

# CY2025 REAL WORLD TESTING PLAN



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## Executive Summary

This document provides the Real-World Testing Plan for OnCall for the calendar year 2025. This document provides the Real-World Test measurements and metrics that meet the intent and objectives of the ASTP/ONC Condition of Certification and Maintenance of Certification requirements for Real-World Testing (§ 170.405 Real-World Testing). ASTP/ONC has guided that this test intends to evaluate compliance with the certification criteria and interoperability of exchanging electronic health information (EHI) within the care and practice setting targeted for use.

This document builds toward the final testing measurements and metrics to evaluate our product interoperability within production settings. With each measure, we will document the planned testing methodology, associated ASTP/ONC criteria, justification for measurement, expected outcomes from the testing, care settings applied for this measure, and our general approach and justification for decisions.

We have included our timeline, milestones for completing the Real-World Testing in CY2025, and information about compliance with the Standards-Version Advancement Process updates.

## 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 current and comprehensively addresses the health IT developer's Real World Testing requirements.

Authorized Representative Name:	Nicholas Chepesiuk, Vice President and General Manager, OnCall
Authorized Representative Email:	<a href="mailto:nicholas.chepesiuk@qualifacts.com">nicholas.chepesiuk@qualifacts.com</a>
Authorized Representative Phone:	844-930-0532
Date of Attestation:	October 14, 2024
Authorized Representative Signature:	<i>Nicholas Chepesiuk</i>

## General Information

<b>Report ID Number</b>	OnCall-RWT-2025
<b>Developer Name:</b>	OnCall Health
<b>Product Name:</b>	OnCall Health
<b>Version Number:</b>	Version 1
<b>Certified Health IT Product List (CHPL) ID:</b>	ASTP/ONC CHPL ID: 15.07.04.3122.ONCA.01.01.1.230117, <a href="#">CHPL link</a>
<b>Developer Real World Testing Page URL:</b>	<a href="https://www.qualifacts.com/onc-certification-and-costs/">https://www.qualifacts.com/onc-certification-and-costs/</a>

## Standards Update

*Including Standards-Version Advancement Process (SVAP) and the United States Core Data for Interoperability (USCDI)*

<b>Standard (and version):</b>	<div style="background-color: #ADD8E6; padding: 20px; text-align: center;"> <p>For the CY2025 period, Qualifacts OnCall does not have any voluntary SVAP updates</p> </div>
<b>Updated certification criteria and associated project:</b>	
<b>Health IT Module CHPL ID:</b>	
<b>Method used for standard update:</b>	
<b>Date of ASTP/ONC ACB notification:</b>	
<b>Date of customer notification (SVAP only):</b>	
<b>Conformance Measure:</b>	
<b>USCDI updated certification criteria (and USCDI version):</b>	

## Measures Used / Overall Approach

For each measurement or metric, the following elements are contained:

- *Description of the measurement/metric*
- *Associated certification criteria*
- *Justification for selected measurement/metric*
- *Care setting(s) that is addressed*
- *Expected outcomes*

We elaborate on our justification for choosing this measure and evaluate the expected outcomes in each measurement. All measurements were selected to assess the best compliance with the certification criteria and interoperability of exchanging electronic health information (EHI) within the certified software.

## Testing Approach:

A testing methodology is used for each measurement. For our test plan, we use the following methods:

- **Reporting/Logging:** This methodology uses the EHR's logging and reporting capabilities to evaluate system actions as part of users' production workflows. A typical example is the numerator recording and measure's calculation required by §170.315(g)(1) and §170.315(g)(2). It can also include reviews of the audit log and customized reports from the EHR. This methodology often provides historical measurement reports that can be accessed at different times of the year and evaluate the interoperability of EHR functionality. It can be a benchmark for assessing real-world testing over multiple time intervals.
- **Compliance and Tool:** This methodology uses inspection to evaluate if EHR complies with the ASTP/ONC criteria. Assessment can be accomplished through 1-on-1 manual testing and various validation tools to assess compliance and interoperability. If an EHR module's technology is not widely used in production by current users, compliance inspection can ensure the functionality continues to meet the certification requirements.

## Care Setting(s) Targeted

Qualifacts OnCall software targets behavioral healthcare and the human services industries and supports the Primary Care industry. In each measure, we address the care settings targeted and note any necessary adjustment or specific factor to consider with this particular measure.

## Relied Upon Software

For the § 170.315(b)(10) measure, Qualifacts OnCall uses the Relied Upon Software of either Qualifacts Credible ([CHPL Link](#)) OR Qualifacts CareLogic ([CHPL Link](#)).

## Applicable Real-World Testing Certification Criteria

<b>Care Coordination</b>	<ul style="list-style-type: none"> <li>▪ § 170.315(b)(10) Electronic Health Information Export</li> </ul>
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## Schedule of Key Milestones

Key Milestone	Timeframe
<ul style="list-style-type: none"> <li>▪ Submission of Real World Testing Plan for CY2025 to the ACB.</li> </ul>	On or before October 15, 2024
<ul style="list-style-type: none"> <li>▪ Analysis and Real World Testing Results Report creation for CY2024.</li> </ul>	December 2024 to January 2025
<ul style="list-style-type: none"> <li>▪ Submission of Real World Testing Results Report for CY2024 to the ACB.</li> </ul>	On or before February 1, 2025
<ul style="list-style-type: none"> <li>▪ Lessons Learned: Qualifacts will perform a “lessons-learned” internal process to review successes from the</li> </ul>	Quarterly (2025)

<p>previous year and areas for improvement for each annual RWT update.</p> <ul style="list-style-type: none"> <li>▪ Quarterly review of data collection toward annual Real World Test Plan criteria.</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Submission of Real World Testing Plan for CY2026 to the ACB.</li> </ul>	<p>On or before October 15, 2025</p>
<ul style="list-style-type: none"> <li>▪ Analysis and Real World Testing Results Report creation for CY2025.</li> </ul>	<p>December 2025 to January 2026</p>
<ul style="list-style-type: none"> <li>▪ Submission of Real World Testing Results Report for CY2025 to the ACB.</li> </ul>	<p>On or before February 1, 2026</p>

## Measure: Electronic Health Information Export Requests

Measure Description	Create an electronic health information file in an electronic and computable format for a “single-patient” or “patient-population.” This measure reviews the utilization of these criteria, with a focus on the successful creation of such files upon request.	
Associated Criteria	<ul style="list-style-type: none"> <li>▪ § 170.315(b)(10) Electronic Health Information Export</li> </ul>	
Justification for selected measurement/metric	<p>This measure provides a numeric value to indicate the use and conformance of this interoperability measure. Measure incrementation will indicate overall performance and utilization of this criteria.</p> <p>Leaning on the conformance methods of this criteria, the insight of the data collected will hold focus against:</p> <ul style="list-style-type: none"> <li>- Is created in a timely fashion, includes all the EHI for a single patient as described in § 170.315(b)(10)(i)(A), is electronic and in a computable format; and it includes a publicly accessible hyperlink of the export’s format. {reference: <a href="https://www.healthit.gov/test-method/electronic-health-information-export">https://www.healthit.gov/test-method/electronic-health-information-export</a>}</li> </ul>	
Care Setting	Behavioral healthcare agencies and Primary care agencies	
Test Method(s) / Methodologies	Reporting/Logging	
Expected Outcomes	<p><b>This measure uses Relied Upon Software for its Plan and Results Report, which can be sourced at <a href="https://www.qualifacts.com/onc-certification-and-costs/">https://www.qualifacts.com/onc-certification-and-costs/</a>.</b></p>	
	<p><b>Qualifacts CareLogic</b></p> <p>CareLogic will utilize various reports and audit logs to accomplish this measure test, including automated measure (§ 170.315(b)(10)) reports, to determine the measure count.</p> <p>Metrics will include:</p> <ul style="list-style-type: none"> <li>- The number of single-patient EHI Export requests</li> <li>- The number of patient-population EHI Export requests</li> <li>- The number of reports per type requested</li> <li>- The average time (start to finish)</li> </ul>	<p><b>Qualifacts Credible</b></p> <p>Credible will utilize various reports and audit logs to accomplish this measure test, including automated measure (§ 170.315(b)(10)) reports, to determine the measure count.</p> <p>Metrics will include:</p> <ul style="list-style-type: none"> <li>- The number of single-patient EHI Export requests</li> <li>- The number of patient-population EHI Export requests</li> <li>- The number of reports per type requested</li> </ul>



- The number of reports successfully completed
- The percentage of reports completed successfully.

It is anticipated that the request rate will be lower as this criterion is relatively new in the healthcare IT ecosystem. However, even with lower utilization, we anticipate high success rates with report requests and completion showcasing functionality.

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