# CY 2024 Real World Testing Report for Patient First

## Executive Summary

This is the test report for CY 2024 real world testing for Patient First certified EHR solution, PAS. 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.

Real world testing is critical for us as our PAS EHR is self-developed for our own clinics and clinicians. Our findings indicate that the PAS EHR is working as it was certified as no errors or non-compliances were observed. For each of our CY 2024 Real World Testing Measures, we have recorded our results and findings. If any non-conformities or errors were encountered, we noted them.

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

Authorized Representative Name:

*Darlene J Scruggs*

DATE  1/29/2025

# General Information

Plan Report ID Number: PAS_RWT_2024

Developer Name: Patient First

Product Name(s): PAS

Version Numbers(s): 2015.0.0.1

Certified Health IT Criteria: 315(b)(1)-(3), (b)(6), (c)(1)-(3), (e)(1), (f)(1), (f)(2), (g)(7), (9)

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

- 15.04.04.2140.PAS1.15.02.0.221212
- https://chpl.healthit.gov/#/listing/11065

Developer Real World Testing Page URL: https://www.patientfirst.com/mandatory-disclosure-for-ehr

# Timeline and Milestones for Real World Testing CY 2024

- <u>Milestone 1Q-2024:</u> 1Q-2024: Health IT system is fully enabled for use in real world testing.
  - o <u>STATUS:</u> MET
- <u>Milestone 3Q 2024.</u> Begin making plans to collect data for RWT measures. If necessary, engage clients to ask for their support and participation in real world testing.
  - o <u>STATUS:</u> MET
- <u>Milestone 4Q-2024.</u> 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.
  - o <u>STATUS:</u> 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)

Testing Methodology: Reporting/Logging

## Measurement Description

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

## Care Settings and Number of Clients Site to Test

Patient First's PAS EHR was developed by Patient First for use exclusively in our own urgent care centers. We designed this measure to test our Patient First clinics treating both primary and urgent care. We captured results across all our practice sites and reported them according to their respect state of residence.

## Testing Results

*Reporting Interval: 3 months (Jan 1, 2024 through Mar 31, 2024)*

*Testing Metric/Measurement: Number of C-CDA Successfully Sent*

| State | Result |
|-------|--------|
| VA | 36,899 |
| MD | 37,331 |
| PA | 16,829 |
| NJ | 5,336 |

## Analysis and Key Findings

Because of the nature of urgent care, our users need to generate many C-CDAs for transitions of care for patients back to their primary care providers or hospital centers. Our numbers are in

line with last year's results with a 3% increase. Our results reveal our EHR Module functionality is working as expected.


## 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
We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

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

Associated Criteria: 315(b)(2)

Testing Methodology: Reporting/Logging

## 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 time frame.

## Care Settings and Number of Clients Site to Test

Patient First's PAS EHR was developed by Patient First for use exclusively in our own urgent care centers. We designed this measure to test our Patient First clinics treating both primary and urgent care. We captured results across all our practice sites and reported them according to their respect state of residence.

## Testing Results

*Reporting Interval: 3 months (Jan 1, 2024 through Mar 31, 2024)*

*Testing Metric/Measurement: Number of C-CDA Successfully Received/Incorporated*

| State | Result |
|-------|--------|
| VA | 65 |
| MD | 340 |
| PA | 1 |
| NJ | - |

## Analysis and Key Findings

Because of the nature of urgent care, our patients typically cannot provide us with their primary care provider's C-CDAs so our numbers are much lower than the outbound C-CDA creation and exchange. Our results are in line with last year's numbers at 7% increase. These results continue to show that our users do receive some C-CDAs for incorporation, and our results reveal our EHR Module functionality is working as expected.

## 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
We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

# RWT Measure #3.    Number of Electronic Prescriptions Messages Successfully Sent – Controlled and Non-controlled Substances

Associated Criteria: 315(b)(3)

Testing Methodology: Reporting/Logging

## Measurement Description

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

## Care Settings and Number of Clients Site to Test

Patient First's PAS EHR was developed by Patient First for use exclusively in our own urgent care centers. We designed this measure to test our Patient First clinics treating both primary and urgent care. We captured results across all our practice sites and reported them according to their respect state of residence.

## Testing Results

*Reporting Interval: 3 months (Jan 1, 2024 through Mar 31, 2024)*

*Testing Metric/Measurement: Number of Electronic Prescription Messages Sent*

| State | Result |
|-------|--------|
| VA | 192,681 |
| MD | 128,071 |
| PA | 80,099 |
| NJ | 42,966 |

## Analysis and Key Findings

Electronic prescribing is a popular feature, and it is widely used by all sites. Our numbers are up nearly 15% compared to last year's report showing a growing use of e-prescribing by our provider community. These results reveal our EHR Module functionality is working as expected.

## 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

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

# RWT Measure #4.    Number of Patient Batch Exports Run

Associated Criteria: 315(b)(6)

Testing Methodology: Reporting/Logging

## Measurement Description

This measure is tracking and counting how many batch exports of C-CDAs were successfully performed by the EHR Module over the course of a given interval.

## Care Settings and Number of Clients Site to Test

Patient First's PAS EHR was developed by Patient First for use exclusively in our own urgent care centers. We designed this measure to test our Patient First clinics treating both primary and urgent care. We captured results across all our practice sites and reported them according to their respect state of residence.

## Testing Results

*Reporting Interval: 3 months (Jan 1, 2024 through Mar 31, 2024)*

*Testing Metric/Measurement: Number of C-CDA Batch Exports Sent*

| State | Result |
|-------|--------|
| VA | 9 |
| MD | 4 |
| PA | 3 |
| NJ | - |

## Analysis and Key Findings

While not every site uses the batch export functionality, we do have some which do, and it worked as certified.

## 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

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

# RWT Measure #5. Number of Quality Measures Successfully Reported on to CMS

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

Testing Methodology: Reporting/Logging/Survey

## 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 Settings and Number of Clients Site to Test

Patient First's PAS EHR was developed by Patient First for use exclusively in our own urgent care centers. We designed this measure to test our Patient First clinics treating both primary and urgent care. We captured results across all our practice sites and reported them according to their respect state of residence.

## Testing Results

*Reporting Interval: CY 2024 Submission*

*Testing Metric/Measurement: Number of eCQMs Calculated and Submitted to CMS*

| State | Result |
|-------|--------|
| VA | 7 |
| MD | 7 |
| PA | 7 |
| NJ | 7 |

## Analysis and Key Findings

Our results reveal our EHR Module functionality is working correctly as we reported no issues.

## 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

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

# RWT Measure #6.      Number of Patients Who Accessed/Logged in to Portal

Associated Criteria: 315(e)(1)


Testing Methodology: Reporting/Logging


## Measurement Description

This measure is tracking and counting how many patients are successfully logged into and accessed their patient portal account over the course of a given interval.


## Care Settings and Number of Clients Site to Test

Patient First's PAS EHR was developed by Patient First for use exclusively in our own urgent care centers. We designed this measure to test our Patient First clinics treating both primary and urgent care. We captured results across all our practice sites and reported them according to their respect state of residence.


## Testing Results

*Reporting Interval: 3 months (Jan 1, 2024 through Mar 31, 2024)*

*Testing Metric/Measurement: Number of Patients Who Access or Logged into Patient Portal*

| State | Result |
|-------|--------|
| VA    | 8,844  |
| MD    | 4,931  |
| PA    | 1,941  |
| NJ    | 821    |


## Analysis and Key Findings

Our results reveal our patient portal is extremely popular and widely used. Our numbers are very similar to last year's findings with an increase of 2%.


## 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

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

# RWT Measure #7.    Number of Immunization Messages Successfully Sent to IIS/Immunization Registries

Associated Criteria: 315(f)(1)

Testing Methodology: Reporting/Logging

## 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 interval.

## Care Settings and Number of Clients Site to Test

Patient First's PAS EHR was developed by Patient First for use exclusively in our own urgent care centers. We designed this measure to test our Patient First clinics treating both primary and urgent care. We captured results across all our practice sites and reported them according to their respect state of residence.

## Testing Results

*Reporting Interval: 3 months (Jan 1, 2024 through Mar 31, 2024)*

| State | Result |
|-------|--------|
| VA | 7,967 |
| MD | 5,029 |
| PA | 2,312 |
| NJ | 42 |

## Analysis and Key Findings

For practices connected to an immunization registry, they were able to share data with the registry. Once connectivity was established with the registry, functionality performed as certified. Our numbers were down approximately 5% from last year, but they show stable and consistent use.

## 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

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

# RWT Measure #8.      Number of Syndromic Surveillance Messages Sent

Associated Criteria: 315(f)(2)

Testing Methodology: Reporting/Logging

## Measurement Description

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

## Care Settings and Number of Clients Site to Test

Patient First's PAS EHR was developed by Patient First for use exclusively in our own urgent care centers. We designed this measure to test our Patient First clinics treating both primary and urgent care. We captured results across all of our practice sites and reported them according to their respect state of residence.

## Testing Results

*Reporting Interval: 3 months (Jan 1, 2024 through Mar 31, 2024)*

*Testing Metric/Measurement: Number of Syndromic Messages Sent*

| State | Result |
|-------|--------|
| VA | 304,754 |
| MD | 512,238 |

## Analysis and Key Findings

Because of the types of patient cases we treat at urgent care centers, syndromic surveillance messages are rather common. However, we only have results from two states as they were the only states which were accepting syndromic surveillance messages from our sites. Our total messages sent this year is up over 5% compared to last year showing solid growth in usage.

## 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

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

# RWT Measure #9.   Number of Applications/3rd party Systems Accessing our FHIR API server

Associated Criteria: 315(g)(7), (g)(9)

Testing Methodology: Reporting/Logging

## Measurement Description

This is a measure to determine how many different systems or applications are connecting to our EHR via the API. We will look over the course of a minimum of six (6) months to gauge registered applications and active use.

## Care Settings and Number of Clients Site to Test

Patient First's PAS EHR was developed by Patient First for use exclusively in our own urgent care centers. We designed this measure to test our Patient First clinics treating both primary and urgent care. We captured results across all our practice sites and reported them according to their respect state of residence.

## Testing Results

*Reporting Interval: 12 months (Jan 1, 2024 through Dec 31, 2024)*

| All States | 0 |
|---|---|

## Analysis and Key Findings

We currently do not have any applications that have completed registration and onboarded with our production FHIR server. However, we have worked significantly in 2024 to update and enhance our FHIR capabilities, and we did significant testing using tools like Postman and the ONC Inferno application to verify the system is working and in compliance.

## 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

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.