

Y2023 Real World Test Results Report

Office Practicum

Developer Attestation

As a developer of software certified under the Office of the National Coordinator for Health Information Technology Health IT Certification Program, Office Practicum is pleased to submit this Real World Test (RWT) Result Report for the calendar year 2023 in accordance with 2015 Cures Update Edition certification criteria.

The Real World Testing Result Report includes all required elements that meet the requirements of the certification criteria and is up to date. We believe that there were no non-compliances observed and results revealed that OP EHR functionality is working as expected.

Office Practicum

DocuSigned by:
Bharath Perugu

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Authorized Representative Signature

Date: February 1, 2024 | 9:49 AM PST

Bharath Perugu, Vice President Product Delivery
bperugu@officepracticum.com

General Product Information

Plan Report ID Number: OPRWT2022

Developer Name: Office Practicum <https://www.officepracticum.com/>

Product Name: Office Practicum

Version Number: 21

Certified Health IT Product List (CHPL) ID & ONC-ACB Certification

ID:: 15.04.04.3048.Offi.21.02.1.221121

CHPL Listing: <https://chpl.healthit.gov/#/listing/11049>

Developer Real World Testing Page URL:

officepracticum.com/21st-Century-real-world-test-plan-and-results



Care Settings

Certified Office Practicum is marketed primarily to Primary Care Pediatrics (ambulatory setting). All aspects of the Real World Testing Plan Results are from the Primary Care Pediatrics setting.

Change to 2023 RWT Plan

The RWT Plan that was submitted to the ONC and ACB in 2022 did not include (b)(10) Electronic Health Information Export. However, OP did certify for this new criterion in 2022 and information on the enhanced functionality is added in this document.

In addition, OP certified to (g)(10) Standardized API for Patient and Population Services the same year. We have added metrics for the new FHIR APIs as well (see RWT Criteria #6)

Standards Updates (SVAP and USCDI)

Office Practicum has not updated CHITM to any new standards as part of the SVAP or the Cures Update criteria as of this date nor plan to prior to the execution of the 2022 Real World Test.

Standard (and version)	All standards versions are those specified in USCDI v1, HL7 v2.5.1, HL7 v3
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification (SVAP only)	Not applicable

Schedule of Key Milestones

Key Milestones	Date(s)	Status
Recruit/Select User Collaborative Partners for RWT	By December 31, 2023	MET (In Q12023)*
Logistics/scheduling for Real World Testing w/Practices	1/1/2023-1/31/2023	MET
RWT Execution for certification criteria w/Practices Q1	By 3/31/2023	MET
RWT Execution for certification criteria w/Practices Q2	By 6/30/2023	MET
RWT Execution for certification criteria w/Practices Q3	By 9/30/2023	MET
RWT Execution for certification criteria w/Practices Q4	By 12/15/2023	MET
Analysis and test results report creation	1/1/2024-1/31/2024	MET
Submit final 2023 RWT results to ONC	March 2024	MET (Q12024)
Submit 2023 RWT Plan to Drummond	11/15/2023	MET

RWT Measures

Under the ONC Health IT Certification Program as part of Real World Testing Plan OP has prepared this report with results for below criteria(s) to adhere to the compliance requirements.

- § 170.315(b) - Care Coordination
 - § 170.315(b1) - Transitions of Care
 - § 170.315(b2) - Clinical information reconciliation and incorporation
 - § 170.315(b6) - Data Export

- § 170.315(b10) - Electronic Health Information
- § 170.315(b3) - Electronic Prescribing
- § 170.315(f) - Electronic Exchange
 - § 170.315(f1) - Transmission to immunization registries
- § 170.315(g10) -Standardized API for Patient and Population Services

RWT Criteria #1 Electronic Prescribing

Reporting Results Time Frame: Q42023

Testing Methodology: Logging, Reporting, Interactive Testing

Interactive Testing: Every quarter and for every major release throughout Y2023, OP early adopter program practices ran through various tests to validate the functionality and for OP to address any issues that arise before the release goes to general availability.

Testing Results:

Total number of practices queried: All Practices

Number of Practices for Interactive Test: up to 8 practices

Metric	Value
New Rx	2,312,217
New EPCS Rx	349282
Cancel Rx	9302
Change Requests	383
Accepted Change Requests	0
Denied Changed Requests	0
Renewal Requests	107716

Electronic Prescribing functionality is used by OP practices to send prescription requests to



the pharmacy and receive renewal requests and more.

Key Findings and Analysis:

Electronic Prescribing is a widely used functionality across our customer base. By using this functionality our practices were successfully able to create, send and receive prescriptions. Our RWT results and Interactive Testing reveals that the EHR functionality is working as expected. The EHR module conforms to the NCPDP standard 2017071.

Our analysis also revealed that CancelRx, ChangeRx functionality is more widely adopted than in 2022. However, our customers need more education around this functionality.

Direct client feedback revealed that clients feel that prescribing takes too much time.

Action taken on key findings:

In 2023 OP implemented usability improvements to ease the prescribing time burden, while not sacrificing security.

Area of improvement:

These seemingly small UI/UX changes significantly improved customer satisfaction and patient throughput.

Relied Upon Software: First DataBank

RWT Criteria #2 Transmission to immunization registries

Reporting Results Time Frame: Q42023

Testing Methodology: Logging, Reporting, Interactive Testing

Interactive Testing: Every quarter and for every major release throughout Y2023, OP early adopter program practices ran through various tests to validate the functionality and for OP to address any issues that arise before the release goes to general availability.

Testing Results:

As a Pediatric specific setting this functionality is very critical for our practice base and by utilizing our Immunization Integration Program certified EHR OP users were successfully able to submit immunizations to the state registries.



Total number of practices queried: All Practices

Number of Practices for Interactive Test: up to 8 practices

VXU Messages successfully sent for all Practices: 35,802,977

Key Findings and Analysis:

Electronic submission and querying registry is a widely used functionality with OP customer base. Practices were successfully able to exchange data with the respective state immunization registry. We are receiving more requests for bidirectional VXU exchange and implementing those as more registries have this functionality available.

Action taken on key findings:

Bidirectional exchange is expanding. As with unidirectional exchange, there are small issues to work out with each registry that is onboarded. That also comes with lessons learned. We have expanded our knowledge and improved the customer onboarding accordingly.

Area of improvement:

Since OP is a pediatric focus EHR, we are always striving to improve functionality around immunizations. Client education and resources around vaccine registries was a focus in 2023.

RWT Criteria #3&4 Transitions of Care & Clinical information reconciliation and incorporation

Reporting Results Time Frame: Q42023

Testing Methodology: Logging, Reporting, Interactive Testing

Interactive Testing: Every quarter and for every major release throughout Y2022, OP early adopter program practices ran through various tests to validate the functionality and for OP to address any issues that arise before the release goes to general availability.

Testing Results:

CDA documents were received via edge protocol into OP to the addressed recipient. OP users were also successfully sending CDA documents from within OP to various direct address recipients and third party systems like HIEs and health groups.



Total number of practices queried: All Practices
Number of Practices for Interactive Test: up to 8 practices
Total CDAs generated Successfully: 74,862
Total CDAs parsed that were received: 20,628
Number of CDAs sent via edge protocol: 261
Number of Direct Messages received: 3761

Key Findings and Analysis:

Client satisfaction and successful generation of CDAs remain high. This area of the application is stable.

Action taken on key findings:

No direct action is needed. However, there were some enhancements made for Data Export (see below)

Area of improvement:

None for this functionality.

RWT Criteria #5 Data Export

Reporting Results Time Frame: Q42023

Testing Methodology: Logging, Reporting, Interactive Testing

Interactive Testing: Every quarter and for every major release throughout Y2022, OP early adopter program practices ran through various tests to validate the functionality and for OP to address any issues that arise before the release goes to general availability.

Testing Results:

Number of Practices for Interactive Test: up to 2 practices
Functional testing was conducted with two different practices for this functionality.

Key Findings and Analysis:

In our analysis we realized that customers needed an improved UI/UX to differentiate between generation of CDAs and full EHI. Choosing a patient/patient(s) and the timing of the export needed to be adjusted depending on the export.



Action taken on key findings:

After careful planning, assuring minimal risk and disruption to the current workflow, a new button and tab were added.

Area of improvement:

This was released in December 2023 so metrics for this new workflow will be analyzed during 2024. Action will be taken as needed based on these metrics and client feedback.

RWT Criteria #6 Standardized API for Patient and Population Services

Reporting Results Time Frame: 2023 Q4

Testing Methodology: Logging, Reporting, Interactive Testing

Interactive Testing: Every quarter and for every major release throughout Y2023, OP early adopter program practices ran through various tests to validate the functionality and for OP to address any issues that arise before the release goes to general availability.

Testing Results:

Total Number of Practices Monitored (FHIR API): All practices with this functionality activated

Number of Practices for Interactive Test: up to 2 practices

Functional testing was conducted with two different practices for this functionality.

FHIR/Patient

Processed Requests	5.6/min
Total processed requests	283k
Response time median	47.7 ms
Response time slowest 10%	1.51 s
Response time slowest 5%	1.88 s
Failure rate	0%
CPU per request	12 ms/req

Total CPU	90.5 ms/min
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FHIR/Family Member History

Processed Requests	11/min
Total processed requests	553k
Response time median	7.45 ms
Response time slowest 10%	47.1 s
Response time slowest 5%	102 s
Failure rate	0%
CPU per request	1.04 ms/req
Total CPU	13.3 ms/min

FHIR Allergy Intolerance

Processed Requests	11.3/min
Total processed requests	569k
Response time median	11.1 ms
Response time slowest 10%	117 s
Response time slowest 5%	195 s
Failure rate	0%
CPU per request	1.28 ms/req
Total CPU	15.8 ms/min

FHIR Condition

Processed Requests	12.4/min
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Total processed requests	627k
Response time median	199 ms
Response time slowest 10%	687 ms
Response time slowest 5%	1.24 s
Failure rate	0%
CPU per request	8.67 ms/req
Total CPU	135 ms/min

FHIR Document Reference

Processed Requests	23.7/min
Total processed requests	1.2M
Response time median	202 ms
Response time slowest 10%	303 s
Response time slowest 5%	402 s
Failure rate	0%
CPU per request	14.8 ms/req
Total CPU	351 ms/min

FHIR Account

Processed Requests	110/min
Total processed requests	5.56M
Response time median	125 ms

Response time slowest 10%	319 s
Response time slowest 5%	386 ms
Failure rate	0%
CPU per request	3.37 ms/req
Total CPU	372 ms/min

FHIR Coverage

Processed Requests	127 /min
Total processed requests	6.4 M
Response time median	102 ms
Response time slowest 10%	258 ms
Response time slowest 5%	407 ms
Failure rate	0%
CPU per request	2.84 ms/req
Total CPU	360 ms/min

FHIR Medication Statement

Processed Requests	128 /min
Total processed requests	6.44M
Response time median	104 ms
Response time slowest 10%	815 ms
Response time slowest 5%	969 m s
Failure rate	0%

CPU per request	3.28 ms/req
Total CPU	431 ms/min

FHIR Immunization

Processed Requests	134 /min
Total processed requests	6.77M
Response time median	261 ms
Response time slowest 10%	1.07 s
Response time slowest 5%	1.34 s
Failure rate	0%
CPU per request	5.63 ms/req
Total CPU	756 ms/min

FHIR Location

Processed Requests	166/min
Total processed requests	8.37M
Response time median	11.9 ms
Response time slowest 10%	84.8 ms
Response time slowest 5%	198 ms
Failure rate	0%
CPU per request	1.18 ms/req
Total CPU	191 ms/min

FHIR Appointments



Processed Requests	306/min
Total processed requests	40M
Response time median	24.4 ms
Response time slowest 10%	385 ms
Response time slowest 5%	677 ms
Failure rate	0%
CPU per request	1.86 ms/req
Total CPU	568 ms/min

FHIR Patient Match

Processed Requests	1.04K/min
Total processed requests	52.4M
Response time median	5.95 ms
Response time slowest 10%	8.42 ms
Response time slowest 5%	9.22 ms
Failure rate	0%
CPU per request	877us/req
Total CPU	886 ms/min

Key Findings and Analysis:

Our testing revealed that the FHIR APIs are responsive and working as designed.

Action taken on key findings:

None at this time.

Area of improvement:

We will continue to monitor the FHIR endpoints and expand upon them over time.

Certificate Of Completion

Envelope Id: A84C6D97B43C47DB98D467E444C43DB8	Status: Completed
Subject: OP RWT Results Report	
Source Envelope:	
Document Pages: 14	Signatures: 1
Certificate Pages: 2	Initials: 0
AutoNav: Enabled	Envelope Originator:
Envelope Stamping: Disabled	Jacqueline Ackerman
Time Zone: (UTC-08:00) Pacific Time (US & Canada)	602 W Office Center Drive, Suite 350
	Fort Washington, PA 19034
	jackerman@officepracticum.com
	IP Address: 13.110.78.8


Record Tracking

Status: Original	Holder: Jacqueline Ackerman	Location: DocuSign
2/1/2024 9:20:18 AM	jackerman@officepracticum.com	

Signer Events

Bharath Perugu
 bperugu@officepracticum.com
 VP of Product Delivery
 Security Level: Email, Account Authentication (None)

Signature

DocuSigned by:

 6F55E1B5074248D...
 Signature Adoption: Pre-selected Style
 Using IP Address: 174.246.196.71
 Signed using mobile

Timestamp

Sent: 2/1/2024 9:31:01 AM
 Viewed: 2/1/2024 9:49:14 AM
 Signed: 2/1/2024 9:49:35 AM

Electronic Record and Signature Disclosure:
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In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Kate Lunt
 klunt@officepracticum.com
 VP, Marketing
 Security Level: Email, Account Authentication (None)

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Sent: 2/1/2024 9:49:36 AM
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Pamela Chapman
 pchapman@officepracticum.com
 Security Level: Email, Account Authentication (None)

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Sent: 2/1/2024 9:49:36 AM
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Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	2/1/2024 9:31:01 AM
Certified Delivered	Security Checked	2/1/2024 9:49:14 AM
Signing Complete	Security Checked	2/1/2024 9:49:35 AM
Completed	Security Checked	2/1/2024 9:49:36 AM

Payment Events	Status	Timestamps
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