Real World Testing Reports Result for NextGen® Direct Messaging

GENERAL INFORMATION

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

Developer Name: NextGen Healthcare

Product Name(s), Version Number(s) and Certified Health IT CHPL ID(s):
NextGen® Direct Messaging 2.13   CHPL ID: 15.04.04.2054.Next.02.03.0.201218
NextGen® Direct Messaging 2.14   CHPL ID: 15.04.04.2054.Next.02.04.0.210812

Developer Real World Testing Plan Page URL: Certifications | NextGen CMS, ONC Product Certifications

CHANGES TO ORIGINAL PLAN

Summary of Change [Summarize each element that changed between the plan and actual execution of Real World Testing]	Reason [Describe the reason this change occurred]	Impact [Describe what impact this change had on the execution of your Real World Testing activities]
Removed 2 metrics specifically measuring messages containing C-CDAs.	For the outbound messages, the sending system for this testing always includes a C-CDA payload with each message, so this metric is duplicative. For inbound messages, we have no authority over the content of the message sent to our system and therefore do not see value in measuring this metric.	None. Our metrics are measuring success and failure rates for messages across our HISP.

WITHDRAWN PRODUCTS

Product Name(s):	**NextGen® Direct Messaging 2.13 CHPL ID: 15.04.04.2054.Next.02.03.0.201218**
Date(s) Withdrawn:	December 31, 2023

JUSTIFICATION FOR REAL WORLD TESTING APPROACH

This plan will cover § 170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM17 for the Direct Messaging product.

• Metrics were collected from sending and receiving messages in our production system to and from HISPs (Health Information Service Providers) i.e., organizations that hold or process health information

• Success will be defined by the completion/success rate of the messages sent to and from HISPs

• **Metrics collected using NextGen Direct Messaging v2.14** however, the functionality did not change from versions 2.3 to 2.14

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

[X] No, none of my products include these voluntary standards.

Care Setting(s)

HIE's, Hospitals, Ambulatory Clinics and Payers

Metrics and Outcomes

§ 170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM17

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
Successfully send XDR/XDM messages to HISPs w/associated MDNs (Processed and Dispatched) to at least 3 HISP partners	**§ 170.315(h)(2)**	N/A	Over a 3 month span from 4/1/24 - 6/30/24: Outbound total attempts: 480,801 Outbound success/failure percentages: **98.17% success / 1.83% failure** Messages exchanged with at least 3 HISP partners.
Successfully receive XDR/XDM messages from HISPs w/associated MDNs (Processed and Dispatched) from at least 3 HISP partners	**§ 170.315(h)(2)**	N/A	Over a 3 month span from 4/1/24 - 6/30/24: Inbound total attempts: 1,918,085 Inbound success/failure percentages: **99.96% success / 0.04% failure** Messages exchanged with at least 3 HISP partners.

Key Milestones

Key Milestone	Care Setting	Date/Timeframe
Development of candidate list of HISP partners to assist with Real-World-Testing	HIE's, Hospitals, Ambulatory Clinics, and Payers	10/04/2023
Finalization of the Real-World Testing Plan, and submission to ONC-ACB per ONC-ACB instruction	HIE's, Hospitals, Ambulatory Clinics, and Payers	11/15/2023
RWT/Collection of data/create report	HIE's, Hospitals, Ambulatory Clinics, and Payers	6/30/2024
Validation of expected results	HIE's, Hospitals, Ambulatory Clinics, Payers	10/15/2024
Submission of final Test Results Report	HIEs, Hospitals, Ambulatory Clinics, Payers	1/20/2025

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 plan is up to date and fully addresses the health IT developer's Real World Testing requirements.

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Authorized Representative Signature:

DocuSigned by:

John Ellis

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Date:

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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