

# Net Health Wound Care

## General Information

**Plan Report ID Number:** 2023001

**Developer Name:** Net Health

**Product Name:** Net Health® Wound Care

**Version Number:** 7.0

**Certified Health IT Product List (CHPL) ID:** 15.04.04.2815.Woun.07.00.1.181231

**Developer Real World Testing Page URL:** [www.nethealth.com/real-world-testing](http://www.nethealth.com/real-world-testing)

## Real World Testing Results

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## Changes to Original Plan

Net Health made no changes to the original 2023 Real World Testing Plan.

## Withdrawn Products

Net Health did not withdraw any certified products in 2023.

## Summary of Testing Methods and Key Findings

Net Health Wound Care's approach to real world testing (RWT) reinforces our commitment to compliance with our certification criteria. Our cloud-based, SaaS (Software as a Service) application allows for real-time, de-identified and aggregated usage reports, permitting Net Health to verify the application works in production as intended and verifying Net Health Wound Care's ability to be used by providers in the real world.

Within the second year (2023) of Real-World Testing results collection and monitoring, we saw how real customer usage applied to the methods selected for the plan – this includes areas with low levels of usage. However, due to the nature of our application, we were able to submit test data within the production environment for most low-usage methods in order to replicate and produce results, as they would be if a provider had initiated the methods. As such, the results shared in this report demonstrate what the real-time, de-identified, and aggregated usage of these methods are within the same production environment that our providers use.

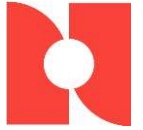
Through monitoring these results, we were also able to identify areas where the methods were producing errors or error rates above the desired thresholds. Using this visibility, we were able to address these areas.

### 1. Electronically Send and Receive Referrals

**Measure:** Numbers of received and sent referral summaries, and associated success rate, in the Net Health Wound Care production environment.

**Description:** A provider should be able to electronically send and receive a referral from another provider or clinical practice within the Net Health Wound Care software. This measure will demonstrate the ability of a provider to send a care/referral summary from Net Health Wound Care, receive care/referral summary, and review, validate, and incorporate data within Net Health Wound Care using the most up to date USCDI v1 data.

Net Health internal audit log reports will be reviewed to validate the number of times a provider sent or received a transition of care/referral summary, along with success and error rates. This aggregate report will be reviewed quarterly by Net Health staff. Net



Health Wound Care also provides clients with a Referral Summary Error Log that allows them to see for themselves within the application if an imported referral summary has failed along with the associated error message.

Additionally, the measure will verify the correct patient record and incorporate the data into the appropriate patient's record by matching any pre-existing patient records on name, date of birth, and facility with the incoming transition of care. If demographic information does not match, the clinician can locate the patient manually using a search function or create a new patient record.

For inbound patient referrals, Net Health Wound Care users can utilize a reconciliation tool built into the software for the imported C-CDA. Users can then compare items already documented on the patient record and any new medical record elements included in the referral summary. The clinician can then elect to reconcile the two data sets to create a comprehensive medical record for the patient.

**Justification for selected measure/metric:** By utilizing a cloud-based, SaaS application, Net Health can run aggregated reports of functionality usage within the application across customer installations in our production environment. Net Health Wound Care is able to demonstrate conformance with the certification criteria in wound care practices without disrupting providers and clients with data requests by analyzing the number of successful and error-generating exchanges of C-CDAs.

## 2. E-Prescribing

**Measure:** Number of quarterly successful transactions for each supported e-prescribing message type in the Net Health Wound Care production environment and number of errors for each message type.

**Description:** A provider should be able to perform electronic prescribing following the standards in §170.315(b)(3).

Because Net Health Wound Care is a SaaS-based application, Net Health will create internal reports that demonstrate real world use of electronic prescribing. Net Health Wound Care can meet all requirements of §170.315(b)(3) by querying our database for utilization numbers (and associated errors) for each supported e-prescribing message type as defined by the requirements. This will be done quarterly to verify all transaction types are being utilized and reviewed by Net Health staff.



If Net Health Wound Care providers have not completed transactions for each message type stipulated in §170.315(b)(3), those transactions will not be able to be demonstrated in our production environment using this method. However, Net Health users do currently e-prescribe in the Net Health Wound Care application today and Net Health will respond to any findings that indicate zero usage for particular message types and investigate.

**Justification for selected measure/metric:** By pulling aggregate usage reports from the Net Health database, we can demonstrate conformance with certification criteria without disrupting our providers and clients with data requests. These aggregated reports will demonstrate that new prescriptions were successfully routed to Surescripts and previous e-prescriptions can be effectively updated within the Net Health Wound Care application from inbound e-prescription requests utilizing the latest NCPDP standard message formats.

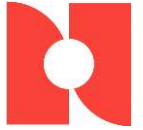
### 3. Data Requests – Application Access

**Measure:** Number of successful exchanges of structured patient information in Net Health’s production environment as measured by API calls within the publicly available Net Health API.

**Description:** A patient should be able to share their health information upon request with third-party vendors that have elected to integrate with Net Health’s publicly available API. Additionally, third-party vendors should be able to perform an EMR-based launch of a FHIR application as part of this new program. Documentation and costs associated with this API will be made available to all vendors.

Given the patient population our application serves, and our status as a specialty EMR, we expect utilization of this API function to be low initially but hope to drive adoption by generating meaningful use cases alongside our customers. If that is the case, upon our completion of this test, Net Health can prove conformance with this certification criteria in our production environment with test data.

If by mid-year, Net Health Wound Care is not able to verify all the requirements using aggregated and de-identified reporting data, Net Health will utilize a test application built in our production environment with which we can exchange test patient information. All tests can be completed in our production environment.



Due to Net Health Wound Care being a SaaS-based application, all requirements of §170.315(g)(10), and §170.315(g)(9) can be met by querying the database to verify the number of responses for data requests by data category, date range, or all data categories in accordance with the criteria. A quarterly review of certification criteria will be done to verify each requirement is met throughout the year.

**Justification for selected measure/metric:** By utilizing Net Health Wound Care's cloud capabilities to pull aggregate reports of functionality from the application, we can demonstrate conformance with the certification criteria without disrupting our providers and their patients with data requests.

Furthermore, it would be difficult to verify API utilization if our clients' patients are not taking advantage of this function or if no third-party vendors have elected to utilize our publicly available FHIR API. By using a test facility in the same production environment used by our clients and integrating a Net Health-developed healthcare app, Net Health will demonstrate conformance to the certification criteria.

#### 4. Patient Access to View, Download, Transmit

**Measure:** Number of successful downloads, views and transmissions of patient C-CDAs within Net Health's Patient Portal as triggered by a patient's (or their authorized representative) action within our cloud-based portal.

**Description:** A patient should be able to view, download and transmit their health information to a third-party.

Net Health has built a Patient Portal to fulfill this function, allowing patients on-demand access to their medical record information.

Because Net Health Wound Care is a SaaS-based application, all requirements of §170.315(e)(1) can be met by querying the database for each individual requirement. A quarterly review of each certification criterion will be done to verify each requirement is met. All criteria are tested against the new 21<sup>st</sup> Century Cures Act updates test procedures in addition to testing the real-world usage and results of the core software functions.

**Justification for selected measure/metric:** By utilizing Net Health Wound Care's cloud capabilities to pull aggregate reports of functionality from the application, we can

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demonstrate conformance with the certification criteria without disrupting our providers and clients with data requests.

Patient medical record information in the format of the USCDI v1 elements is fully viewable in a human-readable format within Net Health's patient portal. Successful downloads, views and transmissions imply effective utilization of this key functionality within our patient portal.

## 5. Patient Selection – Application Access

**Measure:** Number of successful exchanges of structured patient information with a third-party vendor in Net Health's production environment utilizing a shared patient ID.

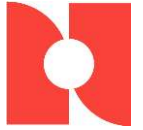
**Description:** Net Health's publicly available FHIR API allows for a standard exchange of patient health information utilizing a shared patient ID to ensure accurate record exchange.

Because Net Health Wound Care is a SaaS-based application, all requirements of §170.315(g)(7) can be met by querying the database for each individual requirement. A quarterly review of certification criteria will be done to verify each requirement is met throughout the year.

Furthermore, it would be difficult to verify API utilization if our clients' patients are not taking advantage of this function or if no third-party vendors have elected to utilize our publicly available API. By using a test facility in the same production environment used by our clients and integrating a Net Health-developed healthcare app, Net Health will demonstrate conformance to the certification criteria.

**Justification for selected measure/metric:** By utilizing Net Health Wound Care's cloud capabilities to pull aggregate reports of functionality from the application, we can demonstrate conformance with the certification criteria without disrupting our providers and clients with data requests.

Furthermore, it would be difficult to verify API utilization if our clients' patients are not taking advantage of this function or if no third-party vendors have elected to utilize our publicly available API. By using a test facility in the same production environment used by our clients and integrating a Net Health-developed healthcare app, Net Health will show conformance to the certification criteria.



## 6. Export and Import CQM Data

**Measure 1:** Number of electronic QRDA Category I files created by Net Health Wound Care users.

**Description:** Net Health Wound Care is designed with interoperability in mind, allowing providers to record and export MIPS CQM information, as well as import data files and calculate measure scores.

Net Health Wound Care will utilize internal reports to demonstrate clients can successfully import/ export data files. Net Health will monitor utilization of our QRDA Category I export capabilities throughout the reporting year.

**Measure 2:** Number of successful data submissions directly to CMS using Net Health Wound Care's Automatic Transmission.

**Description:** Net Health Wound Care has also developed functionality to allow individual providers to directly report promoting interoperability and eCQM data to CMS via the Net Health Wound Care application and CMS' OAuth API. Using internal reports and audit logs, Net Health Wound Care can verify if clients are using the API successfully.

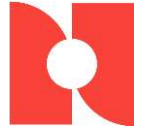
**Justification for selected measure/metric:** Net Health's focus is on using our cloud-based application's ability to provide unbiased utilization data. We will monitor utilization of these functions to demonstrate our clients' ability to utilize the system to record, export, import, calculate and report for CQM data.

## 7. Direct Project

**Measure:** Number of messages successfully routed to Secure Exchange Solutions.

**Description:** Net Health partners with Secure Exchange Solutions to meet the §170.315(h)(1) Direct Project certification criteria. The measure will verify that our integration with Secure Exchange Solutions is in production and Net Health Wound Care users can successfully send and receive direct messages as detailed by the criteria.

**Justification for selected measure/metric:** Net Health Wound Care uses a third-party, Secure Exchange Solutions, to meet this criterion via their SES Direct product. Secure



Exchange Solutions will submit a real world testing plan as part of their certification, so our measure is based on verification of our successful integration with Secure Exchange Solutions in our production environment.

## 8. Data Export

**Measure:** Number of successful exports using Net Health Wound Care's data export tool.

**Description:** Net Health has built a data export tool to meet this certification criterion. Our users with a Facility Administrator user role can generate and download a CDA file containing relevant treatment information for one or more patients in a specific date and time range. Once the file is generated, it can be imported into another CEHRT or another EMR that supports the CDA file format, allowing this information to be integrated into the patient's medical record. Net Health can pull a report of the total number of successful exports completed by our facilities in our production environment for criterion § 170.315(b)(6) Data Export.

**Justification for selected measure/metric:** A successful export indicates the ability to successfully extract this information out of the Net Health Wound Care application for use by another system in service of the completeness of a patient's medical record. Our data export tool has been reviewed and designed to meet the regulations for criterion § 170.315(b)(6) Data Export.

## Standards Updates (Including SVAP and USCDI)

- ✓ **Yes, I have products certified with voluntary SVAP or USCDI standard (see table below).**

<b>Standard (and version)</b>	170.215(a)(2) 4.0.0 HL7® FHIR® US Core Implementation Guide STU 4.0.0, June 2021
<b>Updated certification criteria and associated product</b>	170.315(g)(10)
<b>CHPL Product Number</b>	15.04.04.2815.Woun.07.00.1.181231
<b>Conformance measure</b>	ONC Test Procedure; Version: 2.2 Net Health Wound Care implements the FHIR R4 API and adheres to the 170.315(g)(10) certification criteria,





allowing for secure and standardized data exchange with other healthcare systems.

## Care Setting(s)

- **Outpatient Wound Care:** Hospital-based or privately-owned outpatient wound care clinics
- **Independent Providers:** Independent providers or groups of providers who offer wound care services in post-acute facilities

## Metrics and Outcomes

### 1. Electronically Send and Receive Referrals

#### Associated certification criteria

Certification Criteria	Requirement
§170.315 (b)(1) Transitions of Care – Cures Update	(i)(A) Send transition of care/referral summaries
	(i)(B) Receive transition of care/referral summaries
§170.315(b)(2) Clinical Information Reconciliation and Incorporation – Cures Update	(ii) Transition of care/ referral summary is matched to the correct patient
	(iii) Reconcile information

#### Relied Upon Software

- Secure Exchange Solutions SES Direct

#### Expected outcomes

- Real world testing (RWT) will indicate the provider’s ability to send and/or receive electronic referrals, with <1% error rate. RWT will demonstrate that the Health IT Module is conformant to “§170.315 (b)(1)
- RWT will demonstrate that the Health IT Module is conformant to “§170.315 (b)(1) Transitions of Care” and “§170.315(b)(2) Clinical Information reconciliation and incorporation” certification criteria.
- RWT will demonstrate that the Health IT Module is interoperable as specified in §170.315 (b)(1) by demonstrating the ability to send and receive referrals.



- RWT will demonstrate that the Health IT Module is able to reconcile and incorporate C-CDA as specified in §170.315(b)(2) to demonstrate the Health IT Module is interoperable with <1% error rate.

## Results

	Received Direct Messages	Sent Direct Messages			
Quarter	Success	Success	Confirmed	Failed	Error Rate
Q1	2335	3223	12	11	0.35%
Q2	2309	2922	13	31	1.06%
Q3	2731	3810	15	6	0.16%
Q4	3444	4981	10	19	0.38%
<b>Year</b>	<b>10819</b>	<b>14936</b>	<b>50</b>	<b>67</b>	<b>0.45%</b>

## Results Clarification

### Met expected outcomes for our real-world testing plan? Yes

Results demonstrate that the Net Health Wound Care application is actively sending and receiving transition of care/referral summaries. Received messages garner a 100% success rate, as reception implies success. Sent messages are measured by statuses of "success," "confirmed," and "failed." "Success" and "confirmed" are counted towards the overall success rate of message transmission, as both statuses indicate successful connectivity being established for message transmission. Results indicate a <1% error rate in each quarter, except for Q2, but an overall <1% error rate, meeting the expected outcomes for this measure. We investigated the error rate in Q2 being above the goal <1% error rate and found no cause beyond the quarter being an outlier. The subsequent quarters falling below the <1% error rate goal support these findings.



## 2. E-Prescribing

### Associated certification criteria

Certification Criteria	Requirement
§170.315(b)(3) – Cures Update	Prescribe, respond to change requests

### Relied Upon Software

- First Databank
- SureScripts e-Prescribing

### Expected outcomes

- Real world testing (RWT) will indicate the provider's ability to send or change electronic prescriptions with <1% error rate
- RWT will demonstrate that the Health IT Module is conformant to § 170.315(b)(3) Electronic prescribing certification criteria.
- RWT will demonstrate that the Health IT Module is interoperable as specified in §170.315(b)(3) by demonstrating that aggregate reports of live clients/ facilities achieving each of the standards in § 170.315(b)(3).

### Results

Message Type	Q1		Q2		Q3		Q4	
	Success	Failed	Success	Failed	Success	Failed	Success	Failed
CANRES	7	0	9	0	18	0	18	0
CANRX	5	13	8	12	17	13	17	14
CHGRES	12	27	10	16	12	20	14	32
NEWRX	22826	286	24524	341	26572	305	27533	438
RENREQ	4194	2	4092	3	4484	14	5493	55
RENRES	275	6	255	4	231	12	314	16
RXCHG	145	0	189	0	245	1	313	9
RXFILL	233	1	292	0	809	1	1308	22



<b>RXHREQ</b>	8362	0	15030	0	4636	0	2135	0
<b>RXHRES</b>	8362	0	15030	0	4636	0	2135	0
<b>Total Error Rate</b>								
	0.75%		0.63%		0.88%		1.49%	
<b>Error Rate for the Year</b>								
	0.94%							

**Results Clarification**

**Met expected outcomes for our real-world testing plan? Yes**

Results indicate a <1% error rate in each quarter, except for Q4, but an overall <1% error rate, meeting the expected outcomes for this measure. In Q1, despite the error rate being under the <1% goal, it was noted that for the CANRX and CHGRES message types # of failures > # of successes. Therefore, in Q2, we launched an investigation into this, concluding our findings in Q3. Findings from investigating both Q1 and Q2, which displayed the same pattern of behavior, indicated that the pattern of failures for these two message types is user-error related, not system-error related. User errors include providers attempting to transmit these message types who are not configured to be allowed to do so, users entering in custom allergies instead of selecting from the pre-populated options, and other invalid data entries within the messages. We continue to monitor the associated areas of the application for opportunities to add in-application education to mitigate these user errors. In Q4, when the error rate was greater than the 1% threshold, we also noticed that the outlier, compared to previous quarters, was with the RXFILL message type. In Q4 we received notification from our e-prescriptions partner, SureScripts, about an optional change to how free text is handled on these orders. We will continue to monitor into 2024 to determine appropriateness of adoption of this optional change.



### 3. Data Requests – Application Access

#### Associated certification criteria

Certification Criteria	Requirement
§ 170.315(g)(10) Standardized API for patient and population services	(i) Data response for single patient data
	(ii) Data response for multiple patients' data
§ 170.315(g)(9) Application Access – All Data Request – Cures Update	(l) Respond to request for all data classes/dates in C-CDA

#### Relied Upon Software

- Swagger
- Identity Server 4

#### Expected outcomes

- Real world testing (RWT) will allow Net Health to verify utilization of our publicly available FHIR API by both third-party vendors and patients who have elected to share their health information with a third-party app.
- RWT will demonstrate the ability to respond to a request for patient data and return said patient data utilizing a shared patient ID via our secure FHIR-based API.
- RWT will demonstrate the ability to respond to a request for patient data and return the data categories or dates requested in accordance with § 170.315(g)(8).
- RWT will demonstrate the ability to respond to a request for all USCDI data categories in a summary record format in accordance with § 170.315(g)(9).

#### Results

Quarter	Patient Accounts Registered	Single Patient Request for Data	Summary Record Request for Data
Q1	0	0	0
Q2	5	94	2142
Q3	0	0	0
Q4	0	0	0



## Results Clarification

### Met expected outcomes for our real-world testing plan? N/A

Results indicate no customer utilization – no valid third party requested and/or set up a connection with our FHIR resource in the 2023 calendar year. For Q1, 6 test patients were registered to share health information with a third-party application; however, no data was shared per patient request and only test cases were used for testing as no real patients registered. In Q2 we planned to ask for test patients to be separated, However, our FHIR service was expanded to service another product at this time. As part of that work, the Net Health Wound Care instance needed to be regression tested. Regression testing did reveal a break in the functionality, which was then subsequently fixed in this quarter, but additional regression testing was performed to confirm this fix. This is the reason for the drastic spike in test patient results for Q2. In Q3 and Q4, no valid third party requested and/or set up a connection with our FHIR resource, nor was any testing run that logged in the results. This measure is already confirmed, again, as part of our Real World Testing plan for 2024, so we will continue to monitor for results from valid third parties.

## 4. Patient Access to View, Download, Transmit

### Associated certification criteria

Certification Criteria	Requirement
§ 170.315(e)(1) View, Download, and Transmit to 3rd Party – Cures Update	(i)(A) View data in a readable format
	(i)(B) Download ambulatory summary using CCD Template
	(i)(C) Transmit ambulatory summary to 3 <sup>rd</sup> party

### Relied Upon Software

- Net Health Patient Portal (Version v1.0)
- Secure Exchange Solutions SES Direct

### Expected outcomes

- Real-world testing (RWT) will allow the user to be able to view, download, and transmit their health information to a third-party in accordance with §



170.315(e)(1).

- The user will be able to view their health information in a web-based portal
- The user will be able to download the C-CDA in both a human-readable format and a usable CCD template
- Transmit email transmission to any email address, including an encrypted method

**Results**

Quarter	View	Download	Transmit
Q1	261	13	0
Q2	240	0	0
Q3	339	15	0
Q4	171	5	0

**Results Clarification**

**Met expected outcomes for our real-world testing plan? Yes**

All data from 2023 was from client usage of view, download, and transmit – indicating successful usage of the functionality by real users. The transmit functionality, as shown by the results, is underutilized. This indicates that the primary need of patients in the Patient Portal is simply to view their C-CDA information. Those who do download the information may be using an alternative method to share.

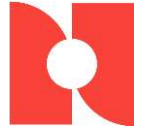
**5. Patient Selection – Application Access**

**Associated certification criteria**

Certification Criteria	Requirement
§ 170.315(g)(7) Application Access - Patient Selection	(i) Receive a request and return an ID or token to obtain data

**Relied Upon Software**

- Swagger
- Identity Server 4



## Expected outcomes

- Real world testing (RWT) will allow Net Health Wound Care to identify and match a singular patient record with a third-party app.
- RWT will demonstrate the ability to receive a patient ID from Net Health Wound Care for medical record integrity.
- RWT will demonstrate the ability to respond to a request for patient data and return the data categories or dates requested in accordance with § 170.315(g)(8) to the appropriate patient record by utilizing a shared patient ID.
- RWT will demonstrate the ability to respond to a request for all USCDI data categories in a summary record format in accordance with § 170.315(g)(9) to the appropriate patient record by utilizing a shared patient ID.

## Results

Quarter	Patient Accounts Registered	Single Patient Request for Data	Summary Record Request for Data
Q1	6	0	0
Q2	5	94	2142
Q3	0	0	0
Q4	0	0	0

## Results Clarification

### Met expected outcomes for our real-world testing plan? N/A

Results indicate no customer utilization – no valid third party requested and/or set up a connection with our FHIR resource in the 2023 calendar year. For Q1, 6 test patients were registered to share health information with a third-party application; however, no data was shared per patient request and only test cases were used for testing as no real patients registered. In Q2 we planned to ask for test patients to be separated out, However, our FHIR service was expanded to service another product at this time. As part of that work, the Net Health Wound Care instance needed to be regression tested. Regression testing did reveal a break in the functionality, which was then subsequently fixed in this quarter, but additional regression testing was performed to confirm this fix.





This is the reason for the drastic spike in test patient results for Q2. In Q3 and Q4, no valid third party requested and/or set up a connection with our FHIR resource, nor was any testing run that logged in the results. This measure is already confirmed, again, as part of our Real World Testing plan for 2024, so we will continue to monitor for results from valid third parties.

## 6. Export and Import CQM Data

### Associated Certification Criteria

Certification Criteria	Requirement
§ 170.315(c)(1)—Record and Export	(i) Record CQM data
	(ii) Export data file
§ 170.315(c)(2)—Import and Calculate	(i) Import data file and use it
	(ii) Calculate CQM
§ 170.315(c)(3)—Report	(i) Create data file for transmission of CQM data

### Relied Upon Software

- N/A

### Expected outcomes

- Real World Testing (RWT) will give the customer the ability to document on each measure within Net Health Wound Care with a <1 % error rate.
- RWT will demonstrate customers' ability to export CQM files in standardized format on-demand from Net Health Wound Care using real-world data with <1 % error rate.
- RWT will demonstrate the submissions API to CMS is working with <1 % error rate.



## Results

### Measure 1

Quarter	Cat I Validation	Cat III Validation
Q1	76	86
Q2	25	46
Q3	31	21
Q4	102	20

### Measure 2

Quarter	Data Submissions to CMS via Automatic Transmission		
	Success	Failed	Error Rate
Q1	0	0	0%
Q2	0	0	0%
Q3	0	0	0%
Q4	0	0	0%

## Results Clarification

### Measure 1: Met expected outcomes for our real-world testing plan? Yes

Net Health successfully measured both Cat I and Cat III files created by Net Health Wound Care users. Trends in the reported data indicate an increased usage in Q1 and Q4, which tracks with expectations around the cyclical need for when our client base would typically need to be generating these file types.

### Measure 2: Met expected outcomes for our real-world testing plan? No

The tool for data submission to CMS via Automatic Transmission is only valid for use in Q1 of the calendar year, as that is the only time CMS accepts these transmissions. No clients attempted to utilize the tool in Q1. Net Health planned to test the tool in Q4, prior to the tool becoming valid again in Q1 of 2024. Internal testing was not completed as we were unable to obtain a necessary security token from CMS. This measure is already



confirmed, again, as part of our Real World Testing plan for 2024, so we will look forward to collecting usage results when the tool becomes valid again in Q1 of 2024.

## 7. Direct Project

### Associated Certification Criteria

Certification Criteria	Requirement
§ 170.315(h)(1) Direct Project	(i) Send/ receive data to standard and wrapped
	(iii) Delivery notification in direct

### Relied Upon Software

- SES Exchange Solutions SES HISP (Version 2.0)

### Expected Outcomes

Ability to electronically send and receive health information to a third party formatted as a wrapped message using the Applicability Statement for Secure Health Transport, Version 1.2.

### Results

Quarter	Received Direct Messages		Sent Direct Messages			
	Success		Success	Confirmed	Failed	Error Rate
Q1	2335		3223	12	11	0.34%
Q2	2309		2922	13	31	1.06%
Q3	2731		3810	15	6	0.16%
Q4	3444		4981	10	19	0.38%
Year	10819		14936	50	67	0.45%



## Results Clarification

### Met expected outcomes for our real-world testing plan? Yes

Results demonstrate that the Net Health Wound Care application is actively sending and receiving transition of care/referral summaries. Received messages garner a 100% success rate, as reception implies success. Sent messages are measured by statuses of "success," "confirmed," and "failed." "Success" and "confirmed" are counted towards the overall success rate of message transmission, as both statuses indicate successful connectivity being established for message transmission. Results indicate <1% error rate each quarter, meeting the expected outcomes for this measure.

## 8. Data Export

### Associated certification criteria

Certification Criteria	Requirement
§ 170.315(b)(6) Data Export	(i) Create export summaries in real-time
	(ii) Create export summaries based on a relative date and time
	(iii) Create export summaries based on a specific date and time

### Relied Upon Software

- N/A

### Expected outcomes

- Ability for a Facility Administrator to export:
  - Summaries of care in real-time
  - Summaries of care on a scheduled date
  - Summaries of care on a recurring basis for a relative timeframe (e.g., the first of every month)



## Results

Quarter	Attempts	Success	Failed	Error Rate
Q1	72	70	2	2.78%
Q2	73	70	3	4.11%
Q3	72	72	0	0%
Q4	72	72	0	0%
Year	289	284	5	1.73%

## Results Clarification

### Met expected outcomes for our real-world testing plan? Yes

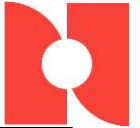
Results indicate that facility administrators are reliably able to export summaries of care under the respective circumstances. While we do not have a defined acceptable error rate threshold for this measure, the error rate ratio based on the usage level is within an acceptable range. Occasional failure can be reasonably expected and generally attributed to invalid user-entered export request criteria.

## Key Milestones

Key Milestone	Care Setting	Date/Timeframe	Notes
Beginning of reporting period for RWT	Outpatient Wound Care; Independent Providers	January 1, 2023	
Q1 Data Collected	Outpatient Wound Care; Independent Providers	April 1, 2023 – May 1, 2023	
Ticket to investigate Q1 results for Measure 2 created	Outpatient Wound Care; Independent Providers	June 1, 2023	



Q2 Data Collected	Outpatient Wound Care; Independent Providers	July 1, 2023 – August 1, 2023	Excludes data collection for Measures 3 and 5. Data collection was delayed due to competing development priorities. Excludes data collection for Measure 4. Data collection delayed due to internal employee permission barriers.
Ticket to investigate Q1 results for Measure 2 closed	Outpatient Wound Care; Independent Providers	September 5, 2023	
Q3 Data Collected	Outpatient Wound Care; Independent Providers	October 1, 2023 – November 1, 2023	Excludes data collection for Measures 3 and 5. Data collection was delayed due to competing development priorities. Excludes data collection for Measure 4. Data collection delayed due to internal employee permission barriers.
Q2 and Q3 Data Collection for Measure 4	Outpatient Wound Care; Independent Providers	October 18, 2023	
Q2 and Q3 Data Collection for Measures 3 and 5	Outpatient Wound Care; Independent Providers	December 1, 2023 – December 31, 2023	
End of reporting period for RWT	Outpatient Wound Care;	December 31, 2023	




	Independent Providers		
Q4 Data Collected	Outpatient Wound Care; Independent Providers	January 1, 2024 – February 1, 2024	
Analyze data and create report	Outpatient Wound Care; Independent Providers	February 1, 2024	Report compiled on an ongoing basis – submitted to certifying body, Drummond, on February 1, 2024

### 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 report is up to date and fully addresses the health IT developer’s Real World Testing and Reporting requirements.

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Authorized Representative Signature:   
 Date: 01/31/2024