



Real World Testing Report 2023

Version 1.0

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GENERAL INFORMATION

Developer Name	Nasmata
Product Name	ChARM EHR
Version Number	1.2
Certified Health IT Product List (CHPL) ID(s)	15.04.04.1948.ChAR.12.00.1.181115
Developer Real World Testing Page URL	https://www.charmhealth.com/resources/meaningful-use/real-world-testing/index.html
Developer Real World Testing Results Report Page URL	https://www.charmhealth.com/resources/meaningful-use/real-world-testing/index.html

CHANGES TO ORIGINAL PLAN

Summary of Change	Reason	Impact
We conducted Real World Testing for a period of six months, covering July to December 2023. However, our initial plan was to collect data from April to June 2023 and August to October 2023.	The time taken to identify and obtain consent from practices for RWT (Real-World Testing).	No Impact

SUMMARY OF TESTING METHODS AND KEY FINDINGS

We utilized audit logs and database queries to obtain the necessary metrics for our Real World Testing (RWT). All operations outlined in our RWT plan have been thoroughly tested. Metrics have been collected for eight practices across various care settings, spanning from July 2023 to December 2023. We have accounted for all error scenarios for each use case. Given that not all practices utilize every feature, we collected data based on their usage patterns. All functionalities performed as expected, and the outcomes are documented below.

STANDARDS UPDATES (SVAP AND USCDI)

No, we do not include these voluntary standards.

CARE SETTING(S)

Our Certified Health IT Modules are marketed in **Pediatric, Internal Medicine, Weight Loss, Diabetes, Psychiatry, Urgent Care, Integrative Medicine** and **Wellness** care settings. Real World Testing was conducted in each of these care settings.

METRICS AND OUTCOMES

Use Case 1: Send Patient Health Records to External Providers and Patients

Measure 1: Send EHI to External Providers and Patients

Associated Criteria:

- §170.315(b)(1) Transitions of care
- §170.315(h)(1) Direct Project
- §170.315(e)(1) View, download, and transmit to 3rd party

Measurement Description: Get the number of C-CDAs created and successfully sent from Charm to a 3rd party via Direct messaging. It also records the count of view, download and transmit actions performed by patients from Charm Patient Portal.

Relied Upon Software: Data Motion

Outcomes:

- Number of Transition of Care Sent actions performed by Providers: **None**
- Number of View, Download and Transmit actions performed by Patients: **2617**

Challenges Encountered: During this testing period, the providers did not send any transition of care using direct message. Hence, we are unable to obtain the count.

Use Case 2: Receive and Reconcile Patient's Clinical Information:

Measure 1: Receive and Reconcile care/referral summaries

Associated Criteria:

- §170.315(b)(1) Transitions of care
- §170.315(b)(2) Clinical information reconciliation and incorporation

Measurement Description: Get the number of C-CDAs received through transition of care from external providers to Charm using direct message. The measure also records the number of reconciliation done for medical records received through transition of care.

Relied Upon Software: Data Motion

Outcomes:

- Number of Transition of Care Received from External Providers: **120**
- Number of Reconciliation done: **None**

Challenges Encountered: During this testing period, the providers did not use the reconciliation feature. Hence, we are unable to obtain the count.

Use Case 3: Export Patients Summaries

Measure 1: Create Export Summaries

Associated Criteria:

- §170.315(b)(6) Data export

Measurement Description: Get the number of C-CDA summaries exported in bulk during the specified time period.

Relied Upon Software: None

Outcomes:

- Number of C-CDA Summaries exported in bulk: 1

Challenges Encountered: We found that this feature is not used by our users regularly. We have collected the data from those who used this feature.

Use Case 4: Immunization Data Submission, History and Forecast

Measure 1: Submission to Immunization Registry

Associated Criteria:

- §170.315(f)(1) Transmission to immunization registries

Measurement Description: Get the number of immunization messages created and successfully submitted to immunization registries with acknowledgements received.

Relied Upon Software: Iron Bridge



Outcomes:

- Number of vaccines successfully submitted to registries: **4563**
- Number of submission errors: **198**

Non-Conformity or Errors Discovered:

During our testing, we have received a few errors due to invalid data entered by practices, which are listed below:

- CVX code missing or an invalid CVX code is submitted by the practice.
- Patient with wrong DOB (Vaccination date is prior to the DOB).
- CPT Code, Vaccine Group, Trade name and NDC are not a valid combination.
- Invalid NDC code.

The errors received were communicated to the ordering providers via secure messaging in Charm, requesting them to correct and resubmit the messages.

Measure 2: Query Registry

Associated Criteria:

- §170.315(f)(1) Transmission to immunization registries

Measurement Description: Get the number of patient immunization history/forecast queries to immunization registries.

Relied Upon Software: Iron Bridge

Outcomes:

- Query registry count: **301**

Use Case 5: Surveillance Information for Electronic Transmission:

Measure 1: Create Syndrome-based Data

Associated Criteria:

- §170.315(f)(2) Transmission to public health agencies - syndromic surveillance

Measurement Description: Get the number of surveillance data exported for patients during the testing phase.

Relied Upon Software: None

Outcomes:

- Syndromic Surveillance data export count: **2**

Challenges Encountered: We found that the feature is not regularly used by our users. We collected data from those who utilized this feature.

Use Case 6: Clinical Quality Measures

Measure 1: Export CQM Report

Associated Criteria:

- §170.315(c)(1) Clinical quality measures (CQMs) – record and export
- §170.315(c)(2) Clinical quality measures (CQMs) – import and calculate
- §170.315(c)(3) Clinical quality measures (CQMs) – report

Measurement Description: Get the number of CQM reports generated during testing phase in accordance to HL7 QRDA Category I and III standards.

Relied Upon Software: None

Outcomes:

- Number of QRDA Category I and III files generated: **5**
-

Use Case 7: Electronic prescribing

Measure 1: Create Prescription

Associated Criteria:

- §170.315(b)(3) Electronic prescribing

Measurement Description: Get the number of NewRx created and successfully sent from Charm to patients' preferred pharmacies.

Relied Upon Software: Surescripts

Outcomes:

- Number of NewRx Created and Transmitted to Pharmacies: **52354**

Measure 2: Change Prescription

Associated Criteria:

- §170.315(b)(3) Electronic prescribing

Measurement Description: Get the number of response to RxChange request received from the pharmacies to Charm.

Relied Upon Software: Surescripts



Outcomes:

- Number of RxChange Responses Received from Pharmacies: **648**

Measure 3: Cancel Prescription

Associated Criteria:

- §170.315(b)(3) Electronic prescribing

Measurement Description: Get the number of CancelRx that are sent to the pharmacies.

Relied Upon Software: Surescripts

Outcomes:

- Number of CancelRx sent to Pharmacies: **1190**

Measure 4: Refill Prescription

Associated Criteria:

- §170.315(b)(3) Electronic prescribing

Measurement Description: Get the number of receive refill prescription requests from the pharmacies.

Relied Upon Software: Surescripts

Outcomes:

- Number of Received RefillRx Request from Pharmacies: **6047**

Measure 5: Receive fill status notification

Associated Criteria:

- §170.315(b)(3) Electronic prescribing



Measurement Description: Get the number of receive Rx fill notification from the pharmacies.

Relied Upon Software: Surescripts

Outcomes:

- Number of Received Rx fill status notification: **3**

Challenges Encountered

Measure 6: Receive patient medication history information

Associated Criteria:

- §170.315(b)(3) Electronic prescribing

Measurement Description: Get the count of medical history received for patients from either the Pharmacy Benefit Manager (PBM) or the Pharmacy on request.

Relied Upon Software: Surescripts

Outcomes:

- Number of Received Medical History from PBM or Pharmacies: **22116**

Use Case 8: Fetch patient medical records through API

Associated Criteria:

- §170.315(g)(7) Application access – patient selection
- §170.315(g)(8) Application access – data category request
- §170.315(g)(9) Application access – all data request



Measurement Description: Get the number of API calls made to fetch patients' data.

Relied Upon Software: None

Outcomes:

- Application access - patient selection count: **None**
- Application access - data category request count: **781338**
- Application access - all data request count: **304343**
- Application access error: **1511**

Non-Conformity or Errors Discovered:


During our testing, we encountered an error in our API in a specific scenario, which has been addressed and updated in the live environment.

SCHEDULE OF KEY MILESTONES

Key Milestone	Date/Timeframe
Develop the Real World Testing plan for 2022 and submit to ONC-ACB.	Dec 15, 2023
Recruit and finalize the practices participating in Charm Real World Testing Program.	Q1/Q2 2023
Conduct Real World Testing and collect data as per the methodology outlined in the test plan.	Q3/Q4 2023
Analyze the collected data and have periodic review with practices	Q3/Q4 2023
Final collection of data and report creation	Jan 2024
Submit Real World Testing report to ONC-ACB	Jan 2024

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

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Date	Jan 29, 2024