

Sevocity, Real World Testing Results

SEV-RWTR-23.01

Table of Contents

General Information.....	3
Changes to Original Plan.....	3
Withdrawn Products.....	4
Summary of Testing Methods and Key Findings.....	5
Applicable Real World Testing Certification Criteria and Relied Upon Software, if applicable.....	7
Standards Updates (including SVAP and USCDI).....	7
Care Settings.....	8
Metrics and Outcomes.....	9
170.315(b)(1) Transitions of care	9
Use Case 1: Create Patient Data (CCD format)	9
Use Case 1 - Create Patient Data (CCD format): Collected Results.....	9
Use Case 1 - Create Patient Data (CCD format): Summary.....	9
Use Case 2: Send Patient Data via Direct	9
Use Case 2 - Send Patient Data via Direct: Collected Results	9
Use Case 2 - Send Patient Data via Direct: Summary	9
170.315(b)(2) Clinical Information Reconciliation and Incorporation Use Case 1: Reconcile and incorporate patient data	10
Use Case 1 – Reconcile and incorporate patient data: Collected Results.....	10
Use Case 1 - Reconcile and incorporate patient data: Summary.....	10
170.315(b)(6) Data export	10
Use Case 1: Export Patient Data.....	10
Use Case 1 - Export Patient Data: Collected Results.....	10
Use Case 1 - Export Patient Data: Summary.....	11
170.315(c)(1)(2)(3) Clinical quality measures (CQMs) Use Case 1: eCQM Execution	11
Use Case 1 - eCQM Execution: Collected Results	11
Use Case 1 - eCQM Execution: Summary.....	11
Use Case 2: QRDA File Exports.....	12
Use Case 2 - QRDA File Exports: Collected Results	12
Use Case 2 - QRDA File Exports: Summary	12
Use Case 3: Import and Calculate	12

Sevocity, Real World Testing Results

Use Case 3 - Import and Calculate: Collected Results.....	12
Use Case 3 - Import and Calculate: Summary.....	12
170.315(e)(1) View, download, and transmit to 3rd party Use Case 1: Request, View, Download, and Transmit.....	13
Use Case 1 - Request, View, Download, and Transmit: Collected Results.....	13
Use Case 1 - Request, View, Download, and Transmit: Summary.....	13
170.315(f)(1) Transmission to immunization registries.....	14
Use Case 1: Enter and send immunization data to registries.....	14
Use Case 1 - Enter and send immunization data to registries: Collected Results.....	14
Use Case 1 - Enter and send immunization data to registries: Summary.....	14
Use Case 2: History/Forecast.....	14
Use Case 2 - History/Forecast: Collected Results.....	14
Use Case 2 - History/Forecast: Summary.....	14
170.315(f)(2) Transmission to public health agencies – syndromic surveillance Use Case 1: Syndromic Surveillance Registration and Discharge Data.....	15
Use Case 1 - Syndromic Surveillance Registration and Discharge Data: Collected Results.....	15
Use Case 1 - Syndromic Surveillance Registration and Discharge Data: Summary.....	15
170.315(g)(7)(9)(Cures Update) Application access Use Case 1: Query Patient Data.....	15
Use Case 1 - Query Patient Data: Collected Results.....	15
Use Case 1 - Query Patient Data: Summary.....	15
170.315(g)(10)(Cures Update) Standardized API for patient and population services Use Case 1: Query Patient Data.....	16
Use Case 1 - Query Patient Data: Collected Results.....	16
Use Case 1 - Query Patient Data: Summary.....	16
Key Milestones.....	16

General Information

Plan Report ID Number: SEV-RWTR-23.01

Developer Name: Conceptual MindWorks, Inc.

Product Name	Certified Health IT Product List (CHPL) ID	Real World Testing URLs
Sevocity, Version 13.0	15.04.04.2324.Sevo.13.01.1.221230	https://www.sevocity.com/resources/onc-certifications-rwt/

Changes to Original Plan

Summary of Change	Reason	Impact
<p>Product Name and Version:</p> <p>The RWT Plan cited Sevocity version 12, and several related products.</p> <p>This Results report reflects Sevocity version 13.</p>	<p>Sevocity version 13 was since certified.</p> <p>Sevocity version 12 was withdrawn by the Product Developer.</p> <p>The Product Developer also strategically withdrew related products: Geriatrics Select EHR, Pain Care Select EHR, Surgery Select EHR, and/or Healthpac EHR.</p> <p>All withdrawn products are cited in the “Withdrawn Products” section of this document.</p>	<p>None. This was a voluntary version upgrade of the product. All measures cited in the RWT plan remain applicable.</p>

Summary of Change	Reason	Impact
The RWT Plan Approach states: “The test plan will be based on analysis of user activity from select predetermined Sevocity customers inclusive of Sevocity, Geriatrics Select EHR, Pain Care Select EHR, Surgery Select EHR, and/or Healthpac EHR.”	<p>Change:</p> <p>All participants used the Sevocity application. The other applications are cited in the “Withdrawn Products” section of this document.</p> <p>Clarification:</p> <p>Participants were predetermined, but only after first being identified as part of the customer population having previous usage of the pertinent measure. The selection methodology is elaborated upon in the “Composition of 2023 Participants” section of this document.</p>	None.
<p>Planned Schedule of Milestones:</p> <p>Several internal milestone targets were rescheduled and differ from the Milestones in the RWT Plan.</p>	<p>The Product Developer chose to invest additional time and effort into establishing programmatic tracking of key RWT metrics. This shifted the starting periods of later internal milestones. Details are noted in the “Key Milestones” section of this document.</p>	None. All regulatory deadlines were achieved.

Withdrawn Products

Sevocity’s 2023 Real World Testing Plan cited Sevocity version 12.0, which was since withdrawn by the product developer in favor of the currently certified product, Sevocity version 13.0.

Additionally, the 2023 Real World Test Plan cited additional specialty branded products there were since withdrawn by the product developer. For strategic business purposes, these products are no longer available.

The details of the withdrawn products are listed below.

Product Name	Version	Certified Health IT Product List (CHPL) ID	Dates Withdrawn
Sevocity	12.0	15.04.04.2324.Sevo.12.00.1.171229	"Withdrawn by Developer" on Dec 31, 2022
Geriatrics Select EHR	12.0	15.04.04.2324.Geri.GE.00.1.180418	"Withdrawn by Developer" on Dec 31, 2022

Product Name	Version	Certified Health IT Product List (CHPL) ID	Dates Withdrawn
Pain Care Select EHR	12.0	15.04.04.2324.Pain.PA.00.1.180418	"Withdrawn by Developer" on Dec 31, 2022
Surgery Select EHR	12.0	15.04.04.2324.Surg.SU.00.1.180418	"Withdrawn by Developer" on Dec 31, 2022
Healthpac EHR	12.0	15.04.04.2324.Heal.12.01.1.190131	"Withdrawn by Developer" on Dec 31, 2022

Inclusion of Data in Results Report: All data captured in the 2023 Real World Testing Results report was collected from the currently certified version 13.0 product.

Summary of Testing Methods and Key Findings

Executive Summary

Our second iteration of Real-World Testing (RWT) shows progress in our RWT approach, resulting in more meaningful data. Key process improvements this iteration include better participant criteria and better means to obtain reliable metrics. In summary, the data reveals a wide range of current customer utilization of interoperability and data exchange services. The results identify which specific services our customers find beneficial, as well as the specific services lagging in customer adoption. This statistical glimpse into our customers’ workflow of today will influence ongoing efforts to promote underutilized services that will benefit our customers’ workflow of tomorrow.

Composition of 2023 Participants

Sevocity’s customer base consists of clinics of various sizes, with long-standing small to mid-sized practices being important constituents. These smaller practices tend to adapt more gradually to new services than larger practices with more available resources. Gradual adaptation also tends to occur on a service-by-service basis, rather than integrating all available services simultaneously.

A lesson learned from the prior year RWT is that in our case it is too restrictive to limit the selection of participants to a single identical group for each Use Case. An improvement for this year was to instead identify a group of participants for each Use Case in which they have shown a previous inclination of at least awareness. For each Use Case in this report, each participant is noted with a unique identifier.

The selection of participants did not consider whether a participant’s activity indicated any errors. The selection criterion was simply to pre-select up to five participants with previous activity applicable per Use Case. As detailed later in this report, in rare instances some of the selected participant’s activity did include errors which will be discussed with full transparency.

There are Use Cases where less than five participants had any utilization of the service; in these cases, only the limited qualifying participants were included. In other Use Cases, the Product Developer is documented in lieu of any eligible customer participants.

Participant Engagement and Metric Gathering

Another lesson learned from the prior year RWT is that participants may become overwhelmed if the participation is viewed as an added burden to their already busy daily activity. With this in mind, we improved the RWT process to be an entirely burden-free experience with zero additional obligations placed upon customers.

Participant engagement simply relied on the participants performing their typical workflows with no special accommodations made regarding the real-world testing period. Participants were in no way incentivized to engage in any activity simply for the sake of exercising a Use Case. It was our goal to observe only true real-world utilization of the pertinent services.

Further, the Product Developer integrated new programmatic tracking of key events pertinent to the RWT metrics of interest. The programmatic tracking included indicators of attempts - both successful and unsuccessful. There is no need for participants to manually record errors separately during the RWT period. This methodology accounts for most of the metrics documented in this report, unless otherwise specified.

The collected metrics were useful as indicators of: (1) customer adoption and (2) service reliability.

Participant Reported Errors

In instances where programmatically gathered metrics indicate unsuccessful attempts, the participant's help desk tickets may provide additional context. A participant initiating a help desk ticket is not an additional burden incurred by their participation in real-world testing; a customer initiating a help desk ticket is their ordinary course of action to request assistance when seeking guidance and/or resolution.

Customer Rate of Adoption

While some measures indicate year-over-year increase of utilization, most measures still indicate lagging customer adoption. Nevertheless, the results present an opportunity for closer analysis of the existing Sevocity user base to determine if the relatively low adoption rate is due to a lack of perceived applicability, awareness, or training. It is the Sevocity team's belief that these features represent opportunities for customers to benefit their workflow.

Sevocity, Real World Testing Results

Applicable Real World Testing Certification Criteria and Relied Upon Software, if applicable

Sevocity's 2023 Real World Testing plan was limited to the following applicable criteria. Relied Upon Software is noted, if applicable

Certification Criteria	Relied Upon Software, if applicable
170.315(b)(1) Transitions of care (Cures Update)	DrFirst – Rcopia, SES Direct
170.315(b)(2) Clinical Information Reconciliation and Incorporation (Cures Update)	DrFirst - Rcopia
170.315(b)(6) Data export	
170.315(b)(10) Electronic health information export	
170.315(c)(1) Clinical quality measures (CQMs) – record and export	
170.315(c)(2) Clinical quality measures (CQMs) – import and calculate	
170.315(c)(3) Clinical quality measures (CQMs) – Report (Cures Update)	
170.315(e)(1) View, download, and transmit to 3rd party (Cures Update)	SES Direct, SMTP2GO, DrFirst - Rcopia
170.315(f)(1) Transmission to immunization registries	
170.315(f)(2) Transmission to public health agencies – syndromic surveillance	
170.315(g)(7) Application access – patient selection	Google Authenticator
170.315(g)(9) Application access – all data request (Cures Update)	Google Authenticator
170.315(g)(10) Standardized API for patient and population services (Cures Update)	

Standards Updates (including SVAP and USCDI)

The product evaluated in the 2023 Real-World Testing period did **not** include voluntary standards updates.

Sevocity, Real World Testing Results

Care Settings

The four clinical settings of care represented in the 2023 real world testing results are: Family Practice, Specialist/Surgical, Geriatrics, and Obstetrics & Gynecology. The table below indicates which care settings contributed to the results per measure.

	Family Practice	Specialist/Surgical	Geriatrics	OB/Gyn
170.315(b)(1) Transitions of Care	X	X	X	X
170.315(b)(2) Clinical information reconciliation and incorporation	X	X	X	X
170.315(b)(6) Data export	X	X	X	X
170.315(c)(1) Clinical quality measures (CQMs) — record and export	X	X	X	X
170.315(c)(2) Clinical quality measures (CQMs) — import and calculate				
170.315(c)(3) Clinical quality measures (CQMs) — report				
170.315(e)(1) View, download, and transmit to 3rd party (View, download, transmit and view logs in the portal)	X	X	X	X
170.315(f)(1) Transmission to immunization registries	X	X	X	No RWT
170.315(f)(2) Transmission to public health agencies — syndromic surveillance	X	No RWT	No RWT	No RWT
170.315(g)(7) Application access — patient selection (API)	X	No RWT	No RWT	No RWT
170.315(g)(9) Application access — all data request (API)				
170.315(g)(10)(Cures Update) Standardized API for patient and population services — Query patient data	X	X	X	X

Metrics and Outcomes

170.315(b)(1) Transitions of care

Use Case 1: Create Patient Data (CCD format)

Use Case 1 - Create Patient Data (CCD format): Collected Results

	Participants	Number of times a CCD was exported	Number of errors logged during a CCD export	Error-free Rate of CCD Exports
1	SEVBH	799	0	100%
2	VARNSFARM	189	0	100%
3	SEVWH	15	0	100%
4	SEVRFMPA	5	0	100%
5	SEVGHC	4	0	100%
TOTAL		1,012	0	100%

Use Case 1 - Create Patient Data (CCD format): Summary

The metrics documented for this use case were programmatically tracked over a period of 30 days.

The results indicate this service is underutilized by customers. Though, this year’s results indicate an increased usage over the results of the year prior. The apparent increase might be attributed to several factors including: a more suitable sample of participating customers, an improved methodology to gather metrics programmatically, and growing customer awareness.

The results confirm that this service fulfills its purpose when utilized, with no exceptions.

Use Case 2: Send Patient Data via Direct

Use Case 2 - Send Patient Data via Direct: Collected Results

	Participants	Number of Clinical Summaries Transmitted	Number of Undeliverable Summary Transmissions	Number of Referrals Transmitted	Number of Undeliverable Referrals	Percentage of Deliverable Transmissions
1	SEVWFPUCC	0	N/A	162	0	100%
2	SEVDUBOSE	0	N/A	3	0	100%
3	SEVHTALUG	15	0	0	N/A	100%
4	SEVHTATAS	5	0	0	N/A	100%
5	SEVNWC	3	0	0	N/A	100%
TOTAL		23	0	165	0	100%

Use Case 2 - Send Patient Data via Direct: Summary

The metrics documented for this use case were programmatically tracked over a period of 30 days.

Apart from a single customer that accounted for 86% of the participants’ activity, the results reveal low customer adoption of this service. Though the available data is limited, these results provide insight into existing customer workflows. Observations in this instance are that no participant utilized the service

Sevocity, Real World Testing Results

for both transmitting clinical summaries and transmitting referrals. Of the small sample size, more participants utilized it for the former while a single participant extensively utilized it for the latter.

The results confirm that this service fulfills its purpose when utilized, with no exceptions.

170.315(b)(2) Clinical Information Reconciliation and Incorporation

Use Case 1: Reconcile and incorporate patient data

Use Case 1 – Reconcile and incorporate patient data: Collected Results

	Participants	Number of CCDA Reconciliations Performed	Number of Errors Logged	Percentage of Error-free Reconciliations
1	SEVZPMJRJ	4	0	100%
2	SEVLALA	2	0	100%
3				
4				
5				
TOTAL		6	0	100%

Use Case 1 - Reconcile and incorporate patient data: Summary

The metrics documented for this use case were programmatically tracked over a period of 30 days.

The results reveal extremely low customer adoption of this service. The results of this evaluation period are consistent with the results of the prior year, which also indicated essentially zero adoption rate by existing customers. This measure needs closer analysis to determine if the low adoption rate is due to a lack of perceived applicability, awareness, or training.

Albeit limited data, the results confirm that this service fulfills its purpose when utilized, with no exceptions. The lack of adoption is not due to service availability or performance.

170.315(b)(6) Data export

Use Case 1: Export Patient Data

Use Case 1 - Export Patient Data: Collected Results

	Participants	Number of Batch CCD Export Jobs Created	Number of Unsuccessful Completions Logged	Percentage of Error-free Batch Exports
1	SEVWH	10	0	100%
2	SEVIMWC	6	1	83%
3	SEVGLM	6	0	100%
4	SEVNWC	3	0	100%
5	SEVCYPRESS	2	0	100%
TOTAL		27	1	96%

Sevocity, Real World Testing Results

Use Case 1 - Export Patient Data: Summary

The metrics documented for this use case were programmatically tracked over a period of 30 days. The results represent the number of batch jobs where each batch typically consists of multiple patient CCDs; success or failure was based on the final logged status of each batch.

The results indicate some customer awareness and adoption of this service.

The results indicate the service was highly reliable, despite one unsuccessful attempt being logged. The exact circumstances that caused the unsuccessful attempt are not certain. There were no known system issues at the time. The participant did not report the issue contemporaneously and the same participant's five other attempts successfully completed without issue or intervention. It is plausible that the single unsuccessful attempt may have been affected by a short-lived self-correcting system or network issue.

170.315(c)(1)(2)(3) Clinical quality measures (CQMs)

Use Case 1: eCQM Execution

Use Case 1 - eCQM Execution: Collected Results

	Participants	Number of eCQM executions attempted	Number of Unsuccessful Attempts Logged	Percentage of successful eCQM executions logged
1	SEVWFPUCC	164	78	52%
2	SEVZPMNRHP	102	3	97%
3	VARNSCLHPCC	31	0	100%
4	SEVLALA	30	1	97%
5	SEVZPMJRJ	23	4	83%
TOTAL		350	86	75%

Use Case 1 - eCQM Execution: Summary

The metrics documented for this Use Case were programmatically tracked over a period of 30 days. If an eCQM report was initiated multiple times, each distinct attempt was counted in the metrics.

The results indicate customer utilization of the available eCQM offerings. The Sevocity product offered twenty-one Clinical Quality Measures in 2023.

The results indicate a lower success rate (75%) than typical due to the experience of a single participant. A wider analysis of metrics during the same period reveals a high success rate for the typical user experience. Excluding the single affected customer, the other designated RWT participants account for a 96% success rate on 186 attempts. Furthermore, reviewing all customer eCQM activity during the same period – not limited to only RWT participants, but excluding the single customer – indicates a 95% success rate. Under typical circumstances a 4% to 5% unsuccessful rate may be attributed to various non-systemic circumstances such as internet connectivity, user actions, etc.

Sevocity, Real World Testing Results

As to the high number of unsuccessful attempts by the affected participant, the issue was due to a difference in the low-level storage settings of the participant's database. This misconfiguration did not affect the data quality, but it did cause optimization issues executing queries. Although the eCQM reports would technically complete, the time required to do so extended beyond a timeout limit enforced by the application. While in this state, the Product Developer contemporaneously provided full eCQM data to the participant. Once resolved, the participant's ability to obtain eCQMs directly via the application resumed, but the duration of this issue coincided with a significant portion of the evaluation period.

Use Case 2: QRDA File Exports

Use Case 2 - QRDA File Exports: Collected Results

	Participants	Number of QRDA Exports Attempted	Number of QRDA Exports Successfully Completed	Percentage of Successful QRDA exports
1	SEVMORJ	10	10	100%
2	SEVANC	4	4	100%
3				
4				
5				
TOTAL		14	14	100%

Use Case 2 - QRDA File Exports: Summary

The metrics documented for this use case were programmatically tracked over a period of 30 days.

Though the results imply low adoption rates, they are inconclusive. A significant consideration is that the CMS submission deadline was prior to the start of the participants' real-world testing period. The higher real-world customer usage of data collected in the eCQM Use Case of this measure also implies potential higher applicability of this QRDA measure during the appropriate submission period.

Albeit limited data, the results confirm that this service fulfills its purpose when utilized, with no exceptions.

Use Case 3: Import and Calculate

Use Case 3 - Import and Calculate: Collected Results

	Participants	Number of Imports Executed	Number of Errors Encountered	Success Rate of Imports Executed
1	Product Developer	21	0	100%

Use Case 3 - Import and Calculate: Summary

This Use Case required the following software external to the Sevocity EHR application:

Sevocity, Real World Testing Results

- QRDA Import Utility
- Cypress Test Tool

This Use Case was not applicable to any existing customer workflows. Therefore, the Product Developer executed this Use Case directly. The exercise was performed with the production application using synthetic data in a production-like environment. All attempts completed without issue.

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

Use Case 1: Request, View, Download, and Transmit

Use Case 1 - Request, View, Download, and Transmit: Collected Results

	Participants	Number of Times Patients Requested, Viewed, Downloaded, and/or Transmitted Their Health Data	Number of Attempts w/o Logged Completions	Percentage of Error-free Health Data Requests
1	SEVNORTHOAKS	249	23	91%
2	SEVLFC	175	0	100%
3	SEVQHC	124	0	100%
4	SEVCUMC2	120	0	100%
5	SEVGOLDTRI	82	0	100%
TOTAL		750	23	97%

Use Case 1 - Request, View, Download, and Transmit: Summary

The metrics documented for this use case were programmatically tracked over a period of 30 days.

The results indicate patients are taking advantage of the offered online services to obtain their health records via the Sevocity Patient Portal.

The results indicate the service is highly reliable. A review of the most active participant's patient activity reveals some patient-initiated requests that did not log a corresponding completion event; for this purpose, those will be considered as unsuccessful attempts. Of the twenty-three unsuccessful attempts logged, twenty-two of those were download attempts. The significance of this is that per the application design, the "download" option is only enabled after the summary data has already been successfully generated by the application. Therefore, those unsuccessful attempts occurred while simply downloading a file from the website - not during the generation of the file itself. This implies an external factor such as internet connection, browser condition, or user action may have been contributing factors.

170.315(f)(1) Transmission to immunization registries

Use Case 1: Enter and send immunization data to registries

Use Case 1 - Enter and send immunization data to registries: Collected Results

	Participants	Number of Immunization Registry Messages Transmitted	Number of Immunization Registry Messages Rejected	Success Rate of Messages Delivered to Registries
1	VARNSJAIT	1,322	0	100%
2	SEVPPIM	924	0	100%
3	VARNSLEWA	635	0	100%
4	SEVABAG	614	0	100%
5	SEVCCPL	585	0	100%
TOTAL		4,080	0	100%

Use Case 1 - Enter and send immunization data to registries: Summary

The metrics documented for this use case were gathered from system logs covering a period of 30 days. Not all immunization registries return a message upon rejection. Therefore, participants considered for this Use Case utilize registries that do programmatically respond when/if a message was rejected.

The results indicate customers are actively sharing data with immunization registries. The results reported in this year’s report are significantly higher than the year prior. The increase might be influenced by a more representative selection of participants this year.

The results indicate the service is highly reliable with a perfect transmission and acceptance rates experienced by the participants.

Use Case 2: History/Forecast

Use Case 2 - History/Forecast: Collected Results

	Participants	Number of Hx/Forecast Attempts	Number of Errors logged	Success Rate of Hx/Forecast Display
1	SEVCHC	5	0	100%
2				
3				
4				
5				
TOTAL		5	0	100%

Use Case 2 - History/Forecast: Summary

The metrics documented for this use case were programmatically tracked over a period of 30 days.

Sevocity, Real World Testing Results

Like last year, the results indicate near zero customer adoption of this available service.

The limited data indicates that the service performs at a high reliability rate as expected.

The results invite closer analysis to determine if the low adoption rate is due to a lack of perceived applicability, awareness, interest, or training.

170.315(f)(2) Transmission to public health agencies – syndromic surveillance

Use Case 1: Syndromic Surveillance Registration and Discharge Data

Use Case 1 - Syndromic Surveillance Registration and Discharge Data: Collected Results

	Participants	Number of Syndromic Surveillance Registration Exports	Number of Syndromic Surveillance Discharge Exports	Number of Errors Logged During the Exports	Percentage of Error-free Syndromic Surveillance Exports
1	Product Developer	5	5	0	100%

Use Case 1 - Syndromic Surveillance Registration and Discharge Data: Summary

This Use Case was not applicable to any existing customer workflows. Therefore, the Product Developer executed this Use Case directly. The exercise was performed with the production application using synthetic data in a production environment.

The available service performed as expected with no issues encountered.

170.315(g)(7)(9)(Cures Update) Application access

Use Case 1: Query Patient Data

Use Case 1 - Query Patient Data: Collected Results

	Participants	Number of Data Requests Invoked	Number of Errors Encountered	Success Rate of Data Requests Executions
1	Product Developer	8	0	100%

Use Case 1 - Query Patient Data: Summary

This Use Case required the following software external to the Sevocity EHR application:

- API Test Harness

Sevocity, Real World Testing Results

This Use Case was not applicable to any existing customer workflows. Therefore, the Product Developer executed this Use Case directly. The exercise was performed using synthetic data in a production-like environment.

The available service performed as expected with no issues encountered.

170.315(g)(10)(Cures Update) Standardized API for patient and population services

Use Case 1: Query Patient Data

Use Case 1 - Query Patient Data: Collected Results

	Participants	Number of Data Requests Invoked	Number of Errors Encountered	Success Rate of Data Requests Executions
1	SEVHDICLO	5,938	0	100%
2	SEVRMB	8,324	0	100%
3	SEVRMBRUN	3,688	0	100%
4	SEVRMOA	7,938	0	100%
5	SEVRMOAT	10,456	0	100%
TOTAL		36,344	0	100%

Use Case 1 - Query Patient Data: Summary

The metrics documented for this use case were collected from system logs covering a period of 30 days. The participants represent actual customers utilizing the standardized API service for specialty purposes. Each call to the API requesting a specific FHIR resource was counted as a distinct data request.

This is one of the newest certified service offerings and is currently utilized by only a small number of customers. However, the results indicate the select participants utilize the service at a high frequency. It is premature to assess interest among the general customer population, but the results of the initial participants are encouraging.

The results confirm that the service is readily available and performs without issues, as not a single error was encountered under high usage conditions.

Key Milestones

Milestone	Planned Date	Achieved
Submit 2-23 RWT Plan to ONC-ACB for completeness review	NLT November 1, 2023	Yes
ONC-ACB publishes 2023 RWT Plan to CHPL	NLT December 15, 2023	Yes
Development of scripts/tools to gather 2023 metrics	2023, Q1	No. Actual: 2023, Q1 – Q2.
Identification of production settings (i.e., customers, or production-like scenarios when applicable) for 2023 RWT evaluation	2023, Q1	No. Actual: 2023, Q4

Milestone	Planned Date	Achieved
2023 RWT production usage period	2023, Q2 Except for 170.315(c)(1)(2), 170.315(c)(Cures Update): 2023, Q1	No. Actual: 2023, Q4. All measures.
Gather and analyze 2023 RWT production usage data	2023, Q3 – Q4	Yes. Specifically, 2023, Q4.
Submit 2023 RWT Results Report to ONC-ACB for review	2024, Q1	Yes.
ONC-ACB publishes 2023 RWT Results in CHPL	NLT March 15, 2024	Yes.