



# CY 2023 Real World Testing Report for WellSky EHR

## Executive Summary

This is the test report for CY 2023 real world testing for the WellSky Hospice & Palliative 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.

Real world testing is critical for us as our customers rely on EHR for their primary health IT solution, and our findings indicate that the EHR is working as it was certified.

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 report is up to date and fully addresses the health IT developer's Real World Testing requirements.

Authorized Representative Name:

*Kelly H. Phillips*

DATE: 01/16/2024

Executive Summary.....	1
Developer Attestation.....	2
General Information .....	4
Timeline and Milestones for Real World Testing CY 2023.....	5
Standards Version Advancement Process (SVAP) Updates .....	6
RWT Measure #1. Number of Transition of Care C-CDAs Successfully Sent .....	7
RWT Measure #2. Number of Different Destinations C-CDAs Successfully Sent .....	8
RWT Measure #3. Number of C-CDAs Received and/or Incorporated.....	9
RWT Measure #4. Compliance of Portal Download and Email Transmit Capabilities and C- CDA Scorecard Average .....	10
RWT Measure #5. Compliance of Immunization Message .....	11
RWT Measure #6. Compliance of Health Care Surveys Message .....	12
RWT Measure #7. Compliance of API Resource Query Support.....	13

## General Information

Plan Report ID Number: WellSky-RWT-2023

Developer Name: WellSky

Product Name(s): WellSky Hospice & Palliative

Version Numbers(s): 5

Certified Health IT Criteria: 315(b)(1)-(2), (e)(1), (f)(1), (f)(7), (g)(7), (9), (h)(1)

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

- 15.04.04.1164.Well.05.00.1.201231
- <https://chpl.healthit.gov/#/listing/10514>

Developer Real World Testing Page URL: <https://wellsky.com/hospice-software/>

## 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 Cures certification work. Finished in 4Q.
- Milestone 2Q-3Q 2023. During the 2<sup>nd</sup> and 3<sup>rd</sup> 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 Cures certification work. Finished in 4Q.
- Milestone 4Q-2023. 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-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, g9
Health IT Module CHPL ID	15.04.04.1164.Well.05.01.1.221231
Conformance measure	Measures 1, 2 for b1 Measure 3 for b2 Measure 4 for e1 Measure 7 for g9

## RWT Measure #1. Number of Transition of Care C-CDAs Successfully Sent

Associated Criteria: 315(b)(1), 315(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 3<sup>rd</sup> party via Direct messaging during a transition of care event over the course of a given interval.

### Care Settings

We designed this measure to test the hospice and palliative care setting that we support and target.

### Testing Results

*Reporting Interval: 3 months (April 1, 2023 to July 1, 2023)*

*Testing Metric/Measurement: Number of C-CDA Sent:*

*Results: 0 C-CDAs*

### Analysis and Key Findings

Our customers do not regularly exchange C-CDAs which is evident in our metric result. Given the low number, we did some testing of our C-CDA generation to confirm functionality is working as well as confirm our 3<sup>rd</sup> party relied upon software Kno2 and SES Direct is working as expected.

### Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #2. Number of Different Destinations C-CDAs Successfully Sent

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

Testing Methodology: Reporting/Logging

### Measurement Description

This measure is tracking and counting how many different outbound destinations the EHR successfully sent C-CDAs via Direct messaging during a transition of care event over the course of a given interval.

### Care Settings

We designed this measure to test the hospice and palliative care setting that we support and target.

### Testing Results

*Reporting Interval: 3 months (April 1, 2023 to July 1, 2023)*

*Testing Metric/Measurement: Different Destinations of C-CDA Sent:*

*Results: 0 different destinations*

### Analysis and Key Findings

Our customers do not regularly exchange C-CDAs which is evident in our metric result. Given the low number, we did some testing of our C-CDA generation to confirm functionality is working as well as confirm our 3<sup>rd</sup> party relied upon software Kno2 and SES Direct is working as expected.

### Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.



## RWT Measure #3. 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.

### Care Settings

We designed this measure to test the hospice and palliative care setting that we support and target

### Testing Results

*Reporting Interval: 3 months (April 1, 2023 to July 1, 2023)*

*Testing Metric/Measurement: Number of C-CDA Received:*

*Results: 0 C-CDAs received*

### Analysis and Key Findings

Our customers do not regularly exchange C-CDAs which is evident in our metric result. Given the low number, we did some testing of our C-CDA receiving and incorporation to confirm functionality is working as expected.

### Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #4. Compliance of Portal Download and Email Transmit Capabilities and C-CDA Scorecard Average

Associated Criteria: 315(e)(1)

Testing Methodology: Compliance and Tool

### Measurement Description

This measure is tracking compliance of the EHR Module criteria functionality of ability to download and transmit a C-CDA from the patient portal and measuring its [ONC C-CDA Scorecard tool](#).

### Care Settings

We designed this measure to test the hospice and palliative care setting that we support and target.

### Testing Results

*Testing Metric/Measurement: C-CDA Creation from Patient Portal and C-CDA Scorecard Average Metric*

*Average Scorecard Result – 83*

*Errors Detected – 0*

### Analysis and Key Findings

We did not have any clients using our patient portal in production so we performed this test using simulated patient data in mirrored production settings. Our results reveal this certified EHR module is working as certified and scores in the average range compared to the industry benchmark. Our internal testing also shows that our 3<sup>rd</sup> party relied upon HISP Kno2 and SES Direct are fully integrated with our EHR and working in production setting.

### Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #5. Compliance of Immunization Message

Associated Criteria: 315(f)(1)

Testing Methodology: Compliance

### Measurement Description

This measure is tracking compliance of the EHR Module criteria functionality of creating an immunization message.

### Care Settings

We designed this measure to test the hospice and palliative care setting that we support and target.

### Testing Results

*Testing Metric/Measurement: Immunization Compliance*

*Errors Detected – 2 (missing ethnicity value in PID and incorrect NDC code)*

### Analysis and Key Findings

We did not have any clients connected to an immunization registry in production so we performed this test using simulated patient data in mirrored production settings against an immunization test tool.

### Non-Conformities or Errors Discovered

In our test patient, we discovered two errors. One was the patient was missing ethnicity information and as a result we did not include that in our PID segment which caused an error. Also, our NDC code for the immunization we selected as not in the value set and resulted in an error.

Upon review, we do not consider these issues of substance or non-compliance errors as they involve the choice of test data used rather than functionality of the EHR. We believe different patient data recorded will result in a valid immunization message.

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

## RWT Measure #6. Compliance of Health Care Surveys Message

Associated Criteria: 315(f)(7)

Testing Methodology: Compliance

### Measurement Description

This measure is tracking compliance of the EHR Module criteria functionality of creating a health care surveys message.

### Care Settings

We designed this measure to test the hospice and palliative care setting that we support and target.

### Testing Results

*Testing Metric/Measurement: Health Care Survey Message Compliance*

*Errors Detected – 0*

### Analysis and Key Findings

We did not have any clients connected to a health care survey registry in production so we performed this test using simulated patient data in mirrored production settings against a health care survey test tool. Our results reveal this certified EHR module is working as certified without any non-compliance errors.

### Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #7. Compliance of API Resource Query Support

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

Testing Methodology: Compliance and Tool

### Measurement Description

This measure is tracking compliance of the EHR Module criteria functionality of support of API query of patient data resources.

### Care Settings

We designed this measure to test the hospice and palliative care setting that we support and target.

### Testing Results

*Testing Metric/Measurement: Compliance of API Access*

*Errors Detected – 0*

### Analysis and Key Findings

We did not have any clients using 3<sup>rd</sup> party applications to access our API so we conducted testing using simulated patient data in mirrored production settings. Using Postman tool, we confirmed our FHIR resources could be properly queried with accurate results returned, including the C-CDA message.

### Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.