REAL WORLD TESTING RESULTS REPORT

INTRODUCTION
This document contains a list of the steps taken to conduct the annual Real World Testing requirements for ONC certification. The Results within this document were reviewed as Screenshots and spreadsheets for their compliance with the criteria defined in the test plan. These artifacts will be maintained by the health IT developer for audit purposes or further requests.

GENERAL INFORMATION
Plan Report ID Number:

Developer Name: **CompuGroup Medical US**

Product Name(s): **CGM Practice Partner, CGM Medisoft Clinical, CGM LytecMD**

Version Number(s): **Version 11.2**

Certified Health IT Product List (CHPL) Product Number(s): **15.04.04.2700.Prac.11.01.1.221229, 15.04.04.2700.Lyte.11.02.1.221229, 15.04.04.2700.Medi.11.02.1.221229**

Developer Real World Testing Plan Page URL: https://emds.com/certifications/

Developer Real World Testing Results Report Page URL: https://emds.com/certifications/

WITHDRAWN PRODUCTS

Product Name(s):	Practice Partner, Medisoft Clinical, LytecMD
Version Number(s):	11.2
CHPL Product Number(s):	**15.04.04.2881.Prac.11.00.1.181229, 15.04.04.2881.Medi.11.01.1.190619, 15.04.04.2881.Lyte.11.01.1.190619**
Date(s) Withdrawn:	12/28/2022
Inclusion of Data in Results Report: [Provide a statement as to whether any data was captured on the withdrawn products. If so, this data should be identified in the results report.]	All data collected in this report was captured on the withdrawn product because CURES update certification was completed on 12/28/2022

SUMMARY OF TESTING METHODS AND KEY FINDINGS
Consistent with the ONC's recommendation that "Real World Testing verify that deployed Certified Health IT continues to **perform as intended by conducting and measuring observations of interoperability and data exchange**", our original test plan focused on

1

capturing and documenting the number of instances that certified capability was successfully utilized in the real world. In instances where no evidence exists due to low or zero adoption of a certified capability or the inability to capture evidence of successful use for other reasons, we tested and demonstrated the required certified capability in a semi-controlled setting as close to a "real world" implementation as possible.

As per the test plan, we leveraged a 3-fold approach to demonstrate successful real-world implementations.

- Adoption Rate
- Summative Testing
- Interactive Testing

Adoption rate was used to determine if/when certified capability is being used in the real world and to help identify differences in care settings. Evidence of high rates of implementation and usage indicate (but don't by themselves prove) a certified capability's usefulness and practical value. Evidence of low rates of implementation and usage might be accounted for by patient volume, location, or provider preference among other reasons. Note, it is not the goal of this exercise to identify the individual causes of why a given certified capability may have a high or low adoption rate, but rather to identify the users and care settings for which a given test is relevant.

Summative assessments were used to measure which certified actions were performed at the conclusion of a given time period where the minimum time period was 90 days and longer where possible. These results are typically obtained by generating reports and examining audit logs from within the certified health IT module to help demonstrate the frequency of actions within the given time frame, and where possible, whether those actions were successful or unsuccessful. High success rates should be an indicator of a successful implementation of a given certified capability in a real-world setting.

Interactive testing was used to demonstrate conformance to requirements where the adoption rate of a given certified capability is zero and to demonstrate ongoing compliance with updated standards and code sets (SVAP). Interactive tests were live tested as opposed to examining historical usage statistics. The goal being to demonstrate the certified Health IT module being used in a way consistent within a practice or care setting.

This approach allowed for the successful testing and obtaining results for each criterion. Detailed below in the **Metrics and Outcomes** section the reader will find evidential data in the form of a Summative result(s) or Interactive test outcome for each certified criterion for **CGM Practice Partner, CGM Medisoft Clinical, and CGM LytecMD.**

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

Both required and voluntary standards updates must be addressed in the Real World Testing plan. Real World Testing plans must include all certified health IT updated to newer versions of standards prior to August 31 of the year in which the updates were made.

Indicate as to whether optional standards, via SVAP and/or USCDI, are leveraged as part of the certification of your health IT product(s).

☐ Yes, I have products certified with voluntary SVAP or USCDI standards. (If yes, please complete the table below.

[**X**] No, none of my products include these voluntary standards.

Standard (and version)	Updated certification criteria and associated product	CHPL Product Number	Conformance Measure
N/A	*N/A*	*N/A*	*N/A*

CARE SETTING(S)

CGM Practice Partner, CGM Medisoft Clinical, and CGM LytecMD are marketed primarily to ambulatory practices. CGM Practice Partner, CGM Medisoft Clinical, and CGM LytecMD do not market differently for different specialties, nor does the certified Health IT function differently in different care settings.

Care Setting	Justification
Primary Care	Primary Care facilities represent more than 65% of our customer base that has reported a specialty.
General Specialties	General Specialties represent more than 20% of our customer base that has reported a specialty.
Orthopedic Specialties	Orthopedic Specialties represent approximately 5% of our customer base that has reported a specialty.
Surgical Specialties	Surgical Specialties represent approximately 2% of our customer base that has reported a specialty.
Behavioral Health	Behavioral Health specialties represent approximately 2% of our customer base that has reported a specialty.

METRICS AND OUTCOMES

Within this section is a list of the results collected from the **Practice Partner 11.2, Medisoft Clinical 11.2, and LytecMD 11.2** Real World Testing measures as defined in their Real World Test Plan. Outcomes are listed as Pass, Pass with Exception, or Fail determined by the success of obtaining testing results. This determination was based on a thorough review by the CGM US team. A link is included within the **Outcomes** column in the table below to a subsequent **Outcomes Details** table. This second table matches each outcome with additional detailed information such as supporting resources and descriptions of the tests that were performed.

Key components include:

- Customer attempted Summative and/or Interactive Testing

The following metrics were measured by collecting usage statistics within the applications as relevant actions were performed, and then aggregating these metrics for reporting via API submission. Immunization Registry and ePrescribing data was collected by querying data from our production environment.

(from 85 FR 25766)

Associated Criterion(a)	Measurement / Metric	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
170.315(b)(1) Transitions of care	Over a 90-day period: 1) Number of CCDAs created 2) Number of Direct Messages sent with attachments 3) Number of Direct Messages received with attachments	Surescripts	Pass 1. 31 2. 33 3. 7,411	
170.315(b)(2) Clinical information reconciliation and incorporation	Over a 90-day period: 1) Number of times a user reconciled medication list data from a received CCDA 2) Number of times a user reconciled allergies and intolerance list data from a received CCDA 3) Number of times a user reconciled problem list data from a received CCDA		Pass 1. 98,709 2. 79,023 3. 37,822	
170.315(b)(3) Electronic prescribing	Over a 90-day period: 1) Number of prescriptions created 2) Number of prescriptions changed 3) Number of prescriptions canceled 4) Number of prescriptions renewed	First Databank	Pass 1) 1,937,286 2) 16,853 3) 171,444 4) 561,598	

4

170.315(b)(6) Data export	Over a 90-day period: 1) Number of times a data export was performed for a single patient. 2) Number of times a data export was performed for multiple patients		Pass w/ Exception 1. - 2. 79	Counters within the application track the usage of the involved reports. The single patient vs. multiple patient reports are functionally the same, but over the report period we only received data tracking multi-patient exports.
170.315(f)(1) Transmission to immunization registries	Over a 90-day period: 1) Number of immunization records submitted to the immunization registry 2) Number of immunization history responses received by the Health IT module from the registry	First DataBank	Pass 1. 22,926 2. 19,720	This data represents, at minimum, connections to MA, SC, FL, IL, CT, and UT immunization registries. Of the reported results, 2000 VXU messages were sent back to the customer for them to submit directly (rather than via SOAP). The destination of these 2000 messages are uncertain.
170.315(g)(7) Application access — patient selection	CGM Practice Partner, CGM Medisoft Clinical, and CGM LytecMD will create 3 test patients in the API, to represent 3 different care settings: Primary Care, Specialty, Surgical	Updox	Pass	
170.315(g)(8) Application access — data category request	CGM Practice Partner, CGM Medisoft Clinical, and CGM LytecMD will then use PostMan to send queries, representing an app that we expect to see patients use to perform the following functions to show that they are available and ready to be used in the Real World. 1. Provide credentials to identify the patient to the API, and receive a token in return 2. Use those credentials to query for setting-relevant data categories for the test patient for each setting 3. Use those credentials again to query for a CCDA document	Updox	Pass	
170.315(g)(9) Application access — all data request		Updox	Pass	

OUTCOME DETAILS

The following sections contain additional descriptions and test results supporting documentation to provide more context for the testing outcomes defined in the **Metrics and Outcomes** table above.

170.315(b)(1) Transitions of care

Summary Description
Pass　　　　　　　　　**Method: Summative Testing**   The purpose of this test was to show that CDA documents can be created and exported.   75 sites contributed usage statistics for Real World Testing reporting over the period from 10/1/2022-12/31/2022. Of these, 4 customers reported instances of CCDA creation, 13 reported inbound transitions of care, and 6 reported outbound transitions of care for the 170.315(b)(1) criterion. This number of sites accurately represents all Care Settings listed above. The resulting totals show that this module was active throughout the period and therefore demonstrates a compliant result.
Justification
This criterion requires the ability of a certified Health IT module to create CCDAs according to specified standards and vocabulary code sets, as well as send and receive CCDAs via edge protocols. However, it is not possible to consistently and reliably demonstrate that all required standards and code sets were used because not all CCDAs created in a real-world setting contain all the necessary data elements. Furthermore, it is not feasible to obtain copies of CCDA documents from "outside" developers or providers who have no incentive to participate in this exercise. Therefore, we intend to demonstrate the required certified capabilities by demonstrating how often CCDAs are created and exchanged with other systems to demonstrate the certified capability is available and effective, regardless of the frequency it is used. Our expectation is there will be moderate utilization by providers with a high success rate.
Results Supporting Documents
Please contact the CGM US team for any results spreadsheets, recordings and workflow screenshots if needed.

170.315(b)(2) Clinical Information Reconciliation and Incorporation

Summary Description
Pass　　　　　　　**Method: Summative Testing**   The purpose of this test was to show that CCDA documents can be imported, matched to a patient, and reconciled.   75 sites contributed usage statistics for Real World Testing reporting over the period from 10/1/2022-12/31/2022. Of these, 58 reported Allergy reconciliation events, 74 reported medication reconciliation events, and 27 reported problem list reconciliation events for the 170.315(b)(2) criterion. The resulting totals show that this module was active throughout the period and therefore demonstrates a compliant result.
Justification
This criterion requires the ability of a certified Health IT module to take a CCDA received via an outside system and match it to the correct patient; reconcile the medication, allergy, and problem lists; and then incorporate the lists into the patient record. The expectation is each of these steps is done electronically within the certified Health IT module. While this certified capability is available to our users, most providers in the real world typically prefer to perform these steps manually and elect to save any outside received CCDAs as attachments to the patient record. Therefore, we intend to record the frequency that providers are electronically reconciling and incorporating CCDAs that were received from outside providers to demonstrate the certified capability is available and effective, regardless of the frequency it is used. Our expectation is there will be low utilization by providers with a high success rate

Results Supporting Documents
Please contact the CGM US team for any results spreadsheets, recordings and workflow screenshots if needed.

170.315(b)(3) Electronic Prescribing

Summary Description
Pass   **Method: Summative Testing**   The purpose of this test was to show that an active connection from EHR customer sites to an ePrescribing solution was deployed.   A query of CGM's eprescribing router, CGM Platform Services, was performed for CGM Practice Partner, CGM Medisoft Clinical, and CGM LytecMD for the 170.315(b)(3) criterion. Data was collected for the period running from 10/9/2022-1/9/2023. The resulting totals show that the relevant functions were being actively used in the period and therefore demonstrate a compliant result.
Justification
This criterion requires the ability of a certified Health IT module to perform prescription-related electronic transactions (eRx) using required standards. However, it is not possible to demonstrate the correct standards were used because it is not feasible to obtain copies of eRx documents from "outside" companies or pharmacies who have no incentive to participate. Therefore, we intend to demonstrate the required certified capabilities are effective by demonstrating how often eRx transactions are performed by examining use of our eprescribing router. This will demonstrate that not only are the eRx transactions sent from the certified Health IT module, but that the transactions are successfully received by the eRx clearinghouse. Our expectation is there will be high utilization by providers with a high success rate.
Results Supporting Documents
Please contact the CGM US team for any results spreadsheets, recordings and workflow screenshots if needed.

170.315(b)(6) Data Export

Summary Description
Pass   **Method: Summative Testing**   The purpose of this test was to show that our customer can export patient data from our EHR without any assistance from CGM US.   75 sites contributed usage statistics for Real World Testing reporting over the period from 10/1/2022-12/31/2022. Of these, two customers reported Data Export events for the 170.315(b)(6) criterion. No single patient exports were reported for the period. The underlying functionality for multiple vs. single patient cases is identical, so while no single patient events were captured, the successful execution of multiple patient exports reflects on the capability of single patient export.
Justification
This criterion requires the ability of a certified Health IT module to export a summary of a patient's record in CCDA format according to specified standards and vocabulary code sets. However, it is not possible to consistently and reliably demonstrate that all required standards and code sets were used because not all CCDAs created in a real-world setting contain all the necessary data elements. Therefore, we intend to demonstrate the certified capability is available and effective, regardless of the frequency it is used. Our expectation is there will be very low utilization by providers with a high success rate.

7

Results Supporting Documents
Please contact the CGM US team for any results spreadsheets, recordings and workflow screenshots if needed.

170.315(f)(1) Transmission to Immunization Registries

Summary Description
Pass   **Method: Summative Testing** The purpose of this test was to show that the EHR can transmit immunization data to a registry and meets the reporting requirement for the designated care settings. A query of the immunization routing data for CGM Practice Partner, CGM Medisoft Clinical, and CGM LytecMD was performed for the 170.315(f)(1) criterion over the period from 7/1/2022-9/30/2022. The resulting totals show that this module was active throughout the period and therefore demonstrates a compliant result.
Justification
This criterion requires the ability of a certified Health IT module to transmit immunization data to a registry using a specified format. We intend to record the frequency that immunization data is submitted to registries by providers to demonstrate the certified capability is available and effective, regardless of the frequency it is used. Our expectation is there will be low utilization by providers with a high success rate.
Results Supporting Documents
Please contact the CGM US team for any results spreadsheets, recordings and workflow screenshots if needed.

170.315(g)(7) Application Access — Patient Selection

Summary Description
Pass   **Method: Interactive Testing** The purpose of this test was to show that the EHR is able to fulfill an API request that enables external applications to request a unique patient identifier from the certified Health IT module that can be used to request additional patient data. Due to low or zero adoption of this criteria, health IT developer demonstrated the module function in their system as an interactive test demonstrating a compliant result. CGM Practice Partner, CGM Medisoft Clinical, and CGM LytecMD created 3 test patients in a production version of the API, to represent 3 different care settings: Primary Care, Specialty, Surgical CGM then used PostMan to send queries, representing an app that we expect to see patients use to perform the following functions to show that they are available and ready to be used in the Real World. 1. Provide credentials to identify the patient to the API, and receive a token in return 2. Use those credentials to query for setting-relevant data categories for the test patient for each setting 3. Use those credentials again to query for a CCDA document
Justification
This criterion requires the certified Health IT module to provide an API and supporting documentation that enable external applications to request a unique patient identifier from the certified Health IT module that can be used to request additional patient data.

Results Supporting Documents
Please contact the CGM US team for a recording of this interactive test if needed.

170.315(g)(8) Application Access — Data Category Request

Summary Description
Pass   **Method: Interactive Testing** The purpose of this test was to show that the EHR is able to fulfill an API request that enables external applications to request patient data categories from the certified Health IT module. Due to low or zero adoption of this criteria, health IT developer demonstrated the module function in their system as an interactive test demonstrating a compliant result. CGM Practice Partner, CGM Medisoft Clinical, and CGM LytecMD created 3 test patients in a production version of the API, to represent 3 different care settings: Primary Care, Specialty, Surgical CGM then used PostMan to send queries, representing an app that we expect to see patients use to perform the following functions to show that they are available and ready to be used in the Real World. 1. Provide credentials to identify the patient to the API, and receive a token in return 2. Use those credentials to query for setting-relevant data categories for the test patient for each setting 3. Use those credentials again to query for a CCDA document
Justification
This criterion requires the certified Health IT module to provide an API and supporting documentation that enable external applications to request patient data by category from the certified Health IT module.
Results Supporting Documents
Please contact the CGM US team for a recording of this interactive test if needed.

170.315(g)(9) Application Access — All Data Request

Summary Description
Pass   **Method: Interactive Testing** The purpose of this test was to show that the EHR is able to fulfill an API request that enables external applications to request all categories of patient data defined in the CCDA from the certified Health IT module. Due to low or zero adoption of this criteria, health IT developer demonstrated the module function in their system as an interactive test demonstrating a compliant result. CGM Practice Partner, CGM Medisoft Clinical, and CGM LytecMD created 3 test patients in a production version of the API, to represent 3 different care settings: Primary Care, Specialty, Surgical CGM then used PostMan to send queries, representing an app that we expect to see patients use to perform the following functions to show that they are available and ready to be used in the Real World. 1. Provide credentials to identify the patient to the API, and receive a token in return 2. Use those credentials to query for setting-relevant data categories for the test patient for each setting 3. Use those credentials again to query for a CCDA document

Justification
This criterion requires the certified Health IT module to provide an API and supporting documentation that enable external applications to request all categories of patient data defined in the CCDS from the certified Health IT module.
Results Supporting Documents
Please contact the CGM US team for a recording of this interactive test if needed.

KEY MILESTONES

Includes a list of key milestones that were met during the Real World Testing process. Includes details on how and when CGM Practice Partner, CGM Medisoft Clinical, and CGM LytecMD implemented measures and collected data.

Key Milestone	Care Setting	Date/Timeframe
Scheduling and logistics	Primary Care -General Specialties -Orthopedic Specialties -Surgical Specialties -Behavioral Health	01/02/2022 – 07/30/2022
Data collection	Primary Care -General Specialties -Orthopedic Specialties -Surgical Specialties -Behavioral Health	03/23/2022- 12/31/2023
Review Data	Primary Care -General Specialties -Orthopedic Specialties -Surgical Specialties -Behavioral Health	01/01/2023- 01/31/2023
Writing Report	Primary Care -General Specialties -Orthopedic Specialties -Surgical Specialties -Behavioral Health	01/01/2023- 01/31/2023
CGM Practice Partner, CGM Medisoft Clinical, and CGM LytecMD collected and reviewed summative testing data to show that the criteria are functional. The following metrics were submitted by customers via API as detailed in the outcomes section above: • 170.315 (b)(1) Transitions of care • 170.315 (b)(2) Clinical Information Reconciliation and Incorporation • 170.315 (b)(6) Data Export The following metrics were obtained by querying production routing data: • 170.315 (b)(3) Electronic Prescribing	Primary Care -General Specialties -Orthopedic Specialties -Surgical Specialties -Behavioral Health	01/02/2022- 01/31/2023

10

• 170.315 (f)(1) Transmission to immunization registries		
CGM Practice Partner, CGM Medisoft Clinical, and CGM LytecMD executed interactive testing to show that the criterion is available and functional. The following metrics were tested interactively as detailed in the outcomes section above: • 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	-Primary Care -General Specialties -Orthopedic Specialties -Surgical Specialties -Behavioral Health	09/01/2022-11/01/2023

ATTESTATION

This Real World Testing Results Report 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.

Authorized Representative Name: Samuel Frank, Director of Product Management, CGM US
Authorized Representative Email: sfrank@emds.com
Authorized Representative Phone: 512-579-5879
Authorized Representative Signature:

Date: 01/31/2023

[i] https://www.federalregister.gov/d/2020-07419/p-3582