

CY 2024 Real World Testing Report for Picasso

Executive Summary

This is the test report for CY 2024 real world testing for our Picasso certified EHR. 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.

Our findings show that EHR is working as it was certified. For each 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, 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.

Authorized Representative Signature:

Kim Jaglio

DATE 03/03/2025

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General Information

Plan Report ID Number: Picasso-RWT-2024

Developer Name: Doc-tor.com

Product Name(s): Picasso

Version Numbers(s): 8.2

NOTE – Version 8.2 is the inherited from version 8.1 and 8.0 which were listed in
CY 2024 RWT Test Plan

Certified Health IT Criteria: 315(b)(1), (b)(6), (c)(1)-(3), (f)(5), (f)(7), (g)(7)-(9), (h)(1)

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

- 15.04.04.2985.Pica.08.05.1.231207
- <https://chpl.healthit.gov/#/listing/11399>

Developer Real World Testing Page URL: <https://doc-tor.com/picasso-real-world-testing/>

Timeline and Milestones for Real World Testing CY 2024

- Milestone 1Q-2024: 1Q-2024: Health IT system is fully enabled for use in real world testing.
 - STATUS: MET
- Milestone 3Q 2024: Begin making plans to collect data for RWT measures. If necessary, engage clients to ask for their support and participation in real world testing.
 - STATUS: MET
- Milestone 4Q-2024: 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.
 - STATUS: MET
- Milestone 1Q-2025: Submit RWT Test Report to ONC-ACB.
 - STATUS: 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), 315(h)(1)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many C-CDAs are created and successfully sent from the Health IT 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

Reporting Interval: 12 months

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

Total: 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. To supplement this, we did conformance testing internally in a production-adjacent environment and verified our Module functionality is still working as certified. You can also see this in RWT Measure #10.

We also sent two (2) Direct messages from our EHR to a test system, and both were received successfully for a 2/2=100% success rate. This result shows support for Direct Edge protocol in connecting to our 3rd party HISP, MaxMD Direct mdEmail, for successful transmission.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did add the internal Direct test exchange described above.

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

Reporting Interval: 12 months

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

Total: 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 Health IT 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

Reporting Interval: 12 months

Testing Metric/Measurement: Number of NewRx Prescriptions Created

Total: 8,491

Testing Metric/Measurement: Percentage of Controlled vs All Prescriptions Electronically Sent

Total: 17.6% of all electronic prescriptions sent were for controlled substances

Analysis and Key Findings

Our electronic prescribing functionality is very popular and widely used with over 90% of all eligible prescriptions sent electronically. Our results are up nearly 5% from last year's total. Our results also show that approximately one in every six electronic prescriptions involves controlled substances, which is a telling observation of our product's use. It also showed our integration with our relied upon software NewCrop was working as intended.

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 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 Health IT 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

Providers Used in Testing: 2

Reporting Interval: 12 months

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

Total: 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 #5. 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 Health IT 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

Reporting Interval: 12 months

Testing Metric/Measurement: Number Quality Measures Reported

CQM Data Submitted from Picasso: CMS131

Analysis and Key Findings

Our clients report on quality measures using other methods besides our eCQMs and primarily use a 3rd party that is not part of our EHR's certification, MIPS Pro, to submit CQMs to CMS. However, our certified quality measure is used, and they submitted them 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 #6. Number of Patients Given Access to Portal

Associated Criteria: 315(e)(1)

Measurement Description

This measure is tracking and counting how many patients are given login access to their patient portal account 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

Providers Used in Testing: 2

Reporting Interval: 12 months

Testing Metric/Measurement: count patients given access to the patient portal

Total: 1588

Analysis and Key Findings

Results indicate the patient portal functionality is working and is popular with our patient community. Results show our providers do a good job keeping the patient health information accurate and up to date on the portal with their MIPS Patient Access Measure scoring at over 93%. This testing also show our relied upon software MaxDirect is working with our portal.

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. Engagement with IIS/Immunization Registries

Associated Criteria: 315(f)(1)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many immunization registries are connected and engaged with bi-directional exchange capabilities with the Health IT Module.

Care Settings

We designed this measure to test the family practice, internal medicine, and pediatrics practices that we support and target.

Testing Results

Practices Queried: 2

Reporting Interval: 12 months

Testing Metric/Measurement: Number of Immunization Registries Working with our EHR

Result: 2 registries (one for each practice)

Analysis and Key Findings

Our results reveal our Health IT Module functionality is working as expected.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

RWT Measure #8. Engagement with Electronic Case Public Registries

Associated Criteria: 315(f)(5)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many electronic case registries are connected and engaged with our clinician test participants.

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.

Modification of Original Test Measure and Testing Results

We modified this measure to count the number of electronic case registries our provider customers are engaged with. The original testing metric was counting the number of electronic case messages exchanged, but we did not have a viable means to accurately track this number. Instead, this measure is modified to align with how we are verifying real world compliance of our immunization criteria in RWT Measure #7 above.

Practices Queried: 2

Reporting Interval: 12 months

Testing Metric/Measurement: Number of Electronic Case Reporting Registries Working with our practices through our EHR

Result: 2 registries (one for each practice)

Analysis and Key Findings

Our selected test providers indicate they have onboarded with at least one electronic case registry. Our testing show our relied upon software eCR FHIR Now App (Version 3) and MaxDirect are working with the CDC AIMS Platform for eCR messaging.

Non-Conformities or Errors Discovered

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

RWT Measure #9. Engagement with Health Care Survey Registries

Associated Criteria: 315(f)(7)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many health care survey registries are connected and engaged with our clinician test participants.

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.

Modification of Original Test Measure and Testing Results

We modified this measure to count the number of health care survey registries our provider customers are engaged with. The original testing metric was counting the number of health care survey messages exchanged, but we did not have a viable means to accurately track this number. Instead, this measure is modified to align with how we are verifying real world compliance of our immunization criteria in RWT Measure #7 above.

Results indicate that our clients are connecting to multiple PHAs with health care survey responses.

Analysis and Key Findings

Based on our testing, we do have several customers reporting health care surveys to their local public health agencies.

Non-Conformities or Errors Discovered

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

RWT Measure #10. 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 Health IT 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 – 64

Errors Detected – 0

Analysis and Key Findings

This test was done using simulated patient data in mirrored production settings. Our results revealed no conformance errors and no vocabulary errors and graded at an average score of 64 out of 100 which is down from last year's score of 75. However, there has been discussion on the [ONC C-CDA validation elist](#) that the Scorecard's methodology is perhaps too harsh and limits the upper range of what is realistic for most production C-CDAs. Given this discussion and also that we did not change our C-CDA functionality within the last year, we believe our C-CDA creation capabilities are still within compliance of the ONC certification program rules.

Non-Conformities or Errors Discovered

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

RWT Measure #11. How many different applications/3rd party systems are using your API capabilities?

Associated Criteria: 315(g)(7), (g)(9)-(g)(10)

Testing Methodology: Survey/User Reported

Measurement Description

This is a survey measure to determine how many different systems or applications are connecting to your EHR via the API.

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 applications/3rd party systems are using your FHIR API capabilities"

User responses: 0

Analysis and Key Findings

We currently do not have any requests from 3rd parties to use our FHIR API. However, we are using the eCR FHIR Now App to connect with our FHIR server and send electronic case messages which is evidence of the working of the FHIR server. In addition to that, we used the Postman API test tool to verify our FHIR server is fully functional and able to return USCDI data via FHIR.

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.