# CY 2022 Real World Testing Report for E-Health Partners EHRez EHR

## Executive Summary

This is the test report for CY 2022 real world testing for E-Health Partners EHRez certified EHR 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 real world testing indicate that the EHRez is working as it was certified with no errors or non-compliances observed. Specific results of each measure test are revealed in the corresponding measure report within this report, as is our key findings and analysis of our results. 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. All information in this plan is up to date and fully addresses the health IT developer's Real World Testing requirements.

Authorized Representative Name:  Francis Berrios

DATE: 1/18/2023

# General Information

Developer Name: E-Health Partners, Inc.

Product Name(s): EHRez

Version Numbers(s): 5.0

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

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

- 15.04.04.1385.EHRe.05.00.0.180222
- https://chpl.healthit.gov/#/listing/9298

Developer Real World Testing Page URL: http://ehrez.com/certification.html

# 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: MET
- 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: MET
- 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 |
| Health IT Module CHPL ID | N/A |
| Method used for standard update | N/A |
| Date of ONC-ACB notification | N/A |
| Date of customer notification (SVAP only) | N/A |
| Conformance measure | N/A |
| USCDI-updated certification criteria (and USCDI version) | N/A |

# RWT Measure #1. Number of NewRx Prescriptions Messages Successfully Sent

Associated Criteria: 315(b)(3)

Testing Methodology: Reporting/Logging

## Measurement Description

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

The interval for this measure will be for a minimum of one (1) consecutive month during the calendar year. This will ensure a sufficient time to gauge and measure interoperability.

## Care Settings and Number of Clients Site to Test

We designed this measure to test the ambulatory clinics in Puerto Rico where our EHR is marketed and used.

## Testing Results

*Reporting Interval: 1 month (Mar 1, 2022 through Mar 31, 2022)*

*Testing Metric/Measurement: Number of NewRx Prescriptions Messages Successfully Sent Across entire network (all clients)*

*Total Prescriptions: 871,081*

*Electronic Prescriptions: 680,606*

## Analysis and Key Findings

Our results reveal electronic prescribing is extremely popular and widely used. It also shows that over 75% of all prescriptions are sent electronically.

## Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

## Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

# RWT Measure #2.      Number of Patients Given Access to Portal

Associated Criteria: 315(e)(1)

Testing Methodology: Reporting/Logging

## 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.

The interval for this measure will be for a minimum of one (1) consecutive month during the calendar year. This will ensure a sufficient time to gauge and measure interoperability.

## Care Settings and Number of Clients Site to Test

We designed this measure to test the ambulatory clinics in Puerto Rico where our EHR is marketed and used.

## Testing Results

*Reporting Interval: 1 month (Mar 1, 2022 through Mar 31, 2022)*

*Testing Metric/Measurement: Number of Patients Given Access to Portal*

*Number of New Patient Granted Access to Portal: 932*

## Analysis and Key Findings

Our results reveal our provider had no issues granting portal access to patients.

## Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

## Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

# RWT Measure #3.     Number of Patients Who Accessed/Logged in to Portal

Associated Criteria: 315(e)(1)

Testing Methodology: Reporting/Logging

## Measurement Description

This measure is tracking and counting how many patients are successfully logged into and accessed their patient portal account over the course of a given interval.

The interval for this measure will be for a minimum of one (1) consecutive month during the calendar year. This will ensure a sufficient time to gauge and measure interoperability.

## Care Settings and Number of Clients Site to Test

We designed this measure to test the ambulatory clinics in Puerto Rico where our EHR is marketed and used.

## Testing Results

*Reporting Interval: 1 month (Mar 1, 2022 through Mar 31, 2022)*

*Testing Metric/Measurement: Number of Patients Given Access to Portal*

*Number of New Patient Granted Access to Portal: 932*

*Number of New Patients who Access their Portal Account: 35*

## Analysis and Key Findings

Our results reveal our patient portal is not widely used by our patients at this time. The vast majority choose not to access their portal account, although the number will certainly be higher as we test across the a large time period than one month.

## Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

## Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

# RWT Measure #4.     Number of Downloads from Patient Portal

Associated Criteria: 315(e)(1)

Testing Methodology: Reporting/Logging

## Measurement Description

This measure is tracking and counting how many C-CDAs or human readable PDFs are created and successfully downloaded from the patient portal over the course of a given interval.

The interval for this measure will be for a minimum of one (1) consecutive month during the calendar year. This will ensure a sufficient time to gauge and measure interoperability.

## Care Settings and Number of Clients Site to Test

We designed this measure to test the ambulatory clinics in Puerto Rico where our EHR is marketed and used.

## Testing Results

*Reporting Interval: 1 month (Mar 1, 2022 through Mar 31, 2022)*

*Testing Metric/Measurement: Number of Downloads from Patient Portal*

*Number of New Patients who Access their Portal Account: 35*

*Number of New Patients who Download Patient Record from their Portal Account: 6*

## Analysis and Key Findings

Very few users choose to download their patient data from their portal in our interval period. However, it does show this certification capability is working our production setting and others can take advantage as the need arises.

## Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

## Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

# RWT Measure #5. Number of Email Transmissions from Patient Portal

Associated Criteria: 315(e)(1)

Testing Methodology: Reporting/Logging

## Measurement Description

This measure is tracking and counting how many C-CDAs are created and successfully emailed from the patient portal to a 3rd party over the course of a given interval.

The interval for this measure will be for a minimum of one (1) consecutive month during the calendar year. This will ensure a sufficient time to gauge and measure interoperability.

## Care Settings and Number of Clients Site to Test

We designed this measure to test the ambulatory clinics in Puerto Rico where our EHR is marketed and used.

## Testing Results

*Reporting Interval: 1 month (Mar 1, 2022 through Mar 31, 2022)*

*Testing Metric/Measurement: Number of Email Transmissions from Patient Portal*

*Number of New Patients who Access their Portal Account: 35*

*Number of New Patients who Email Transmitted Patient Record from their Portal Account: 0*

## Analysis and Key Findings

The patients of our physician users currently are not interested in doing email transmission of their health records from the portal.

## Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

## Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

# RWT Measure #6. Number of Transition of Care C-CDAs Successfully Sent

Associated Criteria: 315(b)(1), (h)(1)

Testing Methodology: Reporting/Logging

## Measurement Description

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

The interval for this measure will be three (3) months.

## Care Settings and Number of Clients Site to Test

We designed this measure to test the ambulatory clinics in Puerto Rico where our EHR is marketed and used.

## Testing Results

*Reporting Interval: 3 months (March 1, 2022 through May 31, 2022)*

*Testing Metric/Measurement: Number of Transition of Care C-CDAs Successfully Sent*

*0 Messages*

## Analysis and Key Findings

Providers in Puerto Rico do not create electronic referrals due to the lack of data sharing between different EHR vendors and the absence of a statewide HIE. The functionality was tested in a production-simulated environment and verified to be functioning properly.

## Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

## Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

# RWT Measure #7.      Number of C-CDAs Received and/or Incorporated

Associated Criteria: 315(b)(2)

Testing Methodology: Reporting/Logging

## 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.

The interval for this measure will be three (3) months.

## Care Settings and Number of Clients Site to Test

We designed this measure to test the ambulatory clinics in Puerto Rico where our EHR is marketed and used.

## Testing Results

*Reporting Interval: 3 months (March 1, 2022 through May 31, 2022)*

*Testing Metric/Measurement: Number of Transition of Care C-CDAs Successfully Sent*

*0 Messages*

## Analysis and Key Findings

Providers in Puerto Rico do not receive CCDA's electronically due to the lack of data sharing between different EHR vendors and the absence of a statewide HIE. The functionality was tested in a production-simulated environment and verified to be functioning properly.

## Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

## Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

# RWT Measure #8.     Number of API Client Applications Connected to our EHR

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

Testing Methodology: Reporting/Logging

## Measurement Description

This measure is tracking and counting how many successful API queries of patient data elements from the EHR Module to a 3rd party via API over the course of a given interval.

The interval for this measure will be three (3) months.

## Care Settings and Number of Clients Site to Test

We designed this measure to test the ambulatory clinics in Puerto Rico where our EHR is marketed and used.

## Testing Results

*Reporting Interval: 12 months (Jan 1, 2022 through Dec 31, 2022)*

*Testing Metric/Measurement: Number of API Client Applications Connected to our EHR*

*0 API Applications*

## Analysis and Key Findings

No requests have been made to any of our providers for FHIR API Credentials. The functionality was tested in a production-simulated environment and verified to be functioning properly.

## Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

## Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

**RWT Measure #9.** Do you use batch patient data export to obtain large volumes of patient data? If yes, how do you use this functionality in production use cases? If no, do you see any potential future use cases where this might be used?

Associated Criteria: 315(b)(6)

Testing Methodology: Survey and Self-Reporting/Self-Testing

## Measurement Description

This is a survey measure to determine how often you are using the batch patient data export feature.

## Care Settings and Number of Clients Site to Test

We designed this measure to test the ambulatory clinics in Puerto Rico where our EHR is marketed and used.

## Testing Results

*We survey physician users of the system and asked:*

> *Do you use batch patient data export to obtain large volumes of patient data? If yes, how do you use this functionality in production use cases? If no, do you see any potential future use cases where this might be used?*

*Results:*

> *Regularly: 12%*
>
> *Sporadically: 0%*
>
> *Rarely: 0%*
>
> *Never/Don't Know: 88%*

## Analysis and Key Findings

Our results reveal our this is not a feature used widely by our customers in production settings. However, functionality for this EHR Module indicate it is working per its certification.

## Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

## Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

# RWT Measure #10.    What are the number of and specific Quality Measures Successfully Reported on to regulatory agencies each year?

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

Testing Methodology: Survey and Self-Reporting/Self-Testing

## Measurement Description

This is a survey measure to determine how many quality measures are calculated and submitted from the EHR each year.

## Care Settings and Number of Clients Site to Test

We designed this measure to test the ambulatory clinics in Puerto Rico where our EHR is marketed and used.

## Testing Results

*We survey physician users of the system and asked:*

> *What are the number of and specific Quality Measures Successfully Reported on to regulatory agencies each year?*

*This Year –eCQM Reported:*

*- Controlling High Blood Pressure*

*- Documentation of Current Medications in the Medical Record*

*- Functional Status Assessment for Congestive Heart Failure*

*Previous Years – eCQM Reported:*

*- Appropriate Testing for Children with Pharyngitis*

*- Appropriate Treatment for Children with Upper Respiratory Infection (URI)*

*- Controlling High Blood Pressure*

*- Use of Imaging Studies for Low Back Pain*

*- Closing the referral loop: receipt of specialist report*

*- Documentation of Current Medications in the Medical Record*

*- Children who have Dental Decay or Cavities*

*- Functional Status Assessment for Congestive Heart Failure*

## Analysis and Key Findings

Our results reveal our this is not a feature widely used by our customers, but it does work per its certification.

## Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

## Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #11. Do you connect with IIS/immunization registries? If so, how many transmissions do you send monthly? If not, when do you expect to connect to an IIS (Within next year, next 1-2 years, next 3-5 years, don't know)?

Associated Criteria: 315(f)(1)

Testing Methodology: Survey and Self-Reporting/Self-Testing

### Measurement Description
This is a survey measure to determine the use of immunization public health registries.

### Care Settings and Number of Clients Site to Test
We designed this measure to test the ambulatory clinics in Puerto Rico where our EHR is marketed and used.

### Testing Results
*We survey physician users of the system and asked:*

*Do you connect with IIS/immunization registries? If so, how many transmissions do you send monthly? If not, when do you expect to connect to an IIS (Within next year, next 1-2 years, next 3-5 years, don't know)?*

*Results:*

*Planning Within Next Year: 12%*

*Next 1-2 Years: 12%*

*Next 3-5 Years: 0%*

*Don't Know: 76%*

### Analysis and Key Findings
Currently, Puerto Rico does not currently have an IIS system to receive immunization messages, but there are indications this work could occur in near future.

### Non-Conformities or Errors Discovered
During our testing, we did not discover any errors or criteria non-conformities.

## Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

# RWT Measure #12.    Do you use Direct messaging for provider communication? If yes, how often do you use it each month, and if not, how do you otherwise share clinical information with other providers. If not, what would be needed to utilize Direct in real world communication, if anything?

Associated Criteria: 315(h)(1)

Testing Methodology: Survey and Self-Reporting/Self-Testing

## Measurement Description

This is a survey measure to determine if Direct messaging is used and if not, what alternatives are in place.

## Care Settings and Number of Clients Site to Test

We designed this measure to test the ambulatory clinics in Puerto Rico where our EHR is marketed and used.

## Testing Results

*We survey physician users of the system and asked:*

> *Do you use Direct messaging for provider communication? If yes, how often do you use it each month, and if not, how do you otherwise share clinical information with other providers. If not, what would be needed to utilize Direct in real world communication, if anything?*

*Results:*

> *Regularly: 0%*
>
> *Sporadically: 0%*
>
> *Rarely: 0%*
>
> *Never/Don't Know: 100%*

## Analysis and Key Findings

Our results reveal our this is not a feature used by our customers in production settings. Survey response indicate providers are sharing their patient data through non-electronic means at the moment.

## Non-Conformities or Errors Discovered
During our testing, we did not discover any errors or criteria non-conformities.


## Changes for this Measure from Original RWT Test Plan
We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.