

REAL WORLD TESTING PLAN TEMPLATE

BACKGROUND & INSTRUCTIONS

Under the ONC Health IT Certification Program (**SLI Compliance**), health IT developers are required to conduct Real-World Testing of their certified health IT (45 CFR 170.405). The Office of the National Coordinator for Health Information Technology (ONC) issues Real World Testing resources to clarify health IT developers' responsibilities for conducting Real-World Testing, to identify topics and specific elements of Real-World Testing that ONC considers a priority, and to assist health IT developers in developing their Real-World Testing plans.

Health IT developers have maximum flexibility to develop innovative plans and measures for Real-World Testing. As developers are planning how they will execute Real-World Testing, they should consider the overall complexity of the workflows and use cases within the care settings in which they market their certified health IT to determine the approaches they will take. This Real-World Testing plan template was created to assist health IT developers in organizing the required information that must be submitted for each element in their Real-World Testing plan. While the use of this template is voluntary, health IT developers may find it useful in preparing their Real-World Testing plans. Health IT developers must submit one plan for each year of Real-World Testing (see resources listed below for specific timelines and due dates). ONC does not encourage updating plans outside the submission timeline and will not post updates on the Certified Health IT Product List (CHPL). If adjustments to approaches are made throughout Real-World Testing, the health IT developer should reflect these adjustments in their Real-World Testing results report. ONC expects that the Real-World Testing results report will include a description of these types of changes, the reasons for them, and how intended outcomes were more efficiently met as a result. **While every effort has been made to ensure the accuracy of restatements of 45 CFR Part 170, this template is not a legal document. The official program requirements are contained in the relevant laws and regulations. This resource should be read and understood in conjunction with the following companion resources, which describe in detail many of the Program requirements referenced in this resource.**

- [Real World Testing–What It Means for Health IT Developers – Fact Sheet](#)
- [Real World Testing Resource Guide](#)
- [Real World Testing Certification Companion Guide](#)

Health IT developers should also review the following regulatory materials, which establish the core requirements and responsibilities for Real World Testing under the Certification Program.

- 21st Century Cures Act: Interoperability, Information Blocking, and the ONC Health IT Certification Program final rule, [85 FR 25642](#) (May 1, 2020) (**ONC Cures Act Final Rule**)
 - [Section VII.B.5](#)— “Real World Testing”

GENERAL INFORMATION

Plan Report ID Number	20231130chn
Developer Name	CHN Tech Solutions LLC
Product Name(s)	Integrated Care EHR
Version Number(s)	3
Certified Health IT Product List (CHPL) ID(s)	15.05.05.3133.CHTS.01.00.1.221213
Developer Real World Testing Plan Page URL	https://chntechsolutions.com/real-world-testing/

JUSTIFICATION FOR REAL WORLD TESTING APPROACH

ICE 3 is an electronic health records and medical practice management software package used in the ambulatory primary/specialty and behavioral health setting. ICE 3 will utilize Real World Testing to demonstrate interoperability and functionality in a real-world setting.

CHN Tech Solutions LLC will develop a reporting algorithm to calculate Real World Testing metrics from actual Real World data by analyzing the ICE 3 database. Data that was exchanged with the Texas Department of State Health Real World Testing metrics for the 2015 Cures Edition criteria required for ICE 3's Real World Testing.

These metric results will then determine and ensure successful Real-World Testing while also providing insights that can be used to improve compliance and improve ICE 3. ICE 3 users will run this report algorithm and submit the results to CHN Tech Solutions LLC.

STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS (SVAP) AND UNITED STATES CORE DATA FOR INTEROPERABILITY (USCDI))

Standard (and version)	Not Applicable
Updated certification criteria and associated product	Not Applicable
Health IT Module CHPL ID	Not Applicable
Method used for standard update	Not Applicable
Date of ONC ACB notification	Not Applicable
Date of customer notification (SVAP only)	Not Applicable
Conformance measure	Not Applicable
USCDI updated certification criteria (and USCDI version)	Not Applicable

MEASURES USED IN OVERALL APPROACH

Justification for Selected Measurement/Metric

Measurement/Metric	Description
Metric 1	Metric 1 will calculate the total number of generated CCDA documents requested by authorized users within ICE 3 's graphical user interface and the API, which will ensure real world use of certification criteria 170.315(b)(1)-(iii), and 170.315(b)(10) respectively.
Metric 2 Set	Metric 2 will calculate the total number of sent and received Direct messages, which will ensure real world use of certification criteria 170.315(h)(1).
Metric 3	Metric 3 will calculate the total number of imported QRDA documents, which will ensure real world use of certification criteria 170.315(c)(1)-(i)
Metric 4	Metric 4 will calculate the total number of exported CQM QRDA 3 reports, which will ensure real world use of certification criteria 1 170.315(c)(1)-(i)
Metric 5 Set	Metric 5 will calculate the number of successful API requests, number of unsuccessful API requests, number of API requests by authorized patients, number of API requests by authorized users, and number of API requests categorized by each data category. These API analytics will ensure real world use of certification criteria 170.315(g)(7)-(i), 170.315(g)(9)-(i) and 170.315(g)(10)-(i)

Care Setting(s)

Care Setting	Justification
Primary/Specialty Care	ICE 3 is predominantly used in the ambulatory primary and specialty care setting.
Behavioral Health Care	ICE 3 is also used in the behavioral health care setting. The Real World testing plan is not different in this setting and the Real-World Testing results are expected to be the same as the ambulatory primary and specialty care setting.

MEASURES USED IN OVERALL APPROACH

Description of Measurement/Metric

Measurement/Metric	Description
Metric 1	Number of generated CCDA documents.
Metric 2 Set	Number of Direct messages sent and received.
Metric 3	Number of QRDA imports.
Metric 4	Number of generated CQM QRDA 3 reports.
Metric 5 Set	API uses analytics, which will include number of successful requests, number of unsuccessful requests, number of requests by patients, number of requests by users, and number of requests categorized by each data category through CCDA files.

Associated Certification Criteria

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)
Metric 1	170.315(b)(1) 170.315(b)(10)	EMR Direct Interoperability Engine 2017
Metric 2 Set	170.315(h)(1)	EMR Direct Interoperability Engine 2017
Metric 3	170.315(c)(1)	
Metric 4	170.315(c)(1)	
Metric 5 Set	170.315(g)(7) 170.315(g)(9) 170.315(g)(10)	

Expected Outcomes


Measurement/Metric	Expected Outcomes
Metric 1	We expect practices to successfully generate CCDAs documents both within the ICE 3 graphical user interface and over the API. The actual number of generated CCDAs documents will be dependent on the size and workflow of the practice. Our expectation will be met if at least ten generated CCDAs documents per year. We do not expect differences between the Primary/Specialty Care setting and Behavioral Health Care setting.
Metric 2 Set	We expect users to successfully send and receive Direct Messages. The actual number of Direct Messages will be dependant on the size and workflow of the practice. Our expectation will be met if at least five Direct Messages per year. We do not expect differences between the Primary/Specialty Care setting and Behavioral Health Care setting.
Metric 3	We do not expect a significant number of QRDA imports since this is not part of a typical workflow for the Primary/Specialty Care or the Behavioral Health Care setting. There will likely just be an occasional QRDA import that will be related to user clinical training in ICE3
Metric 4	We expect at least 1 CQM QRDA 3 report per provider per year. The actual number of created reports will be dependent on the number of providers and workflow of the practice. Our expectation will be met if at least one report per year. We do not expect differences between the Primary/Specialty Care setting and Behavioral Health Care setting.
Metric 5 Set	We expect API requests from patients and users across a broad range of data categories. The actual number of API requests will be dependent on the size and workflow of the practice. Our expectation will be met if at least twenty API requests per year. We do not expect differences between the Primary/Specialty Care setting and Behavioral Health Care setting.

SCHEDULE OF KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
Build 2023 Real World Testing reporting tool and release in patch	Primary/Specialty & Behavioral Health	December 2023
Announce to ICE3 users plan for use of the 2023 Real World Testing reporting tool	Primary/Specialty & Behavioral Health	January 2024
ICE3 users start collecting 2023 Real World Testing Data	Primary/Specialty & Behavioral Health	April 1, 2024
ICE3 users stop collecting 2023 Real World Testing Data	Primary/Specialty & Behavioral Health	September 30, 2024
Collect the 2023 Real World Testing report results from ICE3 users	Primary/Specialty & Behavioral Health	October – December 2024
Submit the 2023 Real World Testing result to the testing body.	Primary/Specialty & Behavioral Health	January 15, 2025

ATTESTATION

This Real-World plan has all the required elements, including measures that address all certification criteria and care settings. All information in this plan is current and comprehensively addresses the health IT developer’s Real-Word Testing requirements.

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Authorized Representative Signature	
Date	30/11/2023

ⁱ Certified health IT continues to be compliant with the certification criteria, including the required technical standards and vocabulary codes sets; certified health IT is exchanging EHI in the care and practice settings for which it is marketed for use; and EHI is received by and used in the certified health IT. (85 FR 25766)

ⁱⁱ <https://www.federalregister.gov/d/2020-07419/p-3582>

Real World Testing Plan Template

Final Audit Report

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