REAL WORLD TESTING PLAN TEMPLATE

GENERAL INFORMATION

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

Developer Name: **Nextgen Healthcare**

Product Name(s): **Nextgen Direct Messaging**

Version Number(s):

2.14 (applies to Mirth Mail 2.10, NextGen Direct Messaging 2.12 and NextGen Direct Messaging 2.13)

- **Mirth Mail 2.10**
- **Nextgen Direct Messaging 2.12**
- **Nextgen Direct Messaging 2.13**
- **Nextgen Direct Messaging 2.14**

Certified Health IT Product List (CHPL) ID(s):

- **15.04.04.2054.Mirt.21.00.0.171227 (v2.10)**
- **15.04.04.2054.Next.02.02.0.191205 (v2.12)**
- **15.04.04.2054.Next.02.03.0.201218 (v2.13)**
- **15.04.04.2054.Next.02.04.0.210812 (v2.14)**

Developer Real World Testing Page URL: https://www.nextgen.com/certifications

JUSTIFICATION FOR REAL WORLD TESTING APPROACH

This plan will cover the Direct Messaging product. Data will be gathered primarily in a manual fashion by sending messages to and from HISPs (Health Information Service Providers / i.e. organizations that hold or process health information). Each criterion will have four measurements listed in the Description of Measurement/Metric section below. Success will be defined by the completion/success rate of the messages sent to and from HISPs. Testing will be performed using NextGen Direct Messaging v2.14, but will account for versions 2.10, 2.12 and 2.13 as the functionality is the same in all versions.

STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS (SVAP) AND UNITED STATES CORE DATA FOR INTEROPERABILITY (USCDI))

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Health IT Certification Program

The Office of the National Coordinator for Health Information Technology

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

MEASURES USED IN OVERALL APPROACH

Description of Measurement/Metric

Measurement/Metric	Description
Successfully sending messages to HISPs w/CCDA (medical information) attached w/associated MDNs (Processed and Dispatched) sent to our system	We send out a message with a CCDA attached to a HISP partner. We expect to receive confirmation from the HISP partner that they received the message and the CCDA attached is readable within 3 business days. If we do not receive confirmation within 3 days, we send a second message with a CCDA attached. If we do not receive confirmation that the message was received, or the content was not readable within 3 days we consider it a failure. Additionally, for each message sent we send a message we expect to have 2 MDNs (message dispatch notifications) sent to us from the HISP within 60 minutes. One with a status of Dispatched, one with a status of Processed. If we do not receive the MDNs from the HISP partner within 60 minutes we consider it a failure.
Successfully receiving messages from HISPs w/CCDA (medical information) attached w/associated MDNs (Processed and Dispatched) sent to HISP	The HISP sends our system a message with a CCDA. We provide confirmation to the HISP partner that we received the message and the CCDA attached is readable within 3 business days. If they do not receive confirmation within 3 days, they will send a second message with a CCDA attached. If they do not receive confirmation that the message was received, or the content was not readable within 3 days we consider it a failure. Additionally, for each message sent the HISP should expect to have 2 MDNs (message dispatch notifications) sent to them from our system within 60 minutes. One with a status of

	Dispatched, one with a status of Processed. If they do not receive the MDNs from our system within 60 minutes we consider it a failure.
Successfully sending XDR/XDM messages to HISPs w/associated MDNs (Processed and Dispatched) sent to our system	We send out an XDR/XDM message to a HISP partner. We expect to receive confirmation from the HISP partner that they received the message and the content is readable within 3 business days. If we do not receive confirmation within 3 days, we send a second XDR/XDM message. If we do not receive confirmation that the message was received, or the content was not readable within 3 days we consider it a failure. Additionally, for each message sent we send a message we expect to have 2 MDNs (message dispatch notifications) sent to us from the HISP within 60 minutes. One with a status of Dispatched, one with a status of Processed. If we do not receive the MDNs from the HISP partner within 60 minutes we consider it a failure.
Successfully receiving XDR/XDM messages from HISPs w/associated MDNs (Processed and Dispatched) sent to HISP	The HISP sends our system a XDR/XDM message. We provide confirmation to the HISP partner that we received the message and the content is readable within 3 business days. If they do not receive confirmation within 3 days, they will send a second XDR/XDM message with. If they do not receive confirmation that the message was received, or the content was not readable within 3 days we consider it a failure. Additionally, for each message sent the HISP should expect to have 2 MDNs (message dispatch notifications) sent to them from our system within 60 minutes. One with a status of Dispatched, one with a status of Processed. If they do not receive the MDNs from our system within 60 minutes we consider it a failure.

Associated Certification Criteria

Measurement/Metric	Associated Certification Criteria
Successfully sending messages to HISPs w/CCDA (medical information) attached w/associated MDNs (Processed and Dispatched) sent to our system	A requirement of 170.202(a)(2) is the ability to verify that the Health IT Module (i.e. Direct Messaging) has successfully sent encrypted and signed health information to 3 partner HISPs using Direct v1.2 in accordance with the standard specified at § 170.202(a)(2).

Indication of the Health IT Module generating and transmitting processed Message Disposition Notification (MDNs) to each of the 3 partner HISPs generated upon receiving the Direct message from each partner HISP. |
| Successfully receiving messages from HISPs w/CCDA (medical information) attached w/associated MDNs (Processed and Dispatched) sent to HISP | A requirement of 170.202(a)(2) is the ability to verify that the Health IT Module (i.e. Direct Messaging) can successfully receive encrypted and signed health information to 3 partner HISPs using Direct v1.2 in accordance with the standard specified at § 170.202(a)(2).

Indication of the Health IT Module generating and transmitting processed Message Disposition Notification (MDNs) to each of the 3 partner HISPs generated upon receiving the Direct message from each partner HISP. |

Successfully sending XDR/XDM messages to HISPs w/associated MDNs (Processed and Dispatched) sent to our system	A requirement of 170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM is the ability to verify that Direct Messaging has successfully sent encrypted and signed health information to 3 partner HISPs using Direct v1.2 in accordance with the standard specified at § 170.202(a)(2). Indication of the Health IT Module generating and transmitting processed Message Disposition Notification (MDNs) to each of the 3 partner HISPs generated upon receiving the Direct message from each partner HISP.
Successfully receiving XDR/XDM messages from HISPs w/associated MDNs (Processed and Dispatched) sent to HISP	A requirement of 170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM is the ability to verify that Direct Messaging has received encrypted and signed health information from 3 partner HISPs using Direct v1.2 in accordance with the standard specified at § 170.202(a)(2). Indication of the Health IT Module generating and transmitting processed Message Disposition Notification (MDNs) to each of the 3 partner HISPs generated upon receiving the Direct message from each partner HISP.

Justification for Selected Measurement/Metric

Measurement/Metric	Justification
Successfully sending messages to HISPs w/CCDA (medical information) attached w/associated MDNs (Processed and Dispatched) sent to our system	A requirement of 170.202(a)(2) is the ability to verify that the Health IT Module (i.e. Direct Messaging) has successfully sent encrypted and signed health information to 3 partner HISPs using Direct v1.2 in accordance with the standard specified at § 170.202(a)(2).
Successfully receiving messages from HISPs w/CCDA (medical information) attached w/associated MDNs (Processed and Dispatched) sent to HISP	A requirement of 170.202(a)(2) is the ability to verify that the Health IT Module (i.e. Direct Messaging) can successfully receive encrypted and signed health information to 3 partner HISPs using Direct v1.2 in accordance with the standard specified at § 170.202(a)(2).
Successfully sending XDR/XDM message to HISP	A requirement of 170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM is the ability to verify that Direct Messaging has successfully sent encrypted and signed XDR/XDM messages from Direct

w/associated MDNs (Processed and Dispatched) sent to our system	Messaging to 3 partners (e.g., other vendor Health IT Modules (HISPs) that have implemented (h)(1) or (h)(2) capabilities) using Direct v1.2 in accordance with the standard specified at § 170.202(b) ONC XDR and XDM for Direct Messaging Specification
Successfully receiving XDR/XDM message from HISP w/associated MDNs (Processed and Dispatched) sent to HISP	A requirement of 170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM is the ability to verify that Direct Messaging has successfully received encrypted and signed XDR/XDM messages from at least 3 HISP partners (e.g., other vendor Health IT Modules (HISPs) that have implemented (h)(1) or (h)(2) capabilities) using Direct v1.2 in accordance with the standard specified at § 170.202(b) ONC XDR and XDM for Direct Messaging Specification

Care Setting(s)

Care Setting	Justification
HIEs (i.e. we facilitate health information exchange via the Direct Protocol)	We provide for health information exchange / Nextgen helps to process the sending and receiving of direct messages via the Direct Protocol.
Hospitals, Doctors Practices, Payers	We allow various types of HISPs to use our service to exchange direct messages.

Not until here is it clear what we are attempting to achieve – either repeat this above or reword above reword in a way that is clear not ending in a pass/fail – see guidance for tracking usage (b)(6) x amount of messages sent over x amount of messages received

Expected Outcomes

Measurement/Metric	Expected Outcomes
Success rate for sending direct messages w/CCDA content to HISP w/associated MDNs (Processed and Dispatched) sent to our system	Over the course of 31 days, our HIE will use Direct Messaging to send a message with a CCDA attached to at least 5 HISP partners and receive MDNs back (Dispatched and Processed) for each message sent. We expect a 100% success rate (i.e. no failures). If any message is not received and verified by the HISP partner or the content is not readable or the MDNs are not received back, we consider that a failure and we will analyze the reason for the failure.
Success rate for receiving direct messages w/CCDA content from HISP	Over the course of 31 days, at least 5 HISP partners will use Direct Messaging to send a message with a CCDA attached to our system and they will receive MDNs back (Dispatched and Processed) for each message sent. We expect a 100% success rate (i.e. no failures). If

w/associated MDNs (Processed and Dispatched) sent to HISP	any message is not received and verified by us from the HISP partner or the content is not readable or the MDNs are not received back, we consider that a failure and we will analyze the reason for the failure.
Successfully sending XDR/XDM message to HISP w/associated MDNs (Processed and Dispatched) sent to our system	Over the course of 31 days, our HIE will use Direct Messaging to send an XDR/XDM message at least 5 HISP partners and receive MDNs back (Dispatched and Processed) for each message sent. We expect a 100% success rate (i.e. no failures). If any message is not received and verified by the HISP partner or the content is not readable or the MDNs are not received back, we consider that a failure and we will analyze the reason for the failure.
Successfully receiving XDR/XDM message from HISP w/associated MDNs (Processed and Dispatched) sent to HISP	Over the course of 31 days, at least 5 HISP partners will use Direct Messaging to send a XDR/XDM message to our system and they will receive MDNs back (Dispatched and Processed) for each message sent. We expect a 100% success rate (i.e. no failures). If any message is not received and verified by us from the HISP partner or the content is not readable or the MDNs are not received back, we consider that a failure and we will analyze the reason for the failure.

SCHEDULE OF KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
Development of candidate list of HISP partners to assist with the Real-World Testing		10/04/21 (completed)
Finalization of the Real-World Testing plan, and submission to ONC-ACB per ONC-ACB instruction		11/15/2021
RWT / Collection of data / create report		04/01/2022
Validation of expected results		06/01/2022
Submission of final test results Report		02/15/2023

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: Dr. John Ellis, D.O.

Authorized Representative Email: jwellis@nextgen.com

Authorized Representative Phone: 215-657-7010

Authorized Representative Signature:

DocuSigned by:

Dr. John. Ellis

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Date:

10/28/2021

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[i] Certified health IT continues to be compliant with the certification criteria, including the required technical standards and vocabulary codes sets; certified health IT is exchanging EHI in the care and practice settings for which it is marketed for use; and EHI is received by and used in the certified health IT. (85 FR 25766) [ii] https://www.federalregister.gov/d/2020-07419/p-3582