



# **CY 2024 Real World Testing Results Report**

## **Executive Summary**

The Real World Testing Results Report is a counter part to the Real World Testing plan for CY 2023 where we described our plans to execute the results and how we were going to conduct the testing.

Our findings show that EHR is working as intended without errors or any areas of non-compliance. Results do indicate the functionality that there are certain modules more widely used, such as patient portal, electronic prescription, and immunization history querying. Other modules such as QRDA Cat I importing, electronic canceling of prescriptions, and direct messaging are used much less frequently.

For each our CY 2024 Real World Testing Measures, we have recorded our results and findings. If any non-conformities or errors were encountered, they have been noted.

Our signed attestation of compliance with the real world testing requirements is on the following page.

## Developer Attestation

This Real-World Testing plan 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.

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## General Information

**Plan Report ID Number:**

**Developer Name:** Meridian Medical Management

**Product Name(s):** VertexDr

**Version Numbers(s):** 9.1

**Certified Health IT Criteria:** 315(b)(1), (2), (3), (6); (c)(1) -(c)(3); (e)(1); (f)(1), (f)(3); (g)(7)-(9);

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

- 15.04.04.2112.Vert.09.01.1.221024
- <https://chpl.healthit.gov/#/listing/9694>

**Developer Real-World Testing Page URL:**

<https://www.vertexdr.com/>

**Previously Withdrawn Products:** VertexDr 15.04.04.2112.Vert.09.00.1.181001



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# Timeline and Milestones for Real-World Testing CY 2023

Timeline	Milestone	Status
1Q-2024	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.	Met
2Q-3Q - 2024	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.	Met
4Q-2024	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.	Met
1Q-2024	Submit RWT Test Report to ONC-ACB.	Met



# Standards Version Advancement Process (SVAP) Updates.

*For CY 2023 Real World Testing, we did not make any version updates on approved standards through the SVAP process.*

Standard (and version)	None
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: Transition of Care C-CDAs Functionality

**Associated Criteria:** 315(b)(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 to a 3<sup>rd</sup> party during a transition of care event using Direct messaging during a transition of care event over a given interval.

**Relied Upon Software:** DataMotion (Version 6.4)

**Care Settings:**

We designed this measure to test general ambulatory sites that we support and target.

**Changes for this Measure from Original RWT Test Plan:**

No Changes we made from the original testing plan

**Testing Results:**

- *Practices Queried: 3*
- *Practices Reporting Results/Utilizing Certification Functionality: 0*
- *Reporting Interval: 3 months (Apr 1, 2024 through June 30, 2024)*
- *Testing Metric/Measurement: Number of C-CDA are created and successfully sent during transition of care.*

**Description of Outcomes/analysis and Key Findings:**

Our results reveal this feature is not regularly used by our clients; however, we did perform a test(s) between two (2) clients in production. We used test patients with actual data. Below are listed the steps we took to perform the test:

- 1) *A test patient was created in the source system, and various allergies, problems, and medications were added to the patient's account.*
  - 2) *A CCD export was created and sent via secure messaging to the destination system.*
  - 3) *The secure message with the CCD attachment was received in the destination system.*
- Out of the three tests we performed, all 3 were successful.*

**Non-Conformities or Errors Discovered:**

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



## RWT Measure #2. Incorporation and Updating of Medication List, Problem List, Allergy List

**Associated Criteria: 315(b)(2)**

**Testing Methodology:** Report/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 time frame.

**Care Settings and Number of Clients Site to Test:**

We designed this measure to test general ambulatory sites that we support and target. We will test a minimum of three (3) client practice(s). This number covers a sufficient percentage of existing practices to provide a viable sample of users of the certified EHRs.

**Changes for this Measure from Original RWT Test Plan:**

No Changes we made from the original testing plan

**Testing Results:**

- *Practices Queried: 3*
- *Practices Reporting Results/Utilizing Certification Functionality: 0*
- *Reporting Interval: 3 months (Apr 1, 2024 through June 30, 2024)*
- *Testing Metric/Measurement: C-CDAs are successfully received and/or incorporated upon receipt from a 3rd party via Direct messaging.*

**Description of Outcomes/analysis and Key Findings:**

Our results reveal this feature is not regularly used by our clients; however, we did perform a test(s) between two (2) clients in production. We used test patients with actual data. Below are listed the steps we took to perform the test:

- 1) *Opened the secure message with the CCD attachment.*
- 2) *Viewed the CCD attachment.*
- 3) *Pressed the Create Patient button to have the new test patient created in the system.*
- 4) *Searched for the new test patient and viewed the chart information.*
- 5) *Viewed and reconciled all allergies, problems, and medications that were incorporated into the new test patient account.*
- 6) *Of the three tests we performed, all three were successful*





**Non-Conformities or Errors Discovered:**

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

**RWT Measure #3. 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.

**Care Settings and Number of Clients Site Tested:**

We designed this measure to test general ambulatory sites that we support and target. We tested three (3) client practice(s). This number covers a sufficient percentage of existing practices to provide a viable sample of users of the certified EHRs.

**Testing Results:**

- *Practices Queried: 3*
- *Practices Reporting Results/Utilizing Certification Functionality: 3*
- *Reporting Interval: 3 months (Apr 1, 2024 through June 30, 2024)*
- *Testing Metric/Measurement: Number of New Rx Prescription Messages Successfully Sent.*
  - *Total Number of Messages Sent – 8,637*
  - *Total Number of Successful Messages Sent- 8,595*
  - *Total Number of Messages Failed- 42*

Total # of Messages	Total # of Success	Total # of Failures
8,637	8,595	42

**Description of Outcomes/analysis and Key Findings:**

Results reveal New RX prescriptions functionality is working as expected and is a feature our clients are using frequently.

**Non-Conformities or Errors Discovered:**

Failures were discovered as a result of network failures.



## RWT Measure #4. Batch Patient Data Export

**Associated Criteria: 315(b)(6)**

**Testing Methodology:** Survey/Self-Test

**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 general ambulatory sites that we support and target. We will test a minimum of three (3) client practice(s). This number covers a sufficient percentage of existing practices to provide a viable sample of users of the certified EHRs.

**Changes for this Measure from Original RWT Test Plan:**

No Changes we made from the original testing plan

**Testing Results:**

- *Practices Queried: 3*
- *Practices Reporting Results/Utilizing Certification Functionality: 0*
- *Reporting Interval: 3 months (Apr 1, 2024 through June 30, 2024)*
- *Testing Metric/Measurement: survey measure how often you are using the batch patient data export feature.*

**Description of Outcomes/analysis and Key Findings:**

Results Reveal this feature is used when transitioning to a new EHR platform. As a result, this feature was not used by the clients surveyed.

For our testing, we used two different databases with synthetic patient data. The first test covered exporting all data at once, and the second test covered exporting data a specified times. In both scenarios the batch data export was successful with outputting all requested data.

**Non-Conformities or Errors Discovered:**

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



## RWT Measure #5. Number of Quality Measures Successfully Reported on to CMS

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

**Testing Methodology:** Reporting/Survey

### **Measurement Description:**

This measure is tracking and counting how many eCQM quality measures were successfully reported on by the EHR Module to CMS during their submission period for MIPS Quality reporting.

### **Care Settings and Number of Clients Site to Test**

We designed this measure to test general ambulatory sites that we support and target. We will test a minimum of three (3) client practice(s). This number covers a sufficient percentage of existing practices to provide a viable sample of users of the certified EHRs.

### **Changes for this Measure from Original RWT Test Plan:**

No Changes we made from the original testing plan

### **Testing Results:**

- *Practices Queried: 3*
- *Practices Reporting Results/Utilizing Certification Functionality: 0*
- *Reporting Interval: 3 months (Apr 1, 2024 through June 30, 2024)*
- *Testing Metric/Measurement: Number of eCQM quality measures were successfully reported on by the EHR Module to CMS.*

### **Description of Outcomes/analysis and Key Findings:**

Results reveal most of the practices participating in quality measure submission do so via a registry.

In order to test compliance, we used two databases with synthetic patient data. In both databases we were able to successfully measure CQM data, create visual reports, and export the data into QRDA format. The QRDA files were then tested for data integrity with supplied ONC supplied tools.

### **Non-Conformities or Errors Discovered:**

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



## RWT Measure #6. Patient Portal Use

**Associated Criteria: 315(e)(1)**

**Testing Methodology:** Reporting

**Measurement Description:**

This use case is tracking and counting how patients are given access to their portal account over the course of a given interval.

**Relied Upon Software:** CareCloud Breeze

**Care Settings and Number of Clients Site to Test:**

We designed this measure to test general ambulatory sites that we support and target. We tested a minimum of three (3) client practice(s). This number covers a sufficient percentage of existing practices to provide a viable sample of users of the certified EHRs.

**Changes for this Measure from Original RWT Test Plan:**

No Changes we made from the original testing plan

**Testing Results:**

- *Practices Queried: 3*
- *Practices Reporting Results/Utilizing Certification Functionality: 3*
- *Reporting Interval: 3 months (Apr 1, 2024 through June 30, 2024)*
- *Testing Metric/Measurement: Number of patients who have access or logged into the Patient Portal.*
  - *Average Result 396*

**Description of Outcomes/analysis and Key Findings:**

Results Reveal the patient portal is used with a varying degree of success. Testing involved registering new patients, sending new accounts messages, and retrieving messages from the patient accounts. Any non-successful patient registration or failed message delivery would have been counted as a “failure”

**Non-Conformities or Errors Discovered:**

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



## RWT Measure #7. Transmission to Immunization Registries

**Associated Criteria: 315(f)(1)**

**Testing Methodology:** Reporting/Logging

**Measurement Description:**

This measure is tracking and counting how many immunization messages are created and successfully sent from the EHR Module to an IIS/immunization registry over the course of a given interval.

**Care Settings and Number of Clients Site to Test:**

We designed this measure primarily for our pediatrics practices we serve as they are the only ones who regularly use immunization functionality. We will test client practices utilizing this functionality.

**Changes for this Measure from Original RWT Test Plan:**

No Changes we made from the original testing plan

**Testing Results:**

- *Practices Queried: 3*
- *Practices Reporting Results/Utilizing Certification Functionality: 0*
- *Reporting Interval: 3 months (Apr 1, 2024 through June 30, 2024)*
- *Testing Metric/Measurement: Number of pediatrics who regularly use our immunization functionality.*
  - *Zero (0) usage of functionality recorded.*

**Description of Outcomes/analysis and Key Findings:**

- Results Reveal we had no clients during the reporting interval that utilized the Immunization Registry.
- We cross-examined our connection with a test patient with actual immunization data. We received a response message confirming the connection from the EHR Module to an IIS/immunization registry is active; and the functionality is performing as intended.
- We also set up two synthetic databases which showed successful creation of immunization registry reporting data without issue.

**Non-Conformities or Errors Discovered:**

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



## RWT Measure #8. Transmission to Public Health Agencies, Reportable Laboratory Tests and Values/Results

**Associated Criteria: 315(f)(3)**

**Testing Methodology:** Reporting/Logging

**Measurement Description:**

This measure is tracking compliance of the EHR module to support submission of data to public health agencies.

**Care Settings and Number of Clients Site to Test:**

All testing for this measure was performed internally using test databases.

**Changes for this Measure from Original RWT Test Plan:**

No Changes we made from the original testing plan

**Testing Results:**

- *Practices Queried: 3*
- *Practices Reporting Results/Utilizing Certification Functionality: 0*
- *Reporting Interval: 3 months (Apr 1, 2024 through June 30, 2024)*
- *Testing Metric/Measurement: Compliance of EHR module to support submission of data to public health agencies.*
  - *Total Number of submission of data to public health agencies is zero (0).*

**Description of Outcomes/analysis and Key Findings:**

While the feature is being offered as part of our software, we don't have any practices utilizing the feature.

To test this internally, we did use two synthetic patient data databases, created patients with specific diagnoses, and successfully created surveillance reports from both.

**Non-Conformities or Errors Discovered:**

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



## RWT Measure #9. 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 and Number of Clients Site to Test:**

This measure is applicable to all our targeted practice settings as the API capabilities work the same for all sites. Because this feature is not regularly used by our clients, we tested this capability in production-type system either with a physician client who was available or internally. We believe this method will verify certified functionality is working for end users.

**Changes for this Measure from Original RWT Test Plan:**

No Changes were made from the original testing plan.

**Testing Results:**

- *Practices Queried: 3*
- *Practices Reporting Results/Utilizing Certification Functionality: 0*
- *Reporting Interval: 3 months (Apr 1, 2024 through June 30, 2024)*
- *Testing Metric/Measurement: Number of Patient Data resources EHR Module criteria functionality of support of API query of patient data resources.*
  - *Zero (0) usage of functionality recorded.*

**Description of Outcomes/analysis and Key Findings:**

*We queried resources with test patients, and actual data. We successfully received a score card grade from the [CCD site](#).*

During testing, we set up our API to point to our synthetic databases and used prior ONC testing plans to ensure compliance. During this testing all functionality worked as intended.

**Non-Conformities or Errors Discovered:**

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





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