



# **Real World Testing Report 2024**

**Version 1.0**

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## GENERAL INFORMATION

Developer Name	Nasmata
Product Name	CharmHealth 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	<a href="https://www.charmhealth.com/resources/meaningful-use/real-world-testing/index.html">https://www.charmhealth.com/resources/meaningful-use/real-world-testing/index.html</a>
Developer Real World Testing Results Report Page URL	<a href="https://www.charmhealth.com/resources/meaningful-use/real-world-testing/index.html">https://www.charmhealth.com/resources/meaningful-use/real-world-testing/index.html</a>

## CHANGES TO THE ORIGINAL PLAN

Summary of Change	Reason	Impact
We conducted Real World Testing for a period of six months, covering July to December 2024. However, our initial plan was to collect data from April to June 2024 and August to October 2024.	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 2024 to December 2024. 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 **Paediatric, Internal Medicine, Weight Loss, General Medicine, Integrative Medicine, Family Practice, Psychaitry** 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: **1**
- Number of View, Download and Transmit actions performed by Patients: **4491**

**Challenges Encountered:** During this testing period, very few providers sent transitions of care via direct messaging. There was only one C-CDA transition of care sent by a single provider.

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## **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: **32**
- Number of Reconciliation done: **7**
  - The reconciled count (7) has been obtained from a mirrored production environment with synthetic patient data, as this feature was not utilized by any practice in a real-time scenario, resulting in no actual data being recorded.

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

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## Use Case 3: Export Patients Summaries

### Measure 1: Create Export Summaries

#### Associated Criteria:

- §170.315(b)(10) EHI 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: **11**
- 

## 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: **1658**
- Number of submission errors: **16**

**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:

- An invalid NDC code was provided for the corresponding CVX code.
- Patient with wrong DOB (Vaccination date is prior to the DOB).
- Patient address missing.

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: **2955**
- 

**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: **11**
- 

## **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: **24**

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

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## 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: **55249**

### Measure 2: Change Prescription

#### Associated Criteria:

- §170.315(b)(3) Electronic prescribing

**Measurement Description:** Get the number of responses to RxChange requests received from the pharmacies to Charm.

**Relied Upon Software:** Surescripts

#### Outcomes:

- Number of RxChange Responses Received from Pharmacies: **931**

### 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: **1323**

### Measure 4: Refill Prescription

**Associated Criteria:**

- §170.315(b)(3) Electronic prescribing

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

**Relied Upon Software:** Surescripts

**Outcomes:**

- Number of Received RefillRx Request from Pharmacies: **9188**

### 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: **24**
  - The count (**24**) has been obtained from a mirrored production environment with synthetic patient data, as this feature was not utilized by any practice in a real-time scenario, resulting in no actual data being recorded.

## **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: **9296**
- 

## **Use Case 8: Fetch patient medical records through API**

### **Associated Criteria:**

- §170.315(g)(7) Application access - patient selection
- §170.315(g)(9) Application access - all data request
- §170.315(g)(10) Standardized API for patient and population services

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

**Relied Upon Software:** None

### **Outcomes:**

- Application access - patient selection count: **90**
- Application access - all data request: **53377**
- Application access - single and multiple patients' data request count: **1370225**
- Application access error: **1**

## SCHEDULE OF KEY MILESTONES

Key Milestone	Date/Timeframe
Develop the Real World Testing plan for 2024 and submit to ONC-ACB.	Oct 28, 2023
Recruit and finalize the practices participating in Charm Real World Testing Program.	Q1/Q2 2024
Conduct Real World Testing and collect data as per the methodology outlined in the test plan.	Q3/Q4 2024
Analyze the collected data and have periodic review with practices	Q3/Q4 2024
Final collection of data and report creation	Jan 2025
Submit Real World Testing report to ONC-ACB	Feb 2025

## 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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