Real World Testing Results

By

CareCloud

Table of Contents

This is the real world test report for CY2024 for the talkEHR, certified EHR solution. It provides the real world test measurements and Metric/Outcomes that meet the intent and objectives of ONC's Condition of Certification and Maintenance of Certification requirements for real world testing (§ 170.405 Real world testing) to evaluate compliance with the certification criteria and interoperability of exchanging electronic health information (EHI) within the care and practice setting which it is targeted for use.

GENERALINFORMATION

Plan Report ID Number: [For ONC-Authorized Certification Body use only]

Developer Name: CareCloud, Inc

Product Name(s): talkEHR

Version Number(s): 1.0

Certified Health IT: MU3 2015 Edition

Product List (CHPL) ID(s): 15.04.04.2790.Talk.01.01.1.181217, 15.04.04.2790.Talk.01.01.1.181217

Developer Real World Testing Result Page URL: https://www.talkehr.com/

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

Standard (and version)	NA
Updated certification criteria and associated product	NA
Health IT Module CHPL ID	NA
Method used for standard update	NA
Date of ONC-ACB notification	NA
Date of customer notification (SVAP only)	NA
Conformance measure	NA
USCDI-updated certification criteria (and USCDI version)	NA

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

Authorized Representative Name: Tahir Khan

Authorized Representative Email: tkhan2@carecloud.com

Authorized Representative Phone: (732) 336-1245

Authorized Representative Signature:

Date: 01/24/2025

JUSTIFICATION FOR REAL WORLD TESTINGAPPROACH

We use the following testing methodologies/approaches.

Reporting/Logging:
This methodology uses the logging or reporting capabilities of the EHR to examine functionality performed in the system. A typical example of this is the measure reporting done for the automate measure calculation required in 315(g)(2), but it can also be aspects of the audit log or customized reports from the EHR. This methodology often provides historical measurement reports which can be accessed at different times of the year and evaluate interoperability of EHR functionality, and it can serve as a benchmark for evaluating real world testing over multiple time intervals.

Summative Testing:
Summative assessments will be used to measure which certified actions were performed at the conclusion of a given time period. These will be conducted by running 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.

SCHEDULE OF KEYMILESTONES

Key Milestone	Care Setting	Date/Timeframe	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-2024	Ambulatory	1Q-2024	Met
2Q-2024. During the 2nd quarter of CY 2024, the real-world testing with clients will be scheduled and performed.	Ambulatory	2Q-2024	Met
Collect Result	Ambulatory	3Q-2024	Met
Submit Result to Real World Test Report	Ambulatory	January-2025	Met

CARE SETTING(S)

Care Setting	Justification
Ambulatory Care (We designed this measure to test general ambulatory sites that we support and target.)	Our EMR is designed for general/family practice, as well as certain subspecialties: • Podiatry • Gynecology • Behavioral health Providers will use our software exclusively in the Outpatient/ambulatory setting.

SUMMARY OF TESTING AND KEYFINDINGS

All of the certified criteria were available to all of the providers from the start of the year and users could utilize them per their needs. Also, the training meetings were conducted and real world testing training manuals were made available to all of the clients to facilitate real world testing.

Real world testing Logs, follow-ups with the providers were utilized to determine how often providers use the functions under test for the purposes of Real World testing including any challenges the practices may face.

For CY 2024 Real World Testing Measures, we have provided our results and findings. During our testing, we did not discover any errors or criteria non-conformities. Challenges encountered through the real-world testing were Low and no usage of the features implemented as a part of criteria requirements.
Our signed attestation of compliance with the real world testing requirements is available on page 4 of this document.

§ 170.315(b)(3) Electronic prescribing

Measurement Description
This measure is tracking and counting how many New Rx electronic prescriptions were created and successfully sent from the EHR Module to a pharmacy destination over the course of a given interval.

Testing Methodology: Reporting/Logging

Relied Upon Software: Surescripts eRx

Testing Result:

Practices Queried: 3

Metric and Outcomes
Reporting Interval: 90-days period (Oct 1, 2024 through Dec 30, 2024) 1) Number of prescriptions created: 6547 2) Number of prescriptions changed:37 3) Number of prescriptions canceled:83 4) Number of prescriptions renewed:2521

Care Setting(S): Internal Medicine, Podiatry, Gynecology and Behavioral health

Key Milestone	Care Setting	Date/Timeframe	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-2024	Ambulatory	1Q-2024	Met
2Q-2024. During the 2nd quarter of CY 2024, the real-world testing with clients will be scheduled and Performed.	Ambulatory	2Q-2024	Met
Collect Result	Ambulatory	3Q-2024	Met
Submit Result to Real World Test Report	Ambulatory	January -2025	Met

Electronic prescribing is widely used feature by all times of specialties. RWT testing results reveals our EHR Module functionality is working as expected.

Challenges Encountered: None

§ 170.315(b)(1) Transition of Care Functionality

Measurement Description

This measure is tracking and counting how many USCDIV1(C-CDAs) are created and successfully Sent from the EHR to a 3rd party during a transition of care event using Direct messaging during a transition of care event over a given interval.

Testing Methodology: Reporting/Logging

RELIED UPON SOFTWARE: EMR Direct (Version 2017)

Testing Result

Practices Queried: 3

Metric and Outcomes
Reporting Interval: 90-days period (Oct 1, 2024 through Dec 30, 2024) 1) Number of USCDIV1(C-CDAs) created:987 2) Number of USCDIV1 (C-CDAs) sent via edgeprotocols:217

CARE SETTING(S): Internal Medicine, Podiatry, Gynecology and Behavioral health

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-2024	Ambulatory	1Q-2024
2Q-2024. During the 2nd quarter of CY 2024, the real-world testing with clients will be scheduled and performed.	Ambulatory	2Q-2024
Collect Result	Ambulatory	3Q-2024
Submit Result to Real World Test Report	Ambulatory	January -2025

Challenges Encountered: None

§ 170.315(b)(2)-Clinical information reconciliation and incorporation

Measurement Description
This modules enable to reconcile and incorporate information from USCDIV1 (C-CDAs) formatted.

Testing Methodology: Reporting/Logging

Testing Result:

Practices Queried: 3

Metric and Outcomes
Reporting Interval: 90-days period (Oct 1, 2024 through Dec 30, 2024) 1) Number of times a user reconciled medication list data from a received USCDIV1 :521 2) Number of times a user reconciled allergies and intolerance list data from a received USCDIV1 :521 3) Number of times a user reconciled problem list data from a received USCDIV1 :521

CARE SETTING(S): Internal Medicine, Podiatry, Gynecology and Behavioral health

SCHEDULE OF KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
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-2024	Ambulatory	1Q-2024
2Q-2024. During the 2nd quarter of CY 2024, the real-world testing with clients will be scheduled and performed.	Ambulatory	2Q-2024
Collect Result	Ambulatory	3Q-2024
Submit Result to Real World Test Report	Ambulatory	January-2025

Analysis and Key Finding

Our results reveal our EHR Module functionality is working as expected, but it also shows that this is not a feature our clients are regularly using in their day-to-day workflows.

Challenges Encountered: None

§ 170.315(b)(6) Batch Patient Data Export

Measurement Description

Creates export summary documents formatted as a Continuity of Care (CCD) document template in accordance with the standard specified in § 170.205(a)(4) HL7 Implementation Guide for CDA® Release 2: Consolidated CDA Templates for Clinical Notes, DSTU Release 2.1, including at minimum the following data elements: Common Clinical Data Set (CCDS), Encounter diagnoses, Cognitive status, Functional status, Reason for referral, and referring or transitioning provider's name and office contact information

Testing Methodology: Reporting

Testing Result:

Practices Queried: 3

Metric and Outcomes
Reporting Interval: 90-days period (Oct 1, 2024through Dec 30,2024) 1) Number of times a data export was performed for a patient: 327 2) Number of times a data export was performed for multiple patients in a single transaction: 4 3) Number of times a data export was performed for all patients in a single transaction: 0

CARE SETTING(S): Internal Medicine, Podiatry, Gynecology and Behavioral health

SCHEDULE OF KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
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-2024	Ambulatory	1Q-2024
2Q-2024. During the 2nd quarter of CY 2024, the real-world testing with clients will be scheduled and performed.	Ambulatory	2Q-2024
Collect Result	Ambulatory	3Q-2024
Submit Result to Real World Test Report	Ambulatory	January -2025

Challenges Encountered: None

§ 170.315(b)(7)(8)- Security tags - summary of care – send/received

Measurement Description
This modules enable user to securely send summary of care.

Testing Methodology: Reporting/Logging

Testing Result:

Practices Queried: 3

Metric and Outcomes
Reporting Interval: 90-days period (Oct 1, 2024 through Dec 30, 2024) 1) Number of USCDIV1(C-CDAs)created: 987 2) Number of USCDIV1 (C-CDAs) sent via edge protocols: 217 3) Number of USCDIV1 (C-CDAs) received via edge protocols: 21

CARE SETTING(S): Internal Medicine, Podiatry, Gynecology and Behavioral health

SCHEDULE OF KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
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-2024	Ambulatory	1Q-2024
2Q-2024. During the 2nd quarter of CY 2024, the real-world testing with clients will be scheduled and performed.	Ambulatory	2Q-2024
Collect Result	Ambulatory	3Q-2024
Submit Result to Real World Test Report	Ambulatory	January -2025

Analysis and Key Finding

This measure will track number of USCDIV1 (C-CDA) files send/receive electronically via HISP.
We utilized various reports and audit logs, including Automated Measure (315.g.2) reports, to determine our measure count

Challenges Encountered: None

§ 170.315(b)(9)- Care Plan

Measurement Description

This module enable user to record, change, access, create and receive care plan information according to the Care Plan document template in the HL7 Implementation Guide for CDA® Release 2: Consolidated CDA Templates for Clinical Notes (US Realm), Draft Standard for Trial Use Release2.1

Testing Methodology: Reporting/Logging

Testing Result:

Practices Queried: 3

Metric and Outcomes
Reporting Interval: 90-days period (Oct 1, 2024 through Dec 30, 2024) 1) Number of USCDIV1(CCDAs) created: 987 2) Number of USCDIV1(CCDAs) sent: 217

CARE SETTING(S): Internal Medicine, Podiatry, Gynecology and Behavioral health

SCHEDULE OF KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe	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-2024	Ambulatory	1Q-2024	Met
2Q-2024. During the 2nd quarter of CY 2024, the real-world testing with clients will be scheduled and performed.	Ambulatory	2Q-2024	Met
Collect Result	Ambulatory	3Q-2024	Met
Submit Result to Real World Test Report	Ambulatory	January -2025	Met

Analysis and Key Finding

The measure produce numeric result of USCDIV1 (CCDA) created and sent with EHR and shows that the EHR has conformance with certified functionality

Challenges Encountered: None

§170.315(C)(1)(2)(3) Clinical quality measures (CQMs) — record & export, report and Calculate and Report

Measurement Description
This measure is tracking and counting how many eCQM quality measures were successfully reported on by the EHR Module to CMS over the course of a given interval.

CARE SETTING(S): Internal Medicine, Podiatry, Gynecology and Behavioral health

Testing Result: Practices Queried: 3, Reporting Interval: 90-days period (Oct 1, 2024 through Dec 30, 2024)

CQM Measures	Initial Population	Denominator	Numerator	Performance Rate
CMS 2 - Preventive Care and Screening: Screening for Depression and Follow-Up Plan	5221	5221	3985	74%
CMS 69 - Preventive Care and Screening: Body Mass Index (BMI) Screening and Follow-Up Plan	5698	5698	4025	70%
CMS 122 - Diabetes: Hemoglobin A1c (HbA1c) Poor Control (> 9%)	4321	4321	3225	74%
CMS 130 - Colorectal Cancer Screening	987	987	298	30%
CMS 138 - Preventive Care and Screening: Tobacco Use: Screening and Cessation Intervention	5683	5683	4958	87%

Key Milestone	Care Setting	Date/Timeframe
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-2024	Ambulatory	1Q-2024
2Q-2024. During the 2nd quarter of CY 2024, the real-world testing with clients will be scheduled and performed.	Ambulatory	2Q-2024
Collect Result	Ambulatory	3Q-2024
Submit Result to Real World Test Report	Ambulatory	January -2025

Our results reveal our EHR Module functionality is working correctly with no reported issues.
Our clients use MIPS CQM measures for reporting MIPS Quality data but eCQM measures are not widely used. Clients submit quality part of MIPS through claim based measures.

Associated Criteria: 170.315(e)(1)- Patient Portal Use

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.

Testing Methodology: Reporting/Logging

RELIED UPON SOFTWARE: EMR Direct (Version 2017) AND Domain Time II (Version 5.2)

Testing Result:

Practices Queried: 3

Metric and Outcomes
Reporting Interval: 90-days period (Oct 1, 2024 through Dec 30, 2024) The total count for the patients who log into their patient portal to view, download, or transmit their health data is 1897

CARE SETTING(S): Internal Medicine, Podiatry, Gynecology and Behavioral health

SCHEDULE OF KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
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-2024	Ambulatory	1Q-2024
2Q-2024. During the 2nd quarter of CY 2024, the real-world testing with clients will be scheduled and performed.	Ambulatory	2Q-2024
Collect Result	Ambulatory	3Q-2024
Submit Result to Real World Test Report	Ambulatory	January-2025

Analysis and Key Finding

Testing results reveal our patient portal is extremely popular and widely used. Some practices had large number of patients accessing their portal but some reported patients accessing the portal.

Challenges Encountered: None

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

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

Testing Methodology: Reporting/Logging

Testing Result

Reporting Interval: 90-days period (Oct 1, 2024 through Dec 30, 2024)
Practices Queried: 3
The immunization information created is successfully transmitted to the immunization: 1121

Analysis and Key Finding

For practices connected to an immunization registry, they were able to share data with the registry.

Challenges Encountered: None

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

Measurement Description

This measure is tracking and counting how many the source syndromic surveillance content created and successfully sent from the EHR Module to registry over the course of a given interval.

Testing Methodology: Reporting/Logging

Metric and Outcomes
Successful interoperability of syndromic surveillance content to an public health agencies: 0

Testing Result:

Reporting Interval: 90-days period (Oct 1, 2024 through Dec 30, 2024)
Practices Queried: 3
The total count for capability to sending data to public health agencies is 0

Analysis and Key Finding

Customers has not participated in this program because it requires a significant effort on the part of the customer to set up a connection to a test registry for Syndromic Surveillance testing, in order to reduce the burden on the customer, we have created the test customer instance in the production environment and point it to the NIST Syndromic Surveillance tool. This test reveals that the functionality is available in talkEHR.

Sample Testing Results Align with Production Environment
Number of successfully processed transmissions: 21
Number of transmissions with errors: 0

Challenges Encountered: None

§ 170.315(f)(4) Transmission to cancer registry

Measurement Description

This measure is tracking and counting how many cancer case information are created and successfully sent from the EHR Module to registry over the course of a given interval.

Testing Methodology: Reporting/Logging

Associated Certification Criteria
Successful interoperability of cancer case information to an Case registry

Testing Result:

Reporting Interval: 90-days period (Oct 1, 2024 through Dec 30, 2024)
Practices Queried: 2
The total count for capability to sending data to public health agencies is 0

Analysis and Key Finding

Customers have not participated in this program. talkEHR has entered 3 test that have cancer case information for electronic transmission in accordance with the HL7® IG for CDA Release 2: Reporting to Public Health Cancer Registries from Ambulatory Healthcare Providers, DSTU Release 1.1
The test result reveals that the talkEHR has the ability to create cancer case information and successfully sent to registry.

Sample Testing Results Align with Production Environment
Number of successfully processed transmissions: 13
Number of transmissions with errors: 0

Challenges Encountered: None

§170.315(f)(6) Transmission to Public health agencies (antimicrobial use and resistance reporting)

Measurement Description

This measure is tracking that antimicrobial use and resistance reporting information is created and successfully sent from the EHR Module to registry over the course of a given interval.

Testing Methodology: Reporting/Logging

Associated Certification Criteria
Successful interoperability of antimicrobial use and resistance reporting information to public health agencies.

Testing Result:

Practices Queried: 2

The total count for capability to sending data to public health agencies from the Practices queried is 0

Analysis and Key Finding

Customers has not participated in this program. talkEHR has entered tests in Sample Testing environment Align with Production Environment that demonstrated Antimicrobial use and resistance reporting information in accordance with the following sections of the standard specified at § 170.205(r)(1) HL7 Implementation Guide for CDA® Release 2

Sample Testing Results Align with Production Environment
Number of successfully processed transmissions: 09
Number of transmissions with errors: 0

Challenges Encountered: None

§170.315(f) (6) Transmission to public health agencies — health care surveys

Measurement Description

This measure is tracking that antimicrobial use and resistance reporting information is created and successfully sent from the EHR Module to registry over the course of a given interval.

Testing Methodology: Reporting/Logging

Associated Certification Criteria
Successful interoperability of health care surveys to public health agencies

Testing Result:

Practices Queried: 2

Successful interoperability of health care surveys to public health agencies from Practices queried is: 0

Analysis and Findings

Customers has not participated in this program. talkEHR has created test patients and their representative data in the Sample Testing Environment align with Production Environment and has also created Health Care survey documents and manually downloaded the Healthcare Survey documents. talkEHR has used the NIST healthcare surveys Release 1.2 validator found here: https://cdavalidation.nist.gov/cdavalidation/muNHCS12.htmlto confirm that the documents conform to expected standards.

Sample Testing Results Align with Production Environment

Number of successfully processed transmissions: 09

Number of transmissions with errors: 0

Challenges Encountered: None

§170.315(g)(7)-(g)(9)-Compliance of API Resource Query Support

Measurement Description

This measure is tracking compliance of the EHR Module criteria functionality of support of API query of patient data resources.

Testing Methodology: Reporting/Logging

Metric and Outcomes
The API is not actively being used by clients. We conducted real-world testing for three test patients by verifying that the functionality available in production is still compliant with ONC requirements. We have a FHIR application using our APIs in production, and our results indicate that it successfully **connects** with our server.

Analysis and Key Findings: 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 have tested this capability in production system by creating test patients. This method has verified that certified functionality is working for end-users.

Sample Testing Results Align with Production Environment

Metric	Result
Number of API Calls	7
Data Exchanged Successfully	Yes
Errors Encountered	0

.

Challenges Encountered: None

§170.315(g)(10) – Standardized API for patient and population services

Measurement Description
This measure is tracking compliance of the EHR Module criteria functionality of support of API query of patient data resources.

Testing Methodology: Reporting/Logging

Reporting Interval: 90-days period (Oct 1, 2024 through Dec 30, 2024)
Practices Queried: 3

Metric and Outcomes
The API is not actively being used by clients. We conducted real-world testing for three test patients by verifying that the functionality available in production is still compliant with ONC requirements. We have a FHIR application using our APIs in production, and our results indicate that it successfully connects with our server.

Key Metrics from Testing

Metric	Result
Number of API Calls	36
Data Exchanged Successfully	Yes
Errors Encountered	2% (resolved promptly)

Analysis and Key Findings: 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 have tested this capability in the production system by creating test patients. This method has verified that the certified functionality is working for end users.

Challenges Encountered: None

§ 170.315(h)(1)—Direct Project

Measurement Description

This measure is tracking and counting how many USCDIV1 are created and successfully sent from the EHR to a 3rd party during a transition of care event using Direct messaging during a transition of care event over a given interval.

Testing Methodology: Reporting/Logging

Metric and Outcomes
Practices queried: 3 90 days period(90 Days (Oct 1, 2024 through December 31, 2024)) 1) Number of Direct Messages sent: 217

RELIED UPON SOFTWARE: EMR Direct (Version2017)

SCHEDULE OF KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
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-2024	Ambulatory	1Q-2024
2Q-2024. During the 2nd quarter of CY 2024, the real-world testing with clients will be scheduled and performed.	Ambulatory	2Q-2024
Collect Result	Ambulatory	3Q-2024
Submit Result to Real World Test Report	Ambulatory	January -2025

Analysis and Key Finding

This test result demonstrates that Direct Messages are exchanged with other systems which demonstrate that the certified capability is available and effective, regardless of the frequency it is used. However, it is observed that there is moderate utilization by providers with a high success rate.

Challenges Encountered: None