# NextGen® Office Real World Test Plan Results 2024

NextGen® Office 2024 Real World Test Results Report

## GENERAL INFORMATION

| Topic | Detail |
|---|---|
| **Plan Report ID Number:** | |
| **Report Date:** | 21 OCTOBER 2024 |
| **Developer Name:** | NextGen® Healthcare |
| **Product Name(s):** | NextGen® Office |
| **Version Number(s):** | Version 5.0 |
| **Certified Health IT Product List (CHPL) ID(s):** | 15.04.04.2054.Medi.05.00.1.180220 Active |
| **Developer Real World Testing Page URL:** | https://www.nextgen.com/certifications |

## CHANGES TO THE ORIGINAL PLAN

| Summary of Change | Reason | Impact |
|---|---|---|
| Added **12a – Total count of API queries served** to the testing metrics for validation of **170.315(g)(10)** Standardized API for patient and population services | Human error when creating the original test plan. | Not Applicable |

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## SUMMARY OF TESTING METHODS AND KEY FINDINGS

| Topic | Detail |
|---|---|
| **Approach Summary** | • This plan will cover NextGen Office's approach to real world testing for our ambulatory care client base.<br>• Data will be gathered primarily in an automated fashion using production database queries and logs. Where that is not possible, we will engage clients to gather the data in a direct approach.<br>• This analysis will quantify usage of certified workflows over time and show conformance to standards. No confidential or protected health information will be exposed through this process.<br>• Success will be defined by our ability to highlight how each criterion is being used by providers in real patient care. Some criteria, for example (b)(3) ePrescribing, are going to have a much higher volume of use than (g) (7-9) API due purely to the nature of the criterion and its use for daily patient care. |
| **Types of Settings** | • NextGen Office supports specialties in ambulatory care. All specialties have access to a single web-based instance of the NextGen Office technology that allows for clinical documentation, reporting, and electronic interactions with third parties. |
| **Usage Quantification** | • The transactional history in the NextGen Office database is the source data. The data can be queried for events indicative of specific certified workflows that occurred over a time depending on the measure and usage. The results will be quantified and summarized. |
| **Demonstrate Conformance** | • **Explicit validation**: C-CDA files will be validated against an internally hosted ett.healthit.gov validation tool. Errors will be quantified and reported.<br>• **Implicit validation**: Standards such as **NCPDP SCRIPT Version 2017071**have XML schema definitions that must be adhered to. A successful transmission and response from Sure Scripts will be an implied conformance. The QRDA files will also be implied as conformant due to the volume of export and successful submissions to Quality Payment Program during the attestation period. |

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

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[X] Yes, I have products certified with voluntary SVAP or USCDI standards. (If yes, please complete the table below.

| Standard (and version) | 2023 CMS QRDA Category III IG for Eligible Clinicals/Professionals |
|---|---|
| Updated certification criteria and associated product | (c)(3) Clinical Quality Measures – Report<br><br>NextGen Office EHR |
| Health IT Module CHPL ID | 15.04.04.2054.Medi.05.00.1.180220 |
| Method used for standard update | SVAP |
| Date of ONC ACB notification | 12/6/2023 |
| Date of customer notification (SVAP only) | 11/16/2023 |
| Conformance measure | Conformance was demonstrated through the CMS validation tool and Cypress |
| USCDI updated certification criteria (and USCDI version) | N/A |

## CARE SETTING

All criteria were tested in the Ambulatory setting

## METRICS AND OUTCOMES

| Measurement/ Metric | Associated Criterion(a) | Relied Upon Software | Outcomes | Challenges Encountered |
|---|---|---|---|---|
| 1a - Count of Direct Messages SENT with C-CDA Attached/ Count of Consult Orders Created | **170.315(b)(1) Transitions of Care**<br><br>**170.315(h)(1) Direct Message** | SureScripts | - 84.3% (2227/2641)<br>- **Reporting Period**: 01/01/2024 - 05/30/2024<br>- **Count of Practices Queried**: 9<br>- These findings met expectations as greater than 60% of Direct Messages had a C-CDA attached | |
| 1b - Count of files with no unexpected validation events in SENT C-CDAs attached to Direct Messages from the ett.healthit.gov 2015 Edition Cures Update C-CDA R2.1 | **170.315(b)(1) Transitions of Care** | | - 100% (37/37)<br>- **Reporting Period**: 01/01/2024 - 05/30/2024<br>- **Count of Practices Queried**: 5 | |

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| Validator tool / Number of C-CDAs validated | | | | |
|---|---|---|---|---|
| 2a - Count of external C-CDAs saved to a patient chart / Count of Direct Messages RECEIVED with C-CDA files attached | **170.315(b)(1) - Transitions of Care**<br><br>**170.315(h)(1) - Direct Message**<br><br>**170.315(b)(2) - Clinical Information Reconciliation** | Surescripts | - 15.80% (58/367)<br>- **Reporting Period**: 01/01/2024 - 03/30/2024<br>- **Count of Practices Queried**: 5<br>- These findings exceeded expectations with greater than 1.2% of Direct Messages received saved to a patient chart. | |
| 2b - Count of Imported C-CDA | **170.315(b)(2) - Clinical Information Reconciliation** | | - 95 Count of Imported C-CDAs<br>- **Reporting Period**: 01/01/2024 – 08/30/2024<br>- **Count of Practices Queried**: 19<br>- These findings exceeded expectations of greater than 51 | |
| 3a - Count of all Direct Messages SENT by Status | **170.315(h)(1) - Direct Message** | Surescripts | - 99.97% (3664/3756)<br>- **Reporting Period**: 01/01/2024 – 05/30/2024<br>- **Count of Practices Queried**: 10<br>- These findings met expectations of greater than 90% success rate | |
| 4a - Count of Scheduled C-CDA Bulk Exports | **170.315 (b)(6) - Data Export** | | - 189 Scheduled C-CDA Bulk Exports<br>- **Reporting Period**: 01/01/2024 – 06/30/2023<br>- **Count of Practices Queried**: 25<br>- These findings exceeded expectations of recurring schedules created. | |
| 4b - Count of Created C-CDA Data Files from 4a | **170.315 (b)(6) - Data Export** | | - 1437 Created C-CDA Data Files from 4a<br>- **Reporting Period**: 01/01/2024 – 06/30/2024<br>- **Count of Practices Queried**: 10<br>- These findings exceeded expectations of files created. | |
| 4c - Count files with no unexpected validation events in C-CDAs scheduled files, 4b, from the ett.healthit.gov C-CDA R2.1 Validator | **170.315 (b)(6) - Data Export** | | - 100% (310/310)<br>- **Reporting Period**: 01/01/2024 – 06/30/2024<br>- **Count of Practices Queried**: 5<br>- These findings met expectations. | |

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| tool / Number of C-CDAs validated | | | | |
| 5a - Count of QRDA I Exports | **170.315 (c)(1) - Clinical Quality Measures - Record and Export** | | - 972 QRDA I Exports<br>- **Reporting Period**: 01/01/2024 – 07/01/2024<br>- **Count of Practices Queried**: 20<br>- These findings exceeded expectations of QRDA I files exported. | |
| 6a - Count of Patient Portal Audit Log of View, Download, and Transmit Activity | **170.315 (e)(1) - View, Download, and Transmit to 3rd Party** | YourHealthFile.com (NextGen Office in-house Patient Portal) | - Download = 58, Transmit = 594 View = 672,267<br>- **Reporting Period**: 01/01/2024 – 10/30/2024<br>- **Count of Practices Queried**: 14<br>- Download and View met expectations, transmit exceeded expectations with more patients adopting this feature than expected. | |
| 6b - Count of files with no unexpected validation events in patient portal CCDs, 6a, from the Health IT C-CDA R2.1 Validator tool / Number of C-CDAs validated | **170.315 (e)(1) - View, Download, and Transmit to 3rd Party** | YourHealthFile.com (NextGen Office in-house Patient Portal) | - 100% (59/59)<br>- **Reporting Period**: 01/01/2024 – 03/31/2024<br>- **Count of Practices Queried**: 5<br>- These findings met expectations. | |
| 7a - Count of QRDA I Imports | **170.315 (c)(2) - Clinical Quality Measures – Import and calculate** | | - 1 QRDA I Imports<br>- **Reporting Period**: 01/01/2024 – 06/30/2024<br>- **Count of Practices Queried**: All<br>- These findings met expectations of successful demonstration of import and calculate | |
| 8a - Count of QRDA III Exports | **170.315 (c)(3) - Clinical Quality Measures - Report** | | - 587 QRDA III Exports<br>- **Reporting Period**: 01/01/2024 – 07/30/2024<br>- **Count of Practices Queried**: 10<br>- These findings met expectations for successful exports. | |
| 8b - Count Successful QRDA III Uploads to QPP | **170.315 (c)(3) - Clinical Quality Measures - Report** | | - 6/6 QRDA III Uploads<br>- **Reporting Period**: 01/01/2023 – 03/31/2023<br>- **Count of Practices Queried**: 6<br>- These findings met expectations. | |

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| 9a - Count of eRx Message Type by Delivery Status/Response | **170.315(b)(3) - Electronic Prescribing** | NewCropRx | **New Rx:**<br>- 100% (84886/84886)<br>- **Reporting Period**: 01/01/2024 – 03/31/2024<br>- **Count of Practices Queried**: 19<br><br>**RxRenewal Request**<br>- 98.7% (24,531/24,836)<br>- **Reporting Period**: 01/01/2024 – 03/31/2024<br>- **Count of Practices Queried**: 19<br><br>**RxRenewal Response**<br>- 25,393<br>- **Reporting Period**: 01/01/2024 – 03/31/2024<br>- **Count of Practices Queried**: 19<br><br>**RxChange**<br>- Request 1619<br>- Response 1485<br>- **Reporting Period**: 01/01/2024 – 03/31/2024<br>- **Count of Practices Queried**: 19<br><br>**CancelRx**<br>- Request 224<br>- Response 224<br>- **Reporting Period**: 01/01/2024 – 03/31/2024<br>- **Count of Practices Queried**: 19<br><br>**RxFill**<br>- 16367<br>- **Reporting Period**: 01/01/2024 – 03/31/2024<br>- **Count of Practices Queried**: 19<br><br>These findings met expectations with > 90% responses for numerator/denominator metrics and successful quantification of applicable measures. | |
| 9b - Count RxHistory Response / Count Rx History Request | **170.315(b)(3) - Electronic Prescribing** | NewCropRx | - 100%<br>- Sent 17993<br>- Received 17993<br>- **Reporting Period**: 01/01/2024 – 03/31/2024<br>- **Count of Practices Queried**: 19 | |

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| | | | - These findings exceeded expectations of >90% responses. | |
| 10a - Count of Immunization messages sent to registries | **170.315 (f)(1) - Transmission to Immunization Registries** | | - 30,305 Immunization messages sent to registries<br>- **Reporting Period**: 01/01/2024 – 07/31/2024<br> - **Count of Practices Queried**: 10<br> - These findings met expectations of Successful quantification of real-world interoperability with immunization registries. | |
| 10b - Count of immunization history requests / Count of patients with Imported immunization records | **170.315 (f)(1) - Transmission to Immunization Registries** | | - 2341/9220<br>- **Reporting Period**: 01/01/2024 – 07/31/2024<br>- **Count of Practices Queried**: 10<br>- These findings met expectations of successful quantification of real-world interoperability with immunization history requests. | |
| 11a - Count of API audit log events by resource type | **170.315 (g)(7) - Application Access - Patient Selection**<br><br>**170.315(g)(9) - Application Access – All Data Request** | YourHealthFile.com (NextGen Office in-house Patient Portal) | - Allergy Intolerance 117<br>- Condition 117<br>- Diagnostic Report 129<br>- Document Reference 116<br>- Immunization 115<br>- Medication Request 118<br>- Observation 122<br>- Patient 115<br>- Procedure 117<br>- **Reporting Period**: 01/01/2024 – 07/31/2024<br>- **Count of Practices Queried**: All<br>- These findings met expectations | |
| 12a – Total count of API queries served | **§ 170.315(g)(10) Standardized API for patient and population services** | | Total Queries = Total API requests + Bulk FHIR requests<br><br>-------------------------------------------<br>Total Queries = 1449520 + 6 = 1449526<br><br>- **Reporting Period**: 01/01/2024 – 07/31/2024<br>- **Count of Practices Queried**: All<br>-These findings exceeded expectations with an increase in practices utilizing the API. | |

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## Key Milestones

| Key Milestones | Care Setting | Date/Timeframe |
|---|---|---|
| Finalize Real World Test Plan and Submit to the ONC- ACB (Drummond) | N/A | Q4 2023 |
| Identify Clients for Participations where applicable | N/A | Q1 2024 |
| The queries that will be used are developed and validated with internal data, Client Systems, and/or Transactions | Ambulatory Setting | Q1 2024 |
| Data collection and or observation from client systems | Ambulatory Setting | January 1-July 31, 2024 |
| Validation and analysis of data and metrics created | Ambulatory Setting | Sept - Oct 2024 |
| Report created and submitted to ONC-ACB (Drummond) | Ambulatory Setting | Jan, 2025 |

## ATTESTATION

This Real-World Testing Results 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 requirements.

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*John Ellis*

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Date:   01/27/2025 | 07:46:51 PST