



2022 Real World Test Plan  
**Direct Messages**  
20211114bri-3

# ONC CERTIFIED IT

## Real World Test Plan & Results

### 2022 Calendar Year

<b>Product</b>	AXEIUM
<b>Version</b>	MU3
<b>CHPL ID</b>	15.05.05.1171.BRIL.02.01.1.221219 (current)
	15.05.05.1171.BRIL.01.00.1.200110 (previous)
<b>URL</b>	<a href="http://axeium.com/rwt">http://axeium.com/rwt</a>
<b>Document</b>	2022 RWTPR - Direct Messaging v2023-01-15b.docx

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## Test Results

### Changes to Original Plan

Changes to the the RWT approach as outlined in the Plan, if any.

<b>Summary</b>	n/a
<b>Reason</b>	
<b>Impact</b>	

### Withdrawn Product

Products withdrawn during the past year that were outlined in the Plan, if any.

<b>Product</b>	n/a
<b>Version</b>	
<b>CHPL ID</b>	
<b>Date</b>	
<b>Data Included</b>	

### Summary of Testing Methods & Key Findings

A summary of the testing method used, challenges encountered and lessons learned, and non-conformities discovered, if any.

To give this test plan the best shot at success, we obtained permission and cooperation from our largest FQHC clinic that operates 4 physical facilities, including mobile units, which recorded 95,946 patient visits in CY 2022, but even so, not a single request to use the Direct Messaging feature.

The challenge we face is that there is simply no operational benefit perceived by the clinics to use this feature, as there is a plethora of low-cost, and easy to use secure messaging options, all of which are preferable solutions.

As such, there was no utilization in our domain at this time.

### Standards Updates

Products certified with voluntary or optional SVAP and USCDI standards updates, if any.

<b>Standard</b>	n/a
<b>Version</b>	
<b>Criteria affected</b>	
<b>CHPL ID</b>	
<b>Conformance Measure</b>	

## Care Setting

These test results are from transactions executed in a community health, outpatient, primary care setting.

## Metrics and Outcomes

Testing measurements that demonstrate that the product is compliant with certification criteria and is exchanging HIE in the care setting.

<b>Measurement</b>	Direct Messaging
<b>Criteria</b>	170.315(h)(1)
<b>Outcome</b>	Not used. Per log analysis, as confirmed with the client, there were no attempts to send direct messages during the test period.

The certified criteria that are included in this test plan rely on the following 3<sup>rd</sup> party software, if any.

<b>Product</b>	MDToolbox Rx
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## Key Milestones

Information regarding how and when developer-implemented measures and collected data relevant to milestone that were met during the RWT process for the above referenced care setting.

Milestone	Timeframe
Obtain representative participation from clinic	2021 Q4
Project kickoff with team of internal and customer representatives	2022 Q1
Check for data collected	2022 Q2, Q3, Q4
Run final data collection for plan year, and prepare report	2023 Q1

# Test Plan

## Description of Interoperability-focused Functionality

This test plan was designed to test the real world use of the following certification criterion:

<b>§170.315(h)(1)</b>	<b>Direct Messaging</b>
	Ability to send and receive health information in accordance with §170.202(a)(2) and §170.202(e)(1)

## Use Case 1 - Send and Receive Direct Message, and Delivery Notifications

The developer will work with the designated customer representatives test the process of sending and receiving direct messages and notifications.

## Schedule of Testing Milestones

2021 Q4	Solicit customers to obtain representative participation
2022 Q1	Project kickoff with team of internal and customer representatives; Distribute procedures, and tracking tools, if needed
2022 Q2, Q3, Q4	Follow up with project team; Review data collected thru date, and adjust methodology if needed
2023-01-02	Run final data collection for plan year; Analyze and collate
2023-01-15	Report due to ACB

## Standards Updates

Standards Updated	<input checked="" type="checkbox"/> N/A <input type="checkbox"/> USCDI <input type="checkbox"/> CCDA <input type="checkbox"/> ASTM <input type="checkbox"/> CQM
Updated Standard Version	N/A
Date of ONC ACB notice	N/A
Date of customer notice	N/A

## Care Setting

AXEIUM is a patient-centric EHR system that is marketed to outpatient, community health centers that provide primary care services. Operationally speaking, there is no functional difference regardless of the specialty services offered by the clinics, if any, as such any and all ACB-certified features selected for testing are representative of all settings, regardless of specialty.

## Measurements and/or Metrics

The testing process will document the use Direct Messaging in two dimensions, namely the percentage of users at the target clinic that utilized the feature during the test period, and of that subset, the quality of service received, namely the ratio of success to failures observed.

## **Expected Outcomes**

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- (1) while we do not have a target percentage for utilization, this metric will be observed and tracked.
- (2) It is expected that 100% of the messages sent between valid Direct accounts will be successfully sent and received.

## **Testing Methods/Methodologies**

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Log reports that track the usage and delivery status of Direct Messages will be analyzed for quantity, and quality.

## **Testing Approach Justification**

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The test plan measurements will provide an objective assessment of the functional demand for the certified criteria, as well whether the criteria work correctly.

The system logs will determine the real world use of these features. The measures in this test plan will produce a the success rate of the interoperability and functionality of the certification criteria in a production environment.

## Change Log

Date	Author	Comment
2021.10.01	m. allione	Initial Document
2021.11.07	m. allione	Revise and improve the following sections: Standards, Care Settings, and Justification.
2023.01.15	m. allione	Add test results