OfficeMate/ExamWRITER CY2023 Real-World Test Plan

Eyefinity, Inc.
3333 Quality Dr.
Rancho Cordova, CA 95670
877.481.4455
www.eyefinity.com

eyefinity™
a vsp vision company

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Attestation

This Real-World Testing plan 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: Robert Winchell

Authorized Representative Email: rob.winchell@eyefinity.com

Authorized Representative Phone: 916.858.5746

Authorized Representative Signature

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Date

General Information

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

Developer Name: Eyefinity, Inc.

Product Name(s): OfficeMate/ExamWRITER

Version Number(s):15.3

Certified Health IT Product List (CHPL) ID(s): 15.04.04.2900.Offi.15.03.1.210218

Developer Real-world Testing Page URL: https://www.eyefinity.com/real-world-testing.html

Schedule of Key Milestones

The following table summarizes the general timeline and milestones.

Timeframe	Milestone
January–March 2023	Identify customers who use the modules required for testing. Develop recruitment materials and begin communicating with those customers to solicit their support in our real-world testing efforts. Our goal is to have a sufficient number of customers committed to real-world testing by the end of March.
April–September 2023	Perform the logging portion of real-world testing. Our goal is to gather six months of testing data during this time.
October 2023	Compile and analyze testing data. Schedule interviews with customers as needed to identify the nature of any errors. Report the findings internally; if any technical or usability errors are identified, devise a strategy for addressing them. Our goal is to complete the quantitative and qualitative analysis by the end of October.
November–December 2023	Prepare and submit the report to the ONC-ACB. If any noncompliance issues are identified, report them to the ONC-ACB along with a detailed plan for addressing those issues in a timely manner. Develop and submit the CY2023 Real-World Test Plan to the ONC-ACB. Our goal is to have the CY2023 report submitted prior to the end of the year.

Standards Updates

We rely on your partners, Dynamic Health IT and DrFirst, to manage and certify standards updates. Specifically, OfficeMate/ExamWRITER relies on the following products:

- ConnectEHR 4.0 (CHPL ID: 15.02.05.2713.DYN4.01.02.0.211210)
- CQMSolution 22 (CHPL ID: 15.05.05.2713.DYNH.02.05.0.211215)
- Rcopia 4 (15.04.04.1375.Rcop.04.00.0.171227)

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

Testing Approach and Justification

Currently, we have only one criterion certified under OfficeMate/ExamWRITER that requires real-world testing. All other criteria that are subject to real-world testing are certified by our partners who develop "relied upon" products. Although we have only one criterion to certify, this page describes our real-world testing methods generally and provides a justification for our approach. This page also describes the care setting identified for real-world test sites, justification, and iterations from our previous test plan.

Test Methods

As we developed our real-world test methods, we strived to adhere to the following requirements, listed in order of importance:

- Our test methods had to evaluate OfficeMate/ExamWRITER's compliance with the certification criteria and interoperability of exchanging electronic health information (EHI).
- Our test methods had to be valid (meaning, the method accurately measures what we set out to measure) and reliable (meaning, the method can be used again to return consistent and comparable results).
- Our test methods had to be the least disruptive to our customers' abilities to run their practices and deliver care to their patients.

The following real-world test methods satisfy all three of these requirements and enable us to capture both quantitative and qualitative data required to measure success and triangulate the causes of failure:

- Logging and reporting. This method uses ExamWRITER's existing logging or reporting capabilities to examine functionality performed within the system. These reporting capabilities include audit logs as well as quality measure data. The logging-and-reporting method affords opportunities to also take historical snapshots of measurement reports, which can be accessed at regular intervals to establish benchmarks for future real-world testing. Because this method uses data that the system already generates, this test method will have little or no impact on practice operations or patient care.
- Interviews. Short interviews will be used to learn more about any errors captured in the logging-and-reporting method. The primary objective of the interviews is to determine if an error occurred due to a technical failure or due to a workflow error. In either case, information obtained in the interview will be used to influence corrections to the technology or improvements in the user experience.

Care Settings

OfficeMate/ExamWRITER is used almost exclusively in ambulatory settings and is marketed to small- and medium-sized optometric and ophthalmic practices. The measures used by Eyefinity are designed for use in ambulatory settings.

Changes from the Previous Year

We found the approach and methods employed in CY2022 were sufficient to yield useful data. We are planning to employ the same approach and methods in CY2023 with a small iteration. In CY2023, we will extend the timeframe of the logging method of data collection from three months to six. We're making this change to increase the amount of useful data we're able to collect without disrupting our customers' business.

Clinical Information Reconciliation and Incorporation

This page describes our real-world testing methods specific to §170.315(b)(2).

Associated Criteria

§170.315(b)(2) Clinical information reconciliation and incorporation

Testing Methods

Logging and reporting

Interviews

Measurement Description

Receive Transition of Care (TOC) messages from other providers to close the referral loop. The patient's ePHI will be exchanged using a CCDA 2.1 (USCDI v1) Care Referral or Referral Note and DIRECT secure messaging for data transport.

Methods

The logging-and-reporting method provides quantitative data that indicates how often this interoperability feature is used as well as its compliance with the requirements. We will use audit logs and Automated Measure Calculation (§170.315(g)(2)) to determine how many transitions of care were received and reconciled. The measurement will be a successful incorporation of patient data from a CCDA.

The interview is a secondary method that will be used to support the quantitative data collected by the logging-and-reporting method. The purpose of the interview is to investigate instances when the score of the logging-and-reporting method falls below the desired benchmark. Specifically, the interview will ascertain the participant's workflow to determine if technical errors occurred, the workflow needs improvement, or if the participant simply did not want to incorporate that data from the third-party record.

Method Justification

The logging-and-reporting method will produce numeric results over a given period of time. If errors or a low numeric count are encountered, we will investigate further through the interview.

We will capture the logging and reporting information, with the participant's permission, from our system over a period of six months to provide an accurate sample of real-world interoperability.

Expected Outcomes

An increment in the logging and reporting measurement indicates compliance with the underlying ONC criteria. It demonstrates that ExamWRITER can receive a CCDA patient summary record, and it will also show that ExamWRITER can successfully incorporate problems, medications, and medication allergies from a third-party patient record. An increment in the logging and reporting measurement also implies users have a general understanding of the functions of this module; and therefore, this module supports the user's interoperability experience.

When an increment in the logging and reporting measurement is not recorded, this may indicate a technical issue, a faulty workflow, or a lack of need for this functionality. The interviews are designed to investigate the cause of failures.

We will use data collected through this real-world test to establish a historic baseline of expected interoperability, so it can be used in subsequent real-world testing efforts.

Care Settings and Number of Clients Site to Test

We designed this measure for the optometric and ophthalmic ambulatory care settings. We will rely on three to five customer practices to conduct this real-world test. This number of participant practices covers a sufficient percentage of existing practices that currently use this functionality, and therefore, provides a viable sample size.