Y2022 Real World Test Results Report
Office Practicum

Developer Attestation

As a developer of software certified under the Office of the National Coordinator for Health Information Technology Health IT Certification Program, Office Practicum is pleased to submit this Real World Test (RWT) Result Report for the calendar year 2022 in accordance with 2015 Cures Update Edition certification criteria.

The Real World Testing Result Report includes all required elements that meet the requirements of the certification criteria and is up to date. We believe that there were no non-compliances observed and results revealed that OP EHR functionality is working as expected.

Office Practicum

DocuSigned by:

Bharath Perugu

6F55E1B5074248D...

Authorized Representative Signature

Date: February 16, 2023 | 8:40 AM PST

Bharath Perugu, Vice President Product Delivery

bperugu@officepracticum.com

General Product Information

Plan Report ID Number: OPRWT2022

Developer Name: Office Practicum   https://www.officepracticum.com/

Product Name: Office Practicum

Version Number: 21

Certified Health IT Product List (CHPL) ID & ONC-ACB Certification ID:: 15.04.04.3048.Offi.21.02.1.221121

CHPL Listing: https://chpl.healthit.gov/#/listing/11049

Developer Real World Testing Page URL:

officepracticum.com/21st-Century-real-world-test plan-and-results

Withdrawn Product Versions

The following product version has been removed from the CHPL after Office Practicum successfully completed Cures Update certification on Nov 21, 2022. Office Practicum (OP) users that were leveraged to test certified functionality per RWT plan have been on Office Practice version 20, which maintained active 2015 Edition certification. OP users that conducted testing were upgraded to version 21 as of 12.31.2022. This upgrade didn't affect the RWT plan.

Edition: 2015
Developer: Office Practicum
Product: Office Practicum
Version: 20
Withdrawal Date: 12/31/22
CHPL Product Number: 15.04.04.3048.Offi.20.01.1.191011
Reason: Version is no longer maintained

Care Settings

Certified Office Practicum is marketed primarily to Primary Care Pediatrics (ambulatory setting). All aspects of the Real World Testing Plan Results are from the Primary Care Pediatrics setting.

Changes To 2022 RWT Plan

The 2022 RWT Plan that was submitted to ONC & ACB in 2021, included a plan to recruit and provide metrics for 5 practices. Instead we tested the certified criteria to produce a real world testing report leveraging 9 practices as part of our early adopter program. Report results included all practices metrics for rew criteria and other criteria includes results for 2 practices. Also, the plan was for version 20 that has been 2015 edition certified. In December 2022 OP successfully completed ONC Cures Update certification and updated version to 21 (details listed in this document).

Standards Updates (SVAP and USCDI)

Office Practicum has not updated CHITM to any new standards as part of the SVAP or the Cures Update criteria as of this date nor plan to prior to the execution of the 2022 Real World Test.

Standard (and version)	All standards versions are those specified in USCDI v1, HL7 v2.5.1, HL7 v3
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification (SVAP only)	Not applicable

Schedule of Key Milestones

Key Milestones	Date(s)	Status
Recruit/Select User Collaborative Partners for RWT	By December 31, 2021	MET (In Q12022)*
Logistics/scheduling for Real World Testing w/Practices	1/1/2022–1/31/2022	MET
RWT Execution for certification criteria w/Practices Q1	By 3/31/2022	MET
RWT Execution for certification criteria w/Practices Q2	By 6/30/2022	MET
RWT Execution for certification criteria w/Practices Q3	By 9/30/2022	MET
RWT Execution for certification criteria	By 12/15/2022	MET

w/Practices Q4		
Analysis and test results report creation	1/1/2023-1/31/2023	MET
Submit final 2022 RWT results to ONC	March 2023	MET (Q12023)
Submit 2023 RWT Plan to Drummond	11/15/2022	MET

*We have recruited a couple of practices by the end of Dec 2021, and leveraged our early adopter program to test the functionality of OP throughout the year 2022.

RWT Measures

Under the ONC Health IT Certification Program as part of Real World Testing Plan OP has prepared this report with results for below criteria(s) to adhere to the compliance requirements.

- § 170.315(b) - Care Coordination
    - § 170.315(b1) - Transitions of Care
    - § 170.315(b2) - Clinical information reconciliation and incorporation
    - § 170.315(b6) - Data Export
    - § 170.315(b3) - Electronic Prescribing
- § 170.315(f) - Electronic Exchange
    - § 170.315(f1) - Transmission to immunization registries

RWT Criteria #1 Electronic Prescribing

Reporting Results Time Frame: Q42022

Testing Methodology: Logging, Reporting, Interactive Testing

Interactive Testing: Every quarter and for every major release throughout Y2022, OP early adopter program practices ran through various tests to validate the functionality and for OP to address any issues that arise before the release goes to general availability.

Testing Results:

Total number of practices queried: All Practices

Number of Practices for Interactive Test: up to 10 practices

Metric	Value
New Rx Including EPCS	2827070
EPCS Rx	6470
Cancel Rx	2865
Change Requests	810
Accepted Change Requests	0
Denied Changed Requests	0
Renewal Requests	224912

Total number of practices queried: Practice#1

Metric	Value
New Rx Including EPCS	951
EPCS Rx	3
Cancel Rx	37
Change Requests	0
Accepted Change Requests	0
Denied Changed Requests	0
Renewal Requests	95

Total number of practices queried: Practice#2

Metric	Value
New Rx Including EPCS	4903
EPCS Rx	10
Cancel Rx	8
Change Requests	0
Accepted Change Requests	0
Denied Changed Requests	0
Renewal Requests	592

Electronic Prescribing functionality is used by OP practices to send prescription requests to the pharmacy and receive renewal requests and more.

Key Findings and Analysis:

Electronic Prescribing is a widely used functionality across our customer base. By using this functionality our practices were successfully able to create, send and receive prescriptions. Our RWT results and Interactive Testing reveals that the EHR functionality is working as expected. The EHR module conforms to the NCPDP standard 2017071.
Our analysis also revealed that CancelRx, ChangeRx functionality is not widely adopted.

Action taken on key findings:

In 2023, OP will also analyze other message types and additional statuses including failed messages.

Area of improvement:

No notable changes were made from the results. Outside functionality an area of improvement across the customer base may be to bring awareness of the additional message types to leverage electronic exchange between provider and pharmacy.

Relied Upon Software: First DataBank

RWT Criteria #2 Transmission to immunization registries

Reporting Results Time Frame: Q42022

Testing Methodology: Logging, Reporting, Interactive Testing

Interactive Testing: Every quarter and for every major release throughout Y2022, OP early adopter program practices ran through various tests to validate the functionality and for OP to address any issues that arise before the release goes to general availability.

Testing Results:

As a Pediatric specific setting this functionality is very critical for our practice base and by utilizing our Immunization Integration Program certified EHR OP users were successfully able to submit immunizations to the state registries.

Total number of practices queried: 2 Practices

Number of Practices for Interactive Test: up to 10 practices

VXU Messages successfully sent for Practice#1: 1506

VXU Messages successfully sent for Practice#2: 2533

Key Findings and Analysis:

Electronic submission and querying registry is a widely used functionality with OP customer base. Practices were successfully able to exchange data with the respective state immunization registry.

Action taken on key findings:

In a few cases where practice didn't capture certain data elements, OP was able to successfully requeue the date in a timely manner to exchange data with the state registry.

Area of improvement:

OP has improved the functionality for the end user to be able to view the entirety of the status message from the registry including the raw HL7 message for troubleshooting purposes. This allows OP practice staff and OP support personnel to review the message and work with the registry to improve data exchange.

RWT Criteria #3&4 Transitions of Care & Clinical information reconciliation and incorporation

Reporting Results Time Frame: Q42022

Testing Methodology: Logging, Reporting, Interactive Testing

Interactive Testing: Every quarter and for every major release throughout Y2022, OP early adopter program practices ran through various tests to validate the functionality and for OP to address any issues that arise before the release goes to general availability.

Testing Results:

CDA documents were received via edge protocol into OP to the addressed recipient. OP users were also successfully sending CDA documents from within OP to various direct address recipients and third party systems like HIEs and health groups.

Total number of practices queried: All Practices
Number of Practices for Interactive Test: up to 10 practices
Total CDAs generated Successfully: 46,545
Total CDAs parsed that were received: 27,321
Number of CDAs sent via edge protocol: 195
Number of Direct Messages received: 7,750

Key Findings and Analysis:

In our analysis we identified one issue as part of Q32022 testing. Incoming direct message attachments, mainly XDM/XDR packages were failing to open. Our overall results were our EHR Transition of Care functionality is working as expected per the certification requirements.

Action taken on key findings:

After OP discovered the issue, OP has addressed the issue, and provided the fix to the issue in the release OP did in September 2022.

Area of improvement:

As part of the analysis and with our findings, we have added automated test scripts to our regression suite to identify any issues that need to be addressed internally before functionality is released to all OP customers. This has been added on top of regular functional testing that is performed including testing with our early adopter program customers.

RWT Criteria #5 Data Export

Reporting Results Time Frame: Q12022

Testing Methodology: Logging, Reporting, Interactive Testing

Interactive Testing: Every quarter and for every major release throughout Y2022, OP early adopter program practices ran through various tests to validate the functionality and for OP to address any issues that arise before the release goes to general availability.

Testing Results:

Number of Practices for Interactive Test: up to 2 practices
Functional testing was conducted with two different practices for this functionality.

Key Findings and Analysis:
Our testing revealed that the user interface was not intuitive for users to set up the data export.

Action taken on key findings:
OP has introduced a new user interface that will allow the user to successfully setup the data export, and we provided training material for the users. As part of the new user interface users were also provided with an easy way to download the exported data within the EHR.

Area of improvement:
Except for the changes mentioned above, no other notable changes were made with this functionality.