

# CY2023 Real World Testing Report for NextServices enki EHR

## Executive Summary

This is the test report for CY2023 real world testing for NextServices certified EHR solution, enki EHR. This is the companion document to our CY2023 real world test plan that described our approach for conducting real world testing in CY2023 and the testing measures we employed.

Real world testing is critical for us as our customers rely on enki EHR as their primarily health IT solution, and our findings indicate that the enki EHR is working as it was certified with no errors or no non-compliances observed.

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. All information in this plan is up to date and fully addresses the health IT developer's Real World Testing requirements.

Authorized Representative Name: Vikant Shah

A handwritten signature in blue ink, appearing to read "Vikant Shah", with a horizontal line underneath.

DATE: 02/23/2024

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## General Information

Plan Report ID Number: enki-RWT-2023

Developer Name: NextServices, Inc.

Product Name(s): enki EHR

Version Number(s): 3.0.2

Certified Health IT Criteria: 315(b)(1)-(3), (b)(6), (c)(1)-(3), (e)(1), (f)(1), (f)(2), (g)(7)-(9), (h)(1)

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

- 15.04.04.2911.enki.03.02.1.231122
- <https://chpl.healthit.gov/#/listing/11372>

Note: enki EHR v3.0.1 was withdrawn and replaced with this new certification version during the 2023 RWT year

Developer Real World Testing Page URL: <https://www.nextservices.com/enki-ehr-certification-details/>

## Timeline and Milestones for Real World Testing CY2023

- Milestone 1Q-2Q 2023: 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-2Q 2023.
  - STATUS: MET
- Milestone 3Q-4Q 2023. During the 3<sup>rd</sup> and 4<sup>th</sup> quarter of CY2023, 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.
  - STATUS: MET
- Milestone 4Q-2023. During the last quarter of the year, the CY2024 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.
  - STATUS: MET
- Milestone 1Q-2024. Submit RWT Test Report to ONC-ACB.
  - STATUS: MET

## Standards Version Advancement Process (SVAP) Updates

For CY2023 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 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 and Number of Clients Site to Test

We designed this measure to test the general ambulatory care setting that we support and target. We sampled three practice sites and reported their results.

### Testing Results

*Reporting Interval: 3 months*

*Testing Metric/Measurement: Number of NewRx Prescriptions Messages Successfully Sent*

Average Results per Site	Average Result
All Prescriptions	1005
Electronic-only Prescriptions	930

### Analysis and Key Findings

Our results reveal this certified EHR module is working as certified and clinicians are able to use its functionality in their production environment. These successful transmissions reveal that our 3<sup>rd</sup> party relied upon software component fdb (First DataBank) and its medication vocabulary library is properly integrated with our EHR. Findings also show our electronic prescribing capabilities are very popular and widely used.

### Non-Conformities or Errors Discovered

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

### Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #2. 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 and Number of Clients Site to Test

We designed this measure to test the general ambulatory care setting that we support and target. We sampled three practice sites and reported their results.

### Testing Results

*Reporting Interval: 3 months*

*Testing Metric/Measurement: Number of Batch Exports Run*

Average Results per Site	Average Result
Batch Exports	2

### Analysis and Key Findings

Our results reveal this certified EHR module is working as certified and clinicians are able to use its functionality in their production environment. It also reveals that this is not a feature widely used by our providers, averaging out to just about once per month per site.

### Non-Conformities or Errors Discovered

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

### Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

### RWT Measure #3. 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 over the course of a given interval.

#### Care Settings and Number of Clients Site to Test

We designed this measure to test the general ambulatory care setting that we support and target. We sampled three practice sites and reported their results.

#### Testing Results

*Reporting Interval: 12 months and 3 months reporting period*

*Testing Metric/Measurement: Number of Quality Measures Successfully Reported on to CMS*

Average Results per Site	Average Result
Total eCQM Calculated	15
eCQMs Submitted to CMS	6

#### Analysis and Key Findings

Our results reveal this certified EHR module is working as certified and clinicians are able to use its functionality in their production environment. The eCQM calculations and data export function reveal that our 3<sup>rd</sup> party relied upon software component mPDF is properly integrated with our EHR.

#### Non-Conformities or Errors Discovered

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

#### Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #4. Number of Patients Given Access to Portal

Associated Criteria: 315(e)(1)

Testing Methodology: Reporting/Logging

### 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 and Number of Clients Site to Test

We designed this measure to test the general ambulatory care setting that we support and target. We sampled three practice sites and reported their results.

### Testing Results

*Reporting Interval: 3 months*

*Testing Metric/Measurement: Number of Patients Given Access to Portal*

Average Results per Site	Average Result
Patient Portal Access Granted	25

### Analysis and Key Findings

Our results reveal this certified EHR module is working as certified. While our clinician users do make portal access available to all of their patients, the measure only counts those patients with access to the complete CCDS (Clinical Common Data Set) in order to be included. Our patient portal uses GoDaddy SSL for encryption relied upon software to provide security with our portal, and our testing shows that it is working properly in production.

### Non-Conformities or Errors Discovered

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

### Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #5. C-CDA Creation and C-CDA Scorecard Average Metric

Associated Criteria: 315(b)(1) and (h)(1)

Testing Methodology: Scoring Tool

### Measurement Description

This measure is tracking compliance the EHR Module criteria functionality of creating a C-CDA and using the [ONC C-CDA Scorecard tool](#), including its Direct messaging capability. This provides a numeric and quantifiable metric to evaluate interoperability.

### Care Settings

We designed this measure to test the general ambulatory care setting that we support and target.

### Testing Results

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

*Tested multiple C-CDA Records.*

*Average Scorecard Result – 87.75*

*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 above average compared to the industry benchmark. Tests also show our 3<sup>rd</sup> party relied upon software partners, MaxMD Direct mdEmail for Direct messaging, and IMO 2.0 (Intelligent Medical Objects) for vocabulary library, is working with our EHR in production.

### Non-Conformities or Errors Discovered

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

### Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #6. Problem/Medication/Allergy Incorporation from C-CDA – C-CDA Scorecard Quantifiable Result

Associated Criteria: 315(b)(2)

Testing Methodology: Scoring Tool

### Measurement Description

This measure is tracking compliance of the EHR Module criteria functionality of incorporating problem/medication/allergy from a C-CDA and doing a quantifiable evaluation using the [ONC C-CDA Scorecard tool](#). This provides a numeric and quantifiable metric to evaluate interoperability.

### Care Settings

We designed this measure to test the general ambulatory care setting that we support and target.

### Testing Results

*Testing Metric/Measurement: Problem/Medication/Allergy Incorporation from C-CDA – C-CDA Scorecard Quantifiable Result*

*Tested multiple C-CDA Records.*

*Average Scorecard Result – 83*

*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 above average compared to the industry benchmark. We had no problem incorporating in external C-CDA files and reconciling their problems, medications, and medication allergies. Their corresponding updated C-CDA records revealed no errors and had a very high C-CDA Scorecard review indicating compliance with the criteria in a production setting.

### Non-Conformities or Errors Discovered

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

### Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #7. Immunization Message – Number of Compliant Conformance Statements and Errors Detected

Associated Criteria: 315(f)(1)

Testing Methodology: Scoring Tool

### Measurement Description

This measure is tracking EHR Module criteria functionality of creating an immunization message and evaluates interoperability using an immunization tool. This provides a numeric and quantifiable metric to evaluate interoperability.

### Care Settings

We designed this measure to test the general ambulatory care setting that we support and target.

### Testing Results

*Testing Metric/Measurement: Immunization Message – Number of Compliant Conformance Statements and Errors Detected*

*Tested multiple immunization records.*

*Errors Detected – 0*

### Analysis and Key Findings

Because our customers do not submit immunization messages in production, we did not propose a test counting immunization messaging use in production settings. Instead, our test was done using simulated patient data in mirrored production settings. The results reveal this certified EHR module is working as certified. We had no problem creating an immunization message, and upon validating it against an immunization compliance tool, we did not discover any errors.

### Non-Conformities or Errors Discovered

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

### Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #8. Syndromic Surveillance Message – Number of Compliant Conformance Statements and Errors Detected

Associated Criteria: 315(f)(2)

Testing Methodology: Scoring Tool

### Measurement Description

This measure is tracking compliance of the EHR Module criteria functionality of creating a syndromic surveillance message and evaluates interoperability using a syndromic messaging tool. This provides a numeric and quantifiable metric to evaluate interoperability.

### Care Settings

We designed this measure to test the general ambulatory care setting that we support and target.

### Testing Results

*Testing Metric/Measurement: Syndromic Surveillance Message – Number of Compliant Conformance Statements and Errors Detected*

*Tested multiple Syndromic Surveillance records.*

*Errors Detected – 0*

### Analysis and Key Findings

Because our customers do not submit syndromic surveillance messages in production, we did not propose a test counting syndromic surveillance messaging use in production settings. Instead, our test was done using simulated patient data in mirrored production settings. The results reveal this certified EHR module is working as certified. We had no problem creating a syndromic surveillance message, and upon validating it against a syndromic surveillance compliance tool, we did not discover any errors.

### Non-Conformities or Errors Discovered

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

### Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## RWT Measure #9. API Resource Query Support – C-CDA Scorecard Quantifiable Result

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

Testing Methodology: Scoring Tool

### Measurement Description

This measure is tracking compliance of the EHR Module criteria functionality of support of API query of patient data resources and doing a quantifiable evaluation using the [ONC C-CDA Scorecard tool](#). This provides a numeric and quantifiable metric to evaluate interoperability.

### Care Settings

We designed this measure to test the general ambulatory care setting that we support and target.

### Testing Results

*Testing Metric/Measurement: API Resource Query Support – C-CDA Scorecard Quantifiable Result*

*Average Scorecard Result – 85*

*Errors Detected – 0*

### Analysis and Key Findings

We did not have any applications using our API functionality last year. Our RWT Test Plan measurement was to test our API using simulated patient data in mirrored production settings. Our results reveal this certified EHR module is working as certified. Our individual data element API access worked as certified, and we were able to obtain our C-CDA via the API. Our Scorecard grade for the API C-CDA was 85.

### Non-Conformities or Errors Discovered

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

### Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.