

CY 2022 Real World Testing Report for WellSky EHR

Executive Summary

This is the test report for CY 2022 real world testing for the WellSky Hospice & Palliative 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.

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

Authorized Representative Name:

DATE: 01/23/2022

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General Information

Plan Report ID Number: WellSky-RWT-2022

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 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 Cures certification work. Finished 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 Cures certification work. Finished 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
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 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 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

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

Results: 5 C-CDAs

Analysis and Key Findings

Our results reveal this certified EHR module is working as certified and clinicians are able to use its functionality in their production environment, but it is not a widely used feature. This measure also shows our 3rd party HISP Kno2 and SES Direct is fully integrated with our EHR.

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

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

Results: 2 different destinations

Analysis and Key Findings

Our results reveal this certified EHR module is working as certified and clinicians are able to use its functionality in their production environment, but it is not a widely used feature. This measure also shows our 3rd party HISP Kno2 and SES Direct is fully integrated with our EHR.

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

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

Results: 3 C-CDAs received

Analysis and Key Findings

Our results reveal this certified EHR module is working as certified and clinicians are able to use its functionality in their production environment, but it is not a widely used feature.

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 – 76

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 3rd 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 – 0

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. 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 #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: Immunization 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 in completing the user authorization of device requesting access of API.

Company had recently changed to a new identify service provider (ISP), and our API design did not support the authorization token issued by the new ISP. Because token was not recognized, FHIR server denied access. While this response did reveal FHIR server had proper security mechanisms around token evaluation, it did prevent compliance testing at that time.

Analysis and Key Findings

We did not have any clients using 3rd party applications to access our API so we conducted testing using simulated patient data in mirrored production settings against. Our initial tests did reveal some errors due to single sign on (SSO) aspects because of changes at the corporation level on company wide SSO implementation. We determined this problem in late 3Q 2022. At that time, we also chose to begin working Dynamic Health IT and use their integrated functionality for API access.

Now that we have integrated the Dynamic Health IT API functionality, our API functionality is compliant. We have certified on 315.g.10 Cures API access criteria. Integrating with Dynamic Health IT resolved our patient access capability from the 315.g.7 functionality. Our 315.g.9 functionality is now supported by Dynamic Health IT as well.

Non-Conformities or Errors Discovered

As noted, we did discover a non-compliance with our SSO capabilities, but our current integration with Dynamic Health IT is working. We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.