporting capabilities of the application to examine tasks performed in the system. This methodology often provides historical measurement reports which can be accessed at different times of the year to evaluate interoperability. It can serve as a benchmark for evaluating real-world testing over multiple time intervals.
- **Third-Party Software Confirmation or Attestation:** This methodology leverages industry-standard or industry-required technology and services to evaluate data sharing. By way of example, when submitting an electronic prescription in the 20170701 SCRIPT standard to Surescripts, it may be necessary to review logs stored in the Surescripts Admin Console to verify receipt and accuracy of data provided. Other third-party software may be used as well to simulate or confirm activities when another option is not available. It may also be necessary to receive attestation reports from third-party applications to verify the receipt and accuracy of data when access to the third-party system is unavailable or prohibited.
- **Manual Chart Review:** This methodology leverages human intervention to visually review and confirm changes to data as expected. When data is shared to the application that may cause a change to a patient's medical chart, it may be necessary for a human to review the expected change and sign-off that the update occurred as expected.

Standards Updates (SVAP and USCDI)

For CY 2022, DrChrono did not make any version updates on approved standards through the SVAP process. This applies to all test scenarios described within.

Care Settings

DrChrono performed real world testing in 2022 for the following care settings:

- Ophthalmology
- Orthopedic Surgery
- Pulmonology
- Family Practice / Primary Care
- Internal Medicine
- Dermatology
- Pain Management
- Psychiatry

Metrics and Outcomes

Use Case 1 - During ambulatory care, providers share patient records (CCDAs) with each other and, where appropriate, reconcile critical clinical data elements into the chart. § 170.315 (b)(1) Transition of Care; §170.315(b)(2) – Clinical Information Reconciliation and Incorporation; and §170.315(h)(1) – Direct Project

Measure 1: Create a valid CCDA

Expected Outcome	Relied Upon Software	Results	Challenges Encountered
A different EHR receives and recognizes each type of CCDA as conformant.	Updox	100% Conformance	None

Measure 2: Create and Send a CCDA

Expected Outcome	Relied Upon Software	Results	Challenges Encountered
CCDAs of each required type of successfully created and sent via Direct with common errors (e.g., invalid direct address, no response from the receiver, etc.).	Updox	100% Conformance	None

Measure 3: Receive and display a CCDA § 170.315 (b)(1) Transition of Care and §170.315(h)(1) – Direct Project

Expected Outcome	Relied Upon Software	Results	Challenges Encountered
Examples CCDA files are successfully received and displayed.	Updox	100% Conformance	None
CCDAs successfully received via Direct with standard errors (e.g., incorrect CCDA format)	Updox	100% Conformance	None

Measure 4: Receive and reconcile a CCDA § 170.315 (b)(2) Reconciliation and §170.315(h)(1) – Direct Project

Expected Outcome	Relied Upon Software	Results	Challenges Encountered
Users successfully use CEHRT to receive and reconcile data into patients' charts.	Updox	100% Conformance	None

Use Case 2 - During ambulatory care, patients access a copy of their records (CCDs) for viewing, downloading, and/or transmitting. §170.315(e)(1) – View, Download, and Transmit to 3rd Party

Measure 1: Validate user behavior around view actions

Expected Outcome	Relied Upon Software	Results	Challenges Encountered
Number of patients with successful CCD document previews.	N/A	3/3 Patients for 100% Conformance	None

Measure 2: Validate user behavior around download actions.

Expected Outcome	Relied Upon Software	Results	Challenges Encountered
Number of patients that can successfully download CCD documents.	N/A	3 of 3 Patients for 100% Conformance	None

Measure 3: Validate user behavior around transmit actions

Expected Outcome	Relied Upon Software	Results	Challenges Encountered
CCD documents were successfully sent as encrypted, password protected files via email with the expected errors (e.g., invalid email address, lack of response, etc.)	N/A	100% Conformance	None
CCD documents were successfully sent via email with standard errors (e.g., invalid email address, etc.).	N/A	100% Conformance	None

Use Case 3 - EHR users export CCDAs for one or many patients to share with providers, patients, or third parties under the purview of HIPAA. §170.315(b)(6) – Data Export

Measure 1: Single/Multi patient export

Expected Outcome	Relied Upon Software	Results	Challenges Encountered
Only authorized users can create export summaries successfully, and there will be evidence of successful exports using various configurations (e.g., single-patient, multi-patient, etc.).	None	100% Conformance	None

Use Case 4 - Clinicians electronically prescribe medications. §170.315(b)(3) – Electronic Prescribing

Measure 1: Transaction success rates

Expected Outcome	Relied Upon Software	Results	Challenges Encountered
NewRx Transactions are successfully delivered with standard errors (e.g., pharmacy does not support electronic transactions). Data validation errors are prevented, or the end-user is notified of the errors when applicable.	Surescripts	100% Conformance	None. Users received common validation warnings/errors from the application as expected for missing data requirements/etc.
RxChange Transactions are successfully delivered with standard errors (e.g., pharmacy does not support electronic transactions). Data validation errors are prevented, or the end-user is notified of the eros when applicable.	Surescripts	100% Conformance	None. Users received common validation warnings/errors from the application as expected for missing data requirements/etc.

Expected Outcome	Relied Upon Software	Results	Challenges Encountered
CancelRx Transactions are successfully delivered with standard errors (e.g., pharmacy does not support electronic transactions). Data validation errors are prevented, or the end-user is notified of the errors when applicable.	Surescripts	100% Conformance	Limited adoption. Not all practices we tested with are utilizing this message type.
RxRenewal Transactions are successfully delivered with standard errors (e.g., pharmacy does not support electronic transactions). Data validation errors are prevented, or the end-user is notified of the errors when applicable.	Surescripts	100% Conformance	None
RxFill Transactions are successfully delivered with standard errors (e.g., pharmacy does not support electronic transactions). Data validation errors are prevented, or the end-user is notified of the errors when applicable.	Surescripts	100% Conformance	Limited adoption. Not all practices we tested with are utilizing this message type.

Use Case 5 - EHR users generate QRDA files that comply with the latest specifications for submission to CMS and other quality reporting requirements. §170.315(c)(1) – CQMs – Record and Export; §170.315(c)(2) – CQMs – Import and Calculate; and §170.315(c)(3) – CQMs – Report

Measure 1: eCQM calculation success rates

Expected Outcome	Relied Upon Software	Results	Challenges Encountered
Test cases pass expected errors (e.g., due to known specification gap, etc.)	None	Unable to test in 2022 100% Conformance 1/31/2023 Staging Testing with ONC Cures Remediation Development Completed. Testing Completed with Cypress Testing Tool.	Limited testing availability due to non-completed ONC Cures CQM updates.

Measure 2: QRDA file export conformance

Expected Outcome	Relied Upon Software	Results	Challenges Encountered
Files conform to required specifications, and all data for the eCQMs in the file are present in the other EHR. File samples conform to currently implemented QRDA II standards.	None	Unable to test in 2022 100% Conformance 1/31/2023 Staging Testing with ONC Cures Remediation Development Completed. Testing Completed with Cypress Testing Tool.	Limited testing availability due to non-completed ONC Cures CQM updates.

Measure 3: QRDA file import conformance

Expected Outcome	Relied Upon Software	Results	Challenges Encountered
File import, with any import errors (file or formatting related), flagged to the end-users, and imported data is used to calculate eCQMS results correctly.	None	Unable to test in 2022 100% Conformance 1/31/2023 Staging Testing with ONC Cures Remediation Development Completed. Testing Completed with Cypress Testing Tool.	Limited testing availability due to non-completed ONC Cures CQM updates.

Use Case 6 - Data is appropriately triggered and submitted to relevant public health agencies. §170.315(f)(2) – Transmission to Public Health Agencies – Syndromic Surveillance

Measure 1: Syndromic surveillance message success

Expected Outcome	Relied Upon Software	Results	Challenges Encountered
Success is defined as the successful message submission to and receipt by all actively engaged registries, with standard errors (e.g., no response from the registry, formatting error beyond the scope of CEHR specification requirements, etc.)	None	Incorrect testing was performed in 2022 for this measure. It was accidentally mistaken for Immunizations. As of 2/3/2022, DrChrono is working to identify customers utilizing the files so we can complete testing of these files. We plan to have this testing completed by 2/28/2022.	See Results.

Use Case 7 - Independent vendors and DrChrono customers use certified APIs for both patient and provider-oriented use cases. §170.315(g)(7) – Application Access – Patient Selection; §170.315(g)(8) – Application Access – Data Category Request; and §170.315(g)(9) – Application Access – All Data Request

Measure 1: Successful API request for a Patient

Expected Outcome	Relied Upon Software	Results	Challenges Encountered
1. Successful Requests Served: - Denominator: Total requests of certified API(s) - Numerator: Total number of successful responses	None	100% Conformance 3/3 Success Rate	None
2. Successful API Information Sources with at least one successful response -- validates successful API use spanning current API Information Sources: - Denominator: Total API Information Sources with at least one request - Numerator: Total API Information Sources with at least one successful response	None	100% Conformance 3/3 Success Rate	None
3. Successful API Users with at least one successful response - validates successful API use spanning current API Users: - Denominator: Total API USers with at least one request - Numerator: Total API Users with at least one successful response	None	100% Conformance 3/3 Success Rate	None

Key Milestones

Key Milestones	Data/Timeframe
Recruitment of organizations participating in de-identified data collection	November 2022
State of collection of necessary data as laid out by plan (will vary by measure)	July 2022
End of collection of required data as laid out by plan (will vary by measure)	December 2022
Analysis of Data (will vary by measure)	January 2022
Submit Real World Testing Report to ACB	February 2023