MDOps RealWorldTesting Results Report – 2023

GENERAL INFORMATION

Plan Report ID Number: [For ONC-Authorized Certification Body use only]	20221208mdo
Developer Name:	**MDOps Corporation**
Product Name(s):	**MDLog**
Version Number(s):	**5.0**
Certified Health IT Product List (CHPL) ID(s):	**15.02.05.1836.MDOP.01.01.1.220117**
Developer Real World Testing Plan/Results Report Page URL	https://www.mdops.com/certified/

Criteria's Covered:

As part of RealWorldTesting (RWT) the below listed criteria were considered.

170.315(b)(1) Transition of care
170.315(b)(9) Care Plan
(b)(9)(i) - Enable a User to Record, Change, Access, Create, and Receive Care Plan
170.315(c)(1) clinical quality measures –record and export
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
170.315(h)(1) Direct Project

Deviations from Test Plan:

No changes were made to the product and the test plan for identified criteria during the execution of the test plan. Hence, we followed the same approach that was mentioned in the test plan and completed the RWT testing

Testing Method:

Between January 1st 2023 and September 31st 2023, we have captured the audit logs of the above listed certification criteria from our Production servers, de-identified the PHI data from these logs and analysed the through put to evaluate the success and failure rate, data exchange accuracy and interoperability.

Outcome of RWT:

Overall, we were able to achieve the expected outcomes mentioned in our test plan with less than one percentage errors. As mentioned in the RWT Test Plan we have achieved the key milestones and completed the testing. We found it challenging to generate throughput for the criteria where we do not have active usage in production with live customers to capture real time audit logs, in this case we had to totally depended on authorized representative and had to follow up with them in order to meet the key milestones.

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

No, none of our products include these voluntary standards

Care Settings:

For this RealWorldTesting, we have used the below care settings
Speciality: Geriatric
Metrics and Outcomes:

1. **Date Exchange - 170.315(b)(1) Transition of care:** To test these criteria we have measured the success rate of CCDA generation from our audit logs. A total of 173 hits were done out of which 172 requests resulted in successful generation of the CCDA and one of them resulted in failure with the below error message. Hence, we have achieved the planned target of less than 1% errors.
   "Exception:Unable to view the CCD document:java.lang.NullPointerException**"**

2. **Date Exchange - 170.315(b)(9) Care Plan:** We had around 649 transactions to Record, Change, Access, Create, and Receive Care Plan during the testing period. As per the recorded audit logs we have achieved 100% success in achieving these criteria with no error logs created.

3. **Date Exchange - 170.315(c)(1) clinical quality measures –record and export:** We have captured the audit logs for the record and export actions of the CQM criteria and have achieved 100% success in being able to allow the users to successfully record and export the documents. A total of around 3578 logs were captured for these actions.

4. **Interoperability and Data Exchange - 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:**
   A total of 43931 transaction logs were recorded while the users were trying to perform the Patient selection and all other date requests, out of this error were recorded for close to 436 transactions with the below error messages
   1. Bad credentials
   2. Patient with provided patientId not found in MDLog
   3. Unpassable date: "23-08-1960"
   Hence, we managed to achieve less than 1% of error in achieving these criteria.

5. **Interoperability and Data Exchange - 170.315(h)(1) Direct Project:**   To test Direct Project criteria we have analysed the audit logs from production and checked if the direct emails triggered from MDLog were successfully sent and we were able to receive the direct emails triggered from the vendors. The accuracy of data sent through the direct email was verified.

   Sample: A total of 220 direct emails was triggered from MDOps out of which 218 messages were sent successfully, the missing message errored out with the below error message:

"Error: The system is currently unable to send direct email:null."

Thus, we achieved less than 1% percentage of failure.

Key Milestones: We have met the below planned timelines

Key Milestone	Planned Date/Time Frame
Release of documentation for the Real-World Testing to be provided to authorized representatives and providers. This includes surveys, specific instructions on what to look for, how to record issues encountered, and Customer Agreements.	January 1, 2023
Explaining the Real-World Testing Use Cases	February 1, 2023
Begin collection of information as laid out by the plan.	March 1, 2023 to September 1, 2023
Meet with previously identified providers and authorized representatives to ensure that Real World Testing protocols are effective.	May 1, 2023
End of Real-World Testing period/final collection of all data for analysis	September 1, 2023
Analysis and report creation	October 1, 2023
Submit Real World Testing report to ACB (per their instructions)	October 30th, 2023