OfficeMate/ExamWRITER CY2025 Real-World Test Plan

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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.

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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 2025	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 2025	Perform the logging portion of real-world testing. Our goal is to gather six months of testing data during this time.
October 2025	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. Develop and submit the next year's Real-World Test Plan to the ONC-ACB.
November–December 2025	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. Our goal is to have the 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+BulkFHIR FHIR4-B (CHPL ID: 15.02.05.2713.DY4B.04.03.0.211221)

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, there are two criteria certified under OfficeMate/ExamWRITER that require real-world testing:

- §170.315(b)(2) Clinical information reconciliation and incorporation
- §170.315(b)(10) Electronic health information export

All other criteria subject to real-world testing are certified by our partners who develop "relied upon" products. Although we have only two criteria to test, the following sections describe our real-world testing methods generally and provide 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 develop our real-world test methods, we strive to adhere to the following requirements, listed in order of importance:

- Our test methods must evaluate OfficeMate/ExamWRITER's compliance with the certification criteria and interoperability of exchanging electronic health information (EHI) in conjunction with the relied-upon software, ConnectEHR.
- Our test methods must 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 must 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 CY2024 were sufficient to yield useful data. We are planning to employ the same approach and methods in CY2025.

Clinical Information Reconciliation and Incorporation

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

Associated Criteria

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

Methods

The logging-and-reporting method provides 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 may 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 receive data from the third-party record.

Method Justification

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

We will capture the logging and reporting information 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 via relied-upon software (ConnectEHR), 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 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.

Electronic Health Information Export

This section describes our real-world testing methods specific to §170.315(b)(10).

Associated Criteria

§170.315(b)(10) Electronic health information export

Methods

The logging-and-reporting method provides quantitative data that indicates how often this EHI export feature is used as well as its compliance with the requirements. We will use audit logs that capture start, stop, completion, and error activity related to the export of single or multiple patients.

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

Method Justification

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

Expected Outcomes

We expect relatively little activity around this functionality as it was just introduced this year. However, we do expect a few curious users to experiment with the feature. Here are the expected outcomes:

- An increment in the Completed column indicates a successful export.
- An increment in the Canceled column indicates the user stopped the process. There may be several reasons for this. The use may have wanted to change the selection criteria, or the user canceled the process because they allow enough time for the process to complete.
- An increment in the Error column indicates the export failed. We will review the audit logs further to identify a root cause or contact the user who initiated the export for further information.

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 the entire population of customer practices to conduct this real-world test.