CY 2024 Real World Testing Report for Procentive

Executive Summary

This is the test report for CY 2024 real world testing for our Procentive certified EHR solution. This is the companion document to our CY 2024 real world test plan that described our approach for conducting real world testing in CY 2024 and the testing measures we employed.

Our findings show that EHR is working in our production as it was certified. For each our CY 2024 Real World Testing Measures, we have recorded our results and findings. We did not discover any non-conformities or errors from our testing.

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

Developer 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 Signature:

Catherine Baker

DATE

March 3, 2025

General Information

Developer Name: Procentive

Product Name(s): Procentive

Version Numbers(s): 2

Certified Health IT Criteria: 315(b)(1)-(2), (b)(10); (c)(1)-(3); (e)(1); (f)(1)-(2); (g)(10)

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

- 15.04.04.2214.Proc.02.01.1.221228
- https://chpl.healthit.gov/#/listing/11155

Developer Real World Testing Page URL: https://therapybrands.com/mental-health-with-substance-use-recovery/procentive/onc-real-world-test/

Timeline and Milestones for Real World Testing CY 2024

- Milestone 1Q-2024: Health IT system is fully enabled for use in real world testing.
    - STATUS: MET
- Milestone 3Q 2024. Begin making plans to collect data for RWT measures. If necessary, engage clients to ask for their support and participation in real world testing.
    - STATUS: MET
- Milestone 4Q-2024. During the last quarter of the year, the CY 2024 real world test plan will be completed according to ONC and ONC-ACB requirements and expectations. Test plan will be prepared for submission.
    - STATUS: MET

Standards Version Advancement Process (SVAP) Updates

For CY 2024 RWT testing, we did not do any SVAP updates but used the current standards required in the certification criteria.

Standard (and version)	All standards versions are those specified in certification criteria.
Date of ONC-ACB notification (SVAP or USCDI)	N/A
Date of customer notification (SVAP only)	N/A
USCDI-updated certification criteria (and USCDI version)	The plan documents the support of all USCDI v1 data elements.

RWT Measure #1. Number of Transition of Care C-CDAs Successfully Sent

Associated Criteria: 315(b)(1)

Measurement Description

This measure is tracking and counting how many C-CDAs are created and successfully sent from the Health IT Module to a 3rd party via Direct messaging during a transition of care event over the course of a given interval.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: number of messages with CCDAs attached successfully sent

> *Total: 0 for all clinics during dates of January-March 2024*
>
> *Total: 986 from our production-simulated dev environment during dates of January-March 2024*

Analysis and Key Findings

Our customer sites did not exchange any C-CDAs during this time, but we regularly generate C-CDAs in our production-simulated dev environment for various internal testing activities which provided a large number of successful exchanges.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #2. Number of C-CDAs Received and/or Incorporated

Associated Criteria: 315(b)(2)

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 interval.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: number of reconciliation of medications, allergies and problems from a received C-CDA

Total: 0 for selected clinics during Jan-Dec 2024

Alternative Test: Synthetic C-CDAs Incorporated

C-CDAs Received: 4

C-CDA Allergies Incorporated: 4 total; Success Rate 4/4 = 100%

C-CDA Medications Incorporated: 8 total; Success Rate 8/8 = 100%

C-CDA Problems Incorporated: 8 total; Success Rate 8/8 = 100%

Analysis and Key Findings

Our clinicians are not either not receiving many C-CDAs from other providers or electing not to do the full incorporation of the problems, medications, and allergies. Because of the lack of use, we did additional internal testing of this functionality in our production-simulated dev environment, and confirmed the incorporation capabilities are working. We incorporated in four (4) different C-CDAs for four (4) different patients with one or more allergy, medication, and problem in each C-CDA. All clinical data was incorporated into their respective patient records without issue.

We confirmed that the low-use results do not indicate any errors or failures with functionality but instead reflect a choice of our providers.

Non-Conformities or Errors Discovered

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

Changes for this Measure from Original RWT Test Plan

As noted above, we added a compliance test to this measure given its low use results from customers. Given the nature of this testing, we believe it has a low impact on the outcome of our real world testing initiative and is an acceptable alternative.

RWT Measure #3. Number of Quality Measures Successfully Reported on to CMS

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

Measurement Description

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

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: Count of QRDA Cat III eCQMs that have been created and then submitted to CMS at all sites

Total: 0 for selected sites during 2024

Alternative Test: QRDA Cat III Synthetic Created

QRDA Cat III Created: 4

QRDA Cat III Validated; Success Rate 4/4 = 100%

Analysis and Key Findings

Our clients are not participating in the CMS MIPS program so they are not generating eCQMs so these results align with our expectations. In our internal QA analysis, we produced four (4) QRDA Cat III files, and we successfully validated all four using the CVU+ tool for a 100% success rate to verify the eCQM functionality is working.

We confirmed that the low-use results do not indicate any errors or failures with functionality but instead reflect a choice of our providers.

Non-Conformities or Errors Discovered

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

Changes for this Measure from Original RWT Test Plan

As noted above, we added a compliance test to this measure given its low use results from customers. Given the nature of this testing, we believe it has a low impact on the outcome of our real world testing initiative and is an acceptable alternative.

RWT Measure #4. Number of Patients Given Access to Portal

Associated Criteria: 315(e)(1)

Measurement Description

This measure is tracking and counting how many patients are given login access to their patient portal account over the course of a given interval.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: count patients given access to the patient portal

Total: 11,449 for selected clinics during Jan-Mar 2024

Analysis and Key Findings

Results do indicate the patient portal functionality is working and is fairly popular with our patient community.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #5. Number of Immunization Registries Engaged

Associated Criteria: 315(f)(1)

Measurement Description

This measure is tracking and counting how many immunization public health registries are engaged and exchanging data with the client site.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: number of immunization registries engaged

Total: 0 for all clinics during 2024

Alternative Test: Immunization Messages Created from Synthetic Test Patients

Synthetic Test Patients: 4

Immunization Messages Created: 4 total; Success Rate 4/4 = 100%

Analysis and Key Findings

The results align with the feedback we received from our clinician community that they do not use this functionality regularly in their practices. Immunizations are not something done by mental health specialists. Because of the lack of use, we did additional internal testing of this functionality in our production-simulated dev environment, and confirmed the eCR message capabilities are working. We selected four (4) test patients, and we used our immunization messaging capabilities to successfully produce four (4) immunization messages for a 100% success rate. Our internal QA analysis and testing verified the immunization messaging functionality is working, and we confirmed that the low-use results do not indicate any errors or failures with functionality but instead reflect a choice of our providers.

Non-Conformities or Errors Discovered

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

Changes for this Measure from Original RWT Test Plan

As noted above, we added a compliance test to this measure given its low use results from customers. Given the nature of this testing, we believe it has a low impact on the outcome of our real world testing initiative and is an acceptable alternative.

RWT Measure #6. Number of Syndromic Surveillance Registries Engaged

Associated Criteria: 315(f)(2)

Measurement Description

This measure is tracking and counting how many syndromic surveillance public health registries are engaged and exchanging data with the client site.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: number of syndromic surveillance registries engaged

Total: 0 for all clinics during 2024

Alternative Test: Syndromic Messages Created from Synthetic Test Patients

Synthetic Test Patients: 4

Syndromic Messages Created: 4 total; Success Rate 4/4 = 100%

Analysis and Key Findings

The results align with the feedback we received from our clinician community that they do not use this functionality regularly in their practices. Syndromic surveillance is not something done by mental health specialists. Because of the lack of use, we did additional internal testing of this functionality in our production-simulated dev environment, and confirmed the eCR message capabilities are working. We selected four (4) test patients, and we used our syndromic messaging capabilities to successfully produce four (4) syndromic surveillance messages for a 100% success rate. Our internal QA analysis and testing verified the eCR functionality is working, and we confirmed that the low-use results do not indicate any errors or failures with functionality but instead reflect a choice of our providers.

Non-Conformities or Errors Discovered

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

RWT Measure #7. Compliance of Data Export C-CDA Export and C-CDA Scorecard Average Score

Associated Criteria: 315(b)(10)

Measurement Description

This measure is tracking compliance of the Health IT Module criteria functionality of creating a batch export of C-CDAs and measuring its C-CDA Scorecard average. C-CDAs are a main source of patient data for any EHI Export action.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: Tested C-CDAs using the C-CDA Scorecard

Average Grade: 71

Analysis and Key Findings

The ONC's funded C-CDA Scorecard examines C-CDA best practice designs to provide a grade result for C-CDA quantitative assessment. We selected C-CDAs from multiple production-simulated test patients for our scoring.

Our results revealed no conformance errors and no vocabulary errors and graded at an average score of 71 out of 100 which is down from last year's 76 score result. However, there has been discussion on the ONC C-CDA validation elist that the Scorecard's methodology is perhaps too harsh and limits the upper range of what is realistic for most production C-CDAs. Given this discussion and also that we did not change our C-CDA functionality within the last year, we believe our C-CDA creation capabilities are still within compliance of the ONC certification program rules.

Non-Conformities or Errors Discovered

During our testing, we did not discover any certification errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #8. Number of Different applications/3rd party systems using your API capabilities

Associated Criteria: 315 (g)(10)

Measurement Description

This measure will determine how many 3rd party systems or applications are integrated and using the EHR's FHIR API interface. This measure will allow us to verify our certified API is working with 3rd party applications to access USCDI patient data.

Care Settings

Our EHR is designed explicitly to support clinicians treating patients in the mental health and substance use space and our measures were developed for that audience.

Testing Results

Testing Metric/Measurement: number of API applications connected to our system for patient access

Total: 0 for all clinics during 2024

Alternative Test: Synthetic Test Patient Data Access via FHIR API Query

Synthetic Test Patients: 10

FHIR API Queries: 10 total; Success Rate 10/10 = 100%

Analysis and Key Findings

The results align with the feedback we received from our clinician community that they do not use this functionality regularly in their practices. We have integrated with a relied upon software application ConnectEHR +BulkFHIR (Version FHIR4-B) and verified it is working in production.

Because of the lack of use, we did additional internal testing of this functionality in our production-simulated dev environment. We used our FHIR API functionality in our 315(b)(11) usability testing to demonstrate connecting with an external user-supplied predictive DSI, and we had ten different users complete the task showing the FHIR working in a production setting.

Non-Conformities or Errors Discovered

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

Changes for this Measure from Original RWT Test Plan

As noted above, we added a compliance test to this measure given its low use results from customers. Given the nature of this testing, we believe it has a low impact on the outcome of our real world testing initiative and is an acceptable alternative.