PatientKeeper®   ○ commure

PATIENTKEEPER v9.2 2022 REAL WORLD TESTING RESULTS REPORT

GENERAL INFORMATION

Plan Report ID Number: [For ONC-Authorized Certification Body use only]

Developer Name: Commure

Product Name(s):   PatientKeeper

Version Number(s):   PatientKeeper v9.2

Certified Health IT Product List (CHPL) ID(s): 15.04.04.2142.Pati.92.010.20012

Developer Real World Testing Page URL: https://www.commure.com/real-world-testing

JUSTIFICATION FOR REAL WORLD TESTING APPROACH

Commure conducted a series of Real World Testing (RWT) against the PatientKeeper v9.2 (1) Clinical Information Reconciliation and Incorporation and (2) ePrescribing solutions; aimed at evaluating the usability of the current user interface and providing evidence of interoperability of the system under test. These tests also aimed to prove the solutions' compliance with required technical standards and vocabulary code sets.

Specific to the Clinical Information Reconciliation and Incorporation testing, only results related to Medication Reconciliation transactions were captured from end-user activity. This is due to the fact that none of Commure's customer institutions have promoted the Problem Reconciliation and Allergy Reconciliation solutions to their provider end-users. As such, these specific components within the PatientKeeper's EHR solution were tested via an internal environment and run against a set of synthetic patient data. Commure staff executed the published ONC certification test scenarios for both Problem Reconciliation and Allergy Reconciliation.

Commure focused its RWT within the Inpatient care setting as all Clinical Information Reconciliation and Incorporation and ePrescribing solutions are currently deployed within Inpatient care settings. The EHR environments will be the PatientKeeper v9.2 clinical production environments for each participants' institution. The participants were clinicians previously trained on PatientKeeper's Medication Reconciliation and ePrescribing solutions, but did not receive guidance nor assistance in the use of PatientKeeper during the RWT event.

The RWT event involved approximately 50 provider end-users representing 5 customer institutions running for 2 consecutive days.

 In lieu of formal test scripts, the Medication Reconciliation and ePrescribing RWT events relied on the participants' actual episodes of patient care. While these episodes engaged all facets of the PatientKeeper EHR, the focus of the RWT results reporting was specific to the Medication Reconciliation (at Admission) and ePrescribing workflows.

PatientKeeper®   **commure**

Specifically, the RWT results gathering and reporting involved:

Audit reporting of each participants' Medication Reconciliation (at Admission) and ePrescribing transactions within the PatientKeeper EHR during the RWT event.

Anonymous survey soliciting feedback on participants' Medication Reconciliation (at Admission) and ePrescribing interactions within the PatientKeeper EHR.

Visual recording of Commure staff executing Problem Reconciliation and Allergy Reconciliation transactions per the 170.315(b)(2) test scripts.

Results of the audit reports, surveys and visual recordings are offered in the Results section below.

STANDARDS UPDATES

NCPDP SCRIPT Standard Version 2017071
Certification Criteria	170.315(b)(3) Electronic Prescribing
CHPL ID	15.04.04.2142.Pati.92.010.20012
Method Used	2015 Edition Cures Update

C-CDA
Certification Criteria	170.315(b)(2) Clinical Information Reconciliation and Incorporations
CHPL ID	15.04.04.2142.Pati.92.010.20012
Method Used	2015 Edition Cures Update

UCSDI v1
Certification Criteria	170.315(b)(2) Clinical Information Reconciliation and Incorporation
CHPL ID	15.04.04.2142.Pati.92.010.20012
Method Used	2015 Edition Cures Update

ASTM E2147-18
Certification Criteria	170.315(d)(2) Auditable Events and Tamper-Resistance
	170.315(d)(3) Audit Reports
CHPL ID	15.04.04.2142.Pati.92.010.20012
Method Used	2015 Edition Cures Update

MEASURES USED IN OVERALL APPROACH

Audit Reporting
Description	PatientKeeper auditing tool capturing volume of criteria-centric clinical transactions performed by participants over the course of the 2-day RWT event
Criteria	170.315(b)(2) Clinical Information Reconciliation and Incorporation
	170.315(b)(3) Electronic Prescribing

Justification	Evidence of certified criteria-centric workflows and transactions conducted within the PatientKeeper EHR with Real World patient records, care scenarios and production environments
Care Setting	Inpatient
Expected Outcome	Record a minimum of 20 Medication Reconciliation (at Admission) and ePrescribing transactions across clinical production environments
Metrics	Total submissions for Admission Medication Reconciliation and ePrescribing transactions to be captured and reported on via a performance and auditing system that is native to the PatientKeeper v9.2 product.

Survey Reporting

Description	Anonymous survey distributed via Google Forms soliciting feedback on participants' use of and satisfaction with the PatientKeeper v9.2 Admission Medication Reconciliation and ePrescribing solutions.
Criteria	170.315(b)(2) Clinical Information Reconciliation and Incorporation 170.315(b)(3) Electronic Prescribing
Justification	Evidence of certified criteria-centric workflows and transactions conducted within the PatientKeeper EHR with Real World patient records, care scenarios and production environments
Care Setting	Inpatient
Expected Outcome	Report on survey results representing up to 10% of total RWT participants.

Visual Recording

Description	Visual recording of system under test specific to Problem Reconciliation and Allergy Reconciliation per the 170.315(b)(2) test scripts within the PatientKeeper v9.2 EHR during the RWT test event
Criteria	170.315(b)(2) Clinical Information Reconciliation and Incorporation
Justification	Evidence of the certified criteria-centric workflows and transactions conducted within the PatientKeeper test environment with synthetic patient records
Care Setting	Inpatient
Expected Outcome	Screenshots and attestation of Allergy Reconciliation and Problem Reconciliation transactions within the PatientKeeper test environment

CARE SETTING(S)

Care Setting	Justification
Inpatient	Commure focused its RWT within the Inpatient care setting as all Clinical Information Reconciliation and Incorporation and ePrescribing solutions are currently deployed within Inpatient care settings. The EHR environments were the PatientKeeper v9.2 clinical production environments for each participants' institution. An internal, non-production environment was used for Problem and Allergy Reconciliation as these modules are not in use across the Commure customer base.

PatientKeeper® ○ commure

SCHEDULE OF KEY MILESTONES MET

Key Milestone	Care Setting	Date/Timeframe
Confirm Customer/Participant Participation in RWT Event	Inpatient	Q3 2022
Schedule & Execute RWT Event for each Customer/Participant	Inpatient	Q4 2022
Compile RWT Results & Author RWT Results Report	Inpatient	Q1 2023
Submit RWT Results Report to ONC-ACB	Inpatient	February 1 2023

RESULTS

Audit Reporting

Summary results from the two-day RWT event*:

Certified Criteria	Provider End-Users	Transactions Completed
Medication Reconciliation (at Admission)	40	612
ePrescribing	53	977

* Supporting detailed metrics supplied to Commure's ONC-ACB at time of this report's submission.

Survey Reporting

Summary results from the end-user survey*:

Certified Criteria	Provider End-Users	Likert Distribution
Medication Reconciliation (at Admission)	12%	93% Positive
ePrescribing	9%	80% Positive

* Supporting detailed metrics supplied to Commure's ONC-ACB at time of this report's submission.

Visual Recording

Screenshots of PatientKeeper v9.2 under test within an internal, non-production environment as per 170.315(b)(2) test scripts were supplied to Commure's ONC-ACB at time of this report's submission.

PatientKeeper®   ◯ commure

This Real World Testing Results 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 Name: Catherine Donohue

Authorized Representative Email: cdonohue@commure.com

Authorized Representative Phone: 857-231-0320

Authorized Representative Signature:

Date:

1/31/23