

CY 2022 Real World Testing Report for Procentive

Executive Summary

This is the test report for CY 2022 real world testing for our Procentive 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 findings show that EHR is working in our production as it was certified. For each our CY 2022 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, 2023

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General Information

Developer Name: Procentive

Product Name(s): Procentive

Version Numbers(s): 2015

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.14.00.0.180427
- <https://chpl.healthit.gov/#/listing/9437>

Developer Real World Testing Page URL: <https://procentive.com/onc-real-world-test/>

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: Delayed until 4Q because of work on Cures certification. Completed in 4Q.
- 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: Delayed until 4Q because of work on Cures certification. Completed in 4Q.
- 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
CHPL Product Number	N/A
Conformance measure	N/A

RWT Measure #1. Transitions of Care

Associated Criteria: 315(b)(1)

Measurement Description

This measure is tracking and counting the number of messages with CCDAs attached successfully sent.

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: 205 for all clinics during dates of Jan 1-14, 2022

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. Clinical Information Reconciliation and Incorporation

Associated Criteria: 315(b)(2)

Measurement Description

This measure is tracking and counting the number of times reconciliation of medications, allergies and problems is performed.

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: 1 for all clinics during dates of 2022

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. Data Export

Associated Criteria: 315(b)(6)

Measurement Description

This measure is tracking and counting the number of data exports performed.

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 data exports performed

Total: 0 for all clinics during dates of Sep 17-30, 2022

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.

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. Clinical Quality Measures

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

Measurement Description

This measure is tracking and counting the use of electronic clinical quality measure functionality.

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 unique customers that have exported at least one QRDA at all sites

Total: 0 for all sites during 2022

Testing Metric/Measurement: Count number of imported QRDA's which demonstrates successful calculation change of CQM's based on imported file

Total: 0 for all sites during 2022

Testing Metric/Measurement: Count number of QRDA are generated with correct CQM calculation

Total: 0 for all sites during 2022

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 #5. View, download, and transmit to 3rd party

Associated Criteria: 315(e)(1)

Measurement Description

This measure is tracking and counting the number C-CDA views, downloads, and transmission from within the patient portal.

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 number views in patient portal

Total: 140 for all clinics during Jan 1-14, 2022

Testing Metric/Measurement: count number of C-CDA downloads from patient portal

Total: 62 for all clinics during Jan 1-14, 2022

Testing Metric/Measurement: count number of C-CDA transmissions from patient portal

Total: 3 for all clinics during Jan 1-14, 2022

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 #6. Immunization Registries

Associated Criteria: 315(f)(1)

Measurement Description

This measure is tracking and counting the number of organizations with an active immunization registry interface.

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 2022

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. Syndromic Surveillance Registries

Associated Criteria: 315(f)(2)

Measurement Description

This measure is tracking and counting the number of organizations with an active syndromic surveillance registry interface.

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 2022

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.