



## MDOps RealWorldTesting Results Report – 2022

### GENERAL INFORMATION

<b>Developer Name:</b>	<b>MDOps Corporation</b>
<b>Product Name(s):</b>	<b>MDLog</b>
<b>Version Number(s):</b>	<b>5.0</b>
<b>Certified Health IT Product List (CHPL) ID(s):</b>	<b>15.02.05.1836.MDOP.01.01.1.220117</b>
<b>Developer Real World Testing Plan/Results Report Page URL</b>	<a href="http://mdops.com/certified/">http://mdops.com/certified/</a>

#### **Criteria's Covered:**

As part of RealWorldTesting (RWT) the below listed criteria were considered.

- 170.315(b)(1) Transition of care
- 170.315(b)(9) Care Plan
- (b)(9)(i) - Enable a User to Record, Change, Access, Create, and Receive Care Plan
- 170.315(c)(1) clinical quality measures –record and export
- 170.315(g)(7) Application access –patient selection
- 170.315(g)(8) Application access –data category request
- 170.315(g)(9) Application access –all data request
- 170.315(h)(1) Direct Project

#### **Deviations from Test Plan:**

No changes were made to the product and the test plan for identified criteria during the execution of the test plan. Hence, we followed the same approach that was mentioned in the test plan and completed the RWT testing

#### **Testing Method:**

Between January 1<sup>st</sup> 2022 and September 31<sup>st</sup> 2022, we have captured the audit logs of the above listed certification criteria from our Production servers, de-identified the PHI data from these logs and analysed the throughput to evaluate the success and failure rate, data exchange accuracy and interoperability.

#### **Outcome of RWT:**

Overall, we were able to achieve the expected outcomes mentioned in our test plan with less than one percentage errors. As mentioned in the RWT Test Plan we have achieved the key milestones and completed the testing. We found it challenging to generate throughput for the criteria where we do not have active usage in production with live customers to capture real time audit logs, in this case we had to totally depended on authorized representative and had to follow up with them in order to meet the key milestones.



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

No, none of our products include these voluntary standards

### Care Settings:

For this RealWorldTesting, we have used the below care settings

Speciality: Geriatric

### Metrics and Outcomes:

- 1. 170.315(b)(1) Transition of care:** To test these criteria we have measured the success rate of CCDA generation from our audit logs. A total of 697 hits were done out of which 692 requests resulted in successful generation of the CCDA and the remaining 5 hits resulted in failure with the below error message. Hence, we have achieved the planned target of less than 1% errors.  
"Exception:Unable to view the Care Plan CCD document:java.lang.NullPointerException"
- 2. 170.315(b)(9) Care Plan:** We had around 1500 transactions to Record, Change, Access, Create, and Receive Care Plan during the testing period. As per the recorded audit logs we have achieved 100% success in achieving these criteria with no error logs created.
- 3. 170.315(c)(1) clinical quality measures –record and export:** We have captured the audit logs for the record and export actions of the CQM criteria and have achieved 100% success in being able to allow the users to successfully record and export the documents. A total of around 10738 logs were captured for these actions.
- 4. 170.315(g)(7) Application access –patient selection;170.315(g)(8) Application access –data category request;170.315(g)(9) Application access –all data request:**  
A total of 3285 transaction logs were recorded while the users were trying to perform the Patient selection and all other data requests, out of this error were recorded for close to 30 transactions with the below error messages
  1. Bad credentials
  2. Patient with provided patientId not found in MDLog
  3. Unparseable date: "23-08-1960"Hence, we managed to achieve less than 1% of error in achieving these criteria.
- 5. 170.315(h)(1) Direct Project:** To test Direct Project criteria we have analysed the audit logs from production and checked if the direct emails triggered from MDLog were successfully sent and we were able to receive the direct emails triggered from the vendors. The accuracy of data sent through the direct email was verified.

Sample: A total of 198 direct emails was triggered from MDOps out of which 197 messages were sent successfully, the missing message errored out with the below error message:



“Error: The system is currently unable to send direct email: Add recipient failed: FAIL No Direct certificates found for the specified recipient. Please confirm that this is an active Direct address.”

Thus, we achieved 99.49 percentage of success.

**Key Milestones:** We have met the below planned timelines

Key Milestone	Planned Date/Time Frame
Release of documentation for the Real-World Testing to be provided to authorized representatives and providers. This includes surveys, specific instructions on what to look for, how to record issues encountered, and Customer Agreements.	January 1, 2022
Explaining the Real-World Testing Use Cases	February 1, 2022
Begin collection of information as laid out by the plan.	March 1, 2022 to September 1, 2022
Meet with previously identified providers and authorized representatives to ensure that Real World Testing protocols are effective.	May 1, 2022
End of Real-World Testing period/final collection of all data for analysis	September 1, 2022
Analysis and report creation	October 1, 2022
Submit Real World Testing report to ACB (per their instructions)	October 30th, 2022