CY 2022 Real World Testing Report for Pulse

Executive Summary

This is the test report for CY 2022 real world testing for our Pulse certified EHR. This is the companion document to our CY 2022 real world test plan that described our approach for conducting real world testing in CY 2022 and the testing measures we employed.

Our findings show that EHR is working as it was certified. Results do indicate that some certified functionality is widely used, like electronic prescription, while other features are not used, such as C-CDA transmission and public health registries. For those criteria without notable real world metrics, we confirmed this via surveys with our user community and then supplemented with production-simulated testing where possible.

For each our CY 2022 Real World Testing Measures, we have recorded our results and findings. We did not discover any non-conformities or errors.

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.

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01/31/2023

RWT Measure #23.   How many different IIS/immunization registries do you connect with? 30

RWT Measure #24.   How many different electronic reportable lab registries do you connect with?   31

General Information

Plan Report ID Number: Pulse-RWT-2022

Developer Name: Pulse Systems, Inc

Product Name(s): Pulse EHR

Version Numbers(s): 6.0

Certified Health IT Criteria: 315(b)(1)-(3), (b)(6), (c)(1), (f)(1), (f)(3), (h)(1)

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

- 15.04.04.2837.Puls.06.00.1.180601
- https://chpl.healthit.gov/#/listing/9459

Developer Real World Testing Page URL: http://www.pulseinc.com/certification-disclosure/

Timeline and Milestones for Real World Testing CY 2022

- <u>Milestone 1Q-2022:</u> Begin communication with clients to ask for their support and participation in real world testing. The goal is to have a sufficient number of clients committed for real world testing by the end of 1Q-2022.
    - <u>STATUS:</u> Delayed until 4Q because of work on Cures certification. Completed in 4Q.
- <u>Milestone 2Q-3Q 2022.</u> During the 2nd and 3rd quarter of CY 2022, the real world testing with clients will be scheduled and performed. It is expected that a preparatory call will be done with clients to prepare them for testing activities. Results will be documented in the test results section of the test methods and ultimately used to build the test report. If any non-compliances are observed, we will notify the ONC-ACB of the findings and make the necessary changes required.
    - <u>STATUS:</u> Delayed until 4Q because of work on Cures certification. Completed in 4Q.
- <u>Milestone 4Q-2022.</u> During the last quarter of the year, the CY 2023 real world test plan will be completed according to ONC and ONC-ACB requirements and expectations. Test plan will be prepared for submission before the end of the year.
    - <u>STATUS:</u> MET
- <u>Milestone 1Q-2023.</u> Submit RWT Test Report to ONC-ACB.
    - <u>STATUS:</u> MET

Standards Version Advancement Process (SVAP) Updates

For CY 2022 RWT testing, we did not do any SVAP updates.

Standard (and version)	N/A
Updated certification criteria and associated product	N/A
Health IT Module CHPL ID	N/A
Method used for standard update	N/A
Date of ONC-ACB notification	N/A
Date of customer notification (SVAP only)	N/A
Conformance measure	N/A
USCDI-updated certification criteria (and USCDI version)	N/A

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 during a transition of care event over the course of a given interval.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Clinics Queried: 2

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

   Total C-CDA Sent for all Clinics: 2

Analysis and Key Findings

Our clients do not regularly share data through C-CDA files so we only have a few records of exchanged C-CDAs. To supplement this, we did conformance testing internally in a production-adjacent environment and verified our Module functionality is still working as certified.

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)

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 interval.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Clinics Queried: 2

Testing Metric/Measurement: Number of C-CDAs Received and/or Incorporated

   Total C-CDA Received for all Clinics: 0

Analysis and Key Findings

Our clients do not regularly share data through C-CDA files so we do not have any records of batch export C-CDAs. To supplement this, we did conformance testing internally in a production-adjacent environment and verified our Module functionality is still working as certified.

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 #3. Number of NewRx Prescriptions Messages Successfully Sent

Associated Criteria: 315(b)(3)

Testing Methodology: Reporting/Logging

Measurement Description

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

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Clinics Queried: 2

Testing Metric/Measurement: Number of NewRx Prescriptions Messages Sent

   Total for all Clinics: 718

Analysis and Key Findings

Our electronic prescribing functionality is very popular and widely used with nearly 100% of all eligible prescriptions sent electronically.

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 #4. Number of CancelRx Prescriptions Messages Successfully Sent

Associated Criteria: 315(b)(3)

Testing Methodology: Reporting/Logging

Measurement Description

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

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Clinics Queried: 2

Testing Metric/Measurement: Number of CancelRx Prescriptions Messages Sent

 Total for all Clinics: 0

Analysis and Key Findings

While creating new prescriptions electronically is very common, our providers are not using the electronic cancel prescription functionality in their normal workflows as it is not a common need.

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 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
Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results
Clinics Queried: 2

Testing Metric/Measurement: Number of Batch C-CDAs Exports Run

   Total C-CDA Sent for all Clinics: 0

Analysis and Key Findings
Our clients do not regularly share data through C-CDA files so we do not have any records of batch export C-CDAs. To supplement this, we did conformance testing internally in a production-adjacent environment and verified our Module functionality is still working as certified.

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 #6. Number of Quality Measures Successfully Reported on to CMS

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

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many eCQM quality measures were successfully reported on by the EHR Module to CMS during their submission period for MIPS Quality reporting.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Clinics Queried: 2

Testing Metric/Measurement: Number Quality Measures Reported

> *Average Number Submitted per Clinic: 6*

> *Collective eCQMs Submitted: CMS50v10, CMS68v11, CMS69v10, CMS125v10, CMS127v10, CMS134v10, CMS138v10, 139v10, 147v11, CMS156v10*

Analysis and Key Findings

Our clients were able to submit their top six scoring eCQMs for their MIPS Quality Reporting category without error or issue.

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 #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

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Clinics Queried: 2

Testing Metric/Measurement: Number of Immunizations Messages Sent to PHA

> *Total for all Clinics: 0*

Analysis and Key Findings

Our clients are not currently signed up with any immunization registry so we have no metrics on this measure.

Non-Conformities or Errors Discovered

While we do not have any clients using this capability at the moment, its functional remains same as when we initially certified it, and we do not believe we have any current non-compliances. We did not make any changes to this measure from our original test plan.

RWT Measure #8.   Number of Patient Immunization History Queries Sent

Associated Criteria: 315(f)(1)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many patient immunization history queries are created and successfully sent from the EHR Module to an IIS/immunization registry over the course of a given interval.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Clinics Queried: 2

Testing Metric/Measurement: Number of Immunizations Queries Sent to PHA

   Total for all Clinics: 0

Analysis and Key Findings

Our clients are not currently signed up with any immunization registry so we have no metrics on this measure.

Non-Conformities or Errors Discovered

While we do not have any clients using this capability at the moment, its functional remains same as when we initially certified it, and we do not believe we have any current non-compliances. We did not make any changes to this measure from our original test plan.

RWT Measure #9.   Number of Electronic Reportable Lab Messages Successfully Sent

Associated Criteria: 315(f)(3)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many electronic reportable messages are created and successfully sent from the EHR Module to a public health registry over the course of a given interval.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Clinics Queried: 2

Testing Metric/Measurement: Number of Electronic Reportable Lab Messages Sent to PHA

Total for all Clinics: 0

Analysis and Key Findings

Our clients are not currently signed up with any reportable lab registry so we have no metrics on this measure.

Non-Conformities or Errors Discovered

While we do not have any clients using this capability at the moment, its functional remains same as when we initially certified it, and we do not believe we have any current non-compliances. We did not make any changes to this measure from our original test plan.

RWT Measure #10.   Number of Direct Messages Successfully Sent

Associated Criteria: 315(h)(1)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many Direct messages were successfully sent from the EHR Module to a 3rd party over the course of a given interval.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Clinics Queried: 2

Testing Metric/Measurement: Number of Direct Messages Successfully Sent

    Total Sent for all Clinics: 0

Analysis and Key Findings

Our clients do not regularly share data through C-CDA files so we do not have any records of exchanged C-CDAs via Direct. To supplement this, we did conformance testing internally in a production-adjacent environment and verified our Module functionality is still working as certified.

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 #11.   Number of Direct Messages Successfully Received

Associated Criteria: 315(h)(1)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many Direct messages were successfully received by the EHR Module from a 3rd party over the course of a given interval.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Clinics Queried: 2

Testing Metric/Measurement: Number of Direct Messages Successfully Received

   Total Sent for all Clinics: 0

Analysis and Key Findings

Our clients do not regularly share data through C-CDA files so we do not have any records of exchanged C-CDAs via Direct. To supplement this, we did conformance testing internally in a production-adjacent environment and verified our Module functionality is still working as certified.

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 #12.   Compliance of C-CDA Creation and C-CDA Scorecard Average

Associated Criteria: 315(b)(1)

Testing Methodology: Compliance and Tool

Measurement Description

This measure is tracking compliance the EHR Module criteria functionality of creating a C-CDA and measuring its C-CDA Scorecard average.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results and Changes for this Measure from Original RWT Test Plan

Testing Metric/Measurement: C-CDA Creation and C-CDA Scorecard Average Metric

Tested multiple C-CDA Records.

Average Scorecard Result – 68

Errors Detected – 0

Analysis and Key Findings

This test was done using simulated patient data in mirrored production settings. Our results reveal this certified EHR module is working as certified and scores at slightly below average value compared to the industry benchmark.

Non-Conformities or Errors Discovered

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

RWT Measure #13.   Compliance of C-CDA Error Detection

Associated Criteria: 315(b)(1)

Testing Methodology: Compliance

Measurement Description

This measure is tracking compliance of the EHR Module criteria functionality of detecting errors within a received or imported C-CDA.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results and Changes for this Measure from Original RWT Test Plan

Testing Metric/Measurement: C-CDA Error Detection

Tested multiple C-CDA Records.

All Errors Detected

Analysis and Key Findings

This test was done using simulated patient data in mirrored production settings. We modified patient data to have specific errors in them and then imported them into our EHR. Our error detection found the intentional C-CDA errors as designed.

Non-Conformities or Errors Discovered

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

RWT Measure #14.   Compliance of Problem/Medication/Allergy Incorporation from C-CDA

Associated Criteria: 315(b)(2)

Testing Methodology: Compliance

Measurement Description

This measure is tracking compliance of the EHR Module criteria functionality of incorporating problem/medication/allergy from a C-CDA.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Testing Metric/Measurement: Compliance of Incorporation of Received C-CDA

 Confirmed

Analysis and Key Findings

While our clients do not regularly share data through C-CDA, we did confirm our functionality was working in a mirrored production environment.

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 #15.   Compliance of eRx NewRx/CancelRx/MedHistory Capabilities

Associated Criteria: 315(b)(3)

Testing Methodology: Compliance and Tool

Measurement Description

This measure is tracking compliance of the EHR Module criteria functionality of sending eRX messages such as NewRx, CancelRx, and Medication History over the Surescripts network.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Testing Metric/Measurement: E-Prescribing Compliance Check

   Confirmed

Analysis and Key Findings

As noted in an earlier measure, our customers send many electronic prescriptions to pharmacies, and functionality is working successfully in production setting.

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 #16.   Do you often get errors in received C-CDAs and does the EHR detect them and notify you of them?

Associated Criteria: 315(b)(1)

Testing Methodology: Survey/User Reported

Measurement Description
This is a survey measure to determine use and value of C-CDA error detection.

Care Settings
Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results
Testing Metric/Measurement: Queried users: "do you often get errors in received C-CDAs and does the EHR detect them and notify you of them"

   Clinics reported rarely getting C-CDAs.

Analysis and Key Findings
Our clients do not regularly share data through C-CDA files.

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 #17.   What are the number of different HISPs/HIEs/HINs you connect to from your EHR?

Associated Criteria: 315(b)(1)

Testing Methodology: Survey/User Reported

Measurement Description

This is a survey measure to determine how many different transport systems have integrated and been used by your EHR.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Testing Metric/Measurement: Queried users: "what are the number of different HISPs/HIEs/HINs you connect to from your EHR"

> *Clinics reported no connections to HISPs/HIEs/HINs.*

Analysis and Key Findings

Our clients do not regularly share data through C-CDA files.

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 #18.   How often do you incorporate/update medication list, problem list, allergy list from received C-CDAs?

Associated Criteria: 315(b)(2)

Testing Methodology: Survey/User Reported

Measurement Description

This is a survey measure to determine how often you are using the C-CDA incorporate and update feature.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Testing Metric/Measurement: Queried users: "how often do you incorporate/update medication list, problem list, allergy list from received C-CDAs"

> *Clinics reported rarely getting C-CDAs.*

Analysis and Key Findings

Our clients do not regularly share data through C-CDA files.

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 #19.   Do you use eRx capabilities for controlled substances?

Associated Criteria: 315(b)(3)

Testing Methodology: Survey/User Reported

Measurement Description

This is a survey measure to determine how often you are electronically prescribing controlled medications from the EHR.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Testing Metric/Measurement: Queried users: "do you use eRx capabilities for controlled substances"

> *Clinics reported often sending electronic prescriptions for controlled substances but not all the time.*

Analysis and Key Findings

While it is not uncommon to do electronic prescriptions of controlled substances, many providers don't prescribe those types of medications so there is not a huge need for this capability for some clinics.

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 #20.   Do you use the patient medication history query functionality of your EHR?

Associated Criteria: 315(b)(3)

Testing Methodology: Survey/User Reported

Measurement Description

This is a survey measure to determine how often you are using the patient medication history query feature.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Testing Metric/Measurement: Queried users: "do you use the patient medication history query functionality of your EHR"

> *Clinics reported rarely using this functionality*

Analysis and Key Findings

While electronic prescribing is a popular feature, most provider are not using the medication history look up functionality in their normal workflow.

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 #21.   Do you use batch patient data export to obtain large volumes of patient data?

Associated Criteria: 315(b)(6)

Testing Methodology: Survey/User Reported

Measurement Description

This is a survey measure to determine how often you are using the batch patient data export feature.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Testing Metric/Measurement: Queried users: "do you use batch patient data export to obtain large volumes of patient data"

No clinics reported using this feature.

Analysis and Key Findings

Our clients do not regularly share data through C-CDA files so it is not surprising that they do not do batch export of C-CDAs.

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 #22.   Do you successfully record, calculate, and submit clinical quality measures to CMS using the EHR and if so, which CQMs were submitted?

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

Testing Methodology: Survey/User Reported

Measurement Description
This is a survey/user reported measure to determine if users were able to successfully submit CQMs to CMS using EHR CEHRT functionality.

Care Settings
Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results
Testing Metric/Measurement: Queried users: "what eCQMs do you submit to CMS"

User responses: CMS50v10, CMS68v11, CMS69v10, CMS125v10, CMS127v10, CMS134v10, CMS138v10, 139v10, 147v11, CMS156v10

Analysis and Key Findings
Our clients were able to submit their eCQMs for their MIPS Quality Reporting category without error or issue.

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 #23. How many different IIS/immunization registries do you connect with?

Associated Criteria: 315(f)(1)

Testing Methodology: Survey/User Reported

Measurement Description

This is a survey measure to determine the number of immunization public health registries you use.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Testing Metric/Measurement: Queried users: "how many different IIS/immunization registries do you connect with"

> *User responses: 0*

Analysis and Key Findings

Our clients are not working with any IIS/immunization registry.

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 #24.   How many different electronic reportable lab registries do you connect with?

Associated Criteria: 315(f)(3)

Testing Methodology: Survey/User Reported

Measurement Description

This is a survey measure to determine the number of electronic reportable lab public health registries you use.

Care Settings

Our EHR is targeted to a variety of care settings including family practice, internal medicine, general practice, pediatrics, and some other settings in ambulatory care.

Testing Results

Testing Metric/Measurement: Queried users: "how many different electronic lab reporting registries do you connect with"

User responses: 0

Analysis and Key Findings

Our clients are not working with any electronic lab report registry.

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.