I3 Healthcare Solutions, LLC

I3 EHR 5.2

Real World Testing Results v.1.8

General Information

Plan Report ID Number:

Developer Name: i3 Healthcare Solutions, LLC

Product Name(s): i3 EHR

Version Number(s): 5.2

Certified Health IT Product List (CHPL) ID(s): 15.04.04.2621.iMed.52.01.1.231220

Developer Real World Testing Page URL: https://www.i3verticals.com/ehr-certification/

Summary of Testing Methods and Key Findings

In this real-world test, i3 Healthcare Solutions confirmed compliance of the certified modules with ONC certification and test interoperability in real world settings and scenarios. Selected providers were provided with detailed instructions and audit logging of all measures were activated inside the clinic's software. Interoperability and compliance were analyzed through audit logging analysis. Audit logs were inspected every 60 days and both the quantity of expected outcomes and the error frequency rate assessed. i3 Healthcare Solutions utilized real customers and selected providers based on their usage of the software to fully cover all aspects of the certified modules.

Through testing, i3 Healthcare Solutions confirmed the software is compliant with all tested ONC standards and requirements. Measure one found nearly all users are sending CCDAs for transition of care, with some clinics utilizing this feature more robustly than others. Measure 2 found that most users are not taking advantage of the CCDA reconciliation functionality within the software. This will direct future training and client notifications. Measure 3 shows that at some clinics patient engagement is improved with more patients downloading their records. Measure 4 and 5 found that clinics are not currently using the API access and data export functionality. This finding was expected as the industry has not yet adopted all of the new features. These measures will be retested in future years to track usage of these features. Measure 6 found that laboratory integrations are increasing in adoption, and the incorporation of lab results makes a substantial impact with the number of results incorporated.

Standards Updates

[ ] 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	

Relied Upon Software

Measures 1 and 3 rely upon phiMail Direct Messaging. Measure 4 relies upon phiQuery™ Interoperability Engine for FHIR API access. All other measures do not rely upon any additional software.

Measures used in Overall Approach

Measure 1

Transitions of Care

170.315(b)(1) Transitions of care

This test plan will test the interoperability of sending and receiving transitions of care.

The metric used will be the number of CCDAs sent to third party providers.

The care setting addressed is inside an ambulatory clinic.

Relied upon software: PhiMail Server for direct messaging.

Measure Test Plan:

1. The provider will select a patient, open the patient chart, click the “+” sign under “Referral/TOC” and send a CCDA with a referral to an outside provider, then click “Send Referral”.
2. The provider will click on an incoming referral from their dashboard view. Select the CCDA and import it into the patient’s chart.

Expected Outcome:

1. CCDA is sent to a third-party provider.

Results:

1. EFM: 3
2. Mays: 521
3. HFP: 270
4. Sabb: 0

Measure 2

Clinical information reconciliation and incorporation

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

This test plan will test the software's ability to reconcile data received from outside clinics in CCDA format and correctly incorporate it into the appropriate chart sections. It will also test the usability of this function by providers.

The metric used will be the number of CCDAs reconciled into patient charts.

The care setting addressed is inside an ambulatory clinic.

Measure Test Plan:

1. After step 2 of measure 1, the provider will click the "Reconcile" button from within the imported CCDA.
2. Provider should click with the reconciliation process, reconciling each section of the chart and saving at the end.

Expected Outcome:

1. Reconciled medications, allergies, and problems are now shown in the patient's chart.

Results:

1. EFM: 0
2. Mays: 0
3. HFP: 0
4. Sabb: 0

Measure 3

View, Download, and Transmit and Consolidated CDA creation performance

170.315(e)(1) View, download, and transmit to 3rd party

170.315(g)(6) Consolidated CDA creation performance

This test plan will confirm the patient is able to view and download their health information via the patient portal. It will also test the interoperability of transmitting health data by the patient via the patient portal and test for valid CDA creation.

The metrics used will be the number of times patients viewed, downloaded, or transmitted to a third-party direct address from the patient portal.

The care setting addressed is inside an ambulatory clinic.

Relied upon software: PhiMail Server for direct messaging.

Measure Test Plan:

1. After a visit, the patient logs into their patient portal, opens their personal health record, and views, downloads, and/or transmits it to a third-party direct address.

Expected Outcome:

1. CCDA will be viewed, downloaded, or transmitted.

Results:

1. EFM: 653
2. Mays: 76
3. HFP: 987
4. Sabb: 0

Measure 4

Application Access

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

This test plan will test the interoperability of the FHIR API.

The metric used will be the number of queries ran through the FHIR API at a given clinic.

The care setting addressed is inside an ambulatory clinic that utilizes a third-party software to retrieve patient data through FHIR.

Measure Test Plan:

1. The provider is capable of creating API credentials from within the software.
2. Once authentication is set up with third party software, patient queries happen automatically on the iMed side, no further user input is required. The provider will navigate to third party software and view retrieved patient data.

Expected Outcome:

1. Patient data will appear accurately in the third-party system.

Results:

1. EFM: 0
2. Mays: 0
3. HFP: 0
4. Sabb: 0

Measure 5

Data Export

170.315(b)(6) Data Export

This test plan will test the interoperability of the data export.

The metric used will be the number of times data is exported using the data export utility.

The care setting addressed is inside an ambulatory clinic that utilizes the data export into a third-party software.

Measure Test Plan:

1. Provider will navigate to the System > Utilities > Data Export screen.
2. Perform an export with the parameters needed for the use case.

Expected Outcome:

1. Patient data will appear accurately in the third-party system.

Results:

1. EFM: 0
2. Mays: 0
3. HFP: 0
4. Sabb: 0

Measure 6

Transmission of Laboratory test results

170.315(f)(3) Transmission to public health agencies — reportable laboratory tests and value/results

This test plan will test the interoperability of the transmission of laboratory tests and results to public health agencies.

The metric used will be the number of lab test results transmitted.

The care setting addressed is inside an ambulatory clinic that utilizes the transmission of laboratory test results to public health agencies.

Measure Test Plan:

1. Providers must work with iMed Software to set up an interface with a public health agency.
2. Providers will continue to read lab results as usual in the software and results will be automatically submitted to the public health agency.

Expected Outcome:

1. Patient lab result data will appear accurately in the public health agency website.

Results:

1. EFM: 17448
2. Mays: 3746
3. HFP: 12501
4. Sabb: 126

Schedule of Key Milestones

Key Milestone	Date
Release of documentation including detailed instructions, and surveys.	Jan 2024
Identify providers for real world testing.	Feb 2024
Meet with providers to establish timelines, review instructions, and data collection.	March 2024
Ongoing follow-up with providers for any corrective measures deemed necessary.	Every 60 days 2024
Data collection and review.	Every 60 days 2024
End of real-world testing.	Dec 31st, 2024
Analysis of results and report creation.	Jan 2025
Submit real world testing report.	Feb 2025

Attestation

This Real-World Testing plan 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.

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