



REAL WORLD TESTING RESULTS REPORT 2024

REPORT OVERVIEW

Under the ASTP/ONC Health IT Certification Program (Certification Program), health IT developers are required to conduct Real World Testing of their certified health IT (45 CFR 170.405). Health IT developers must submit results annually to address the Real World Testing of eligible products as outlined in their previous year's Real World Testing plan(s). If adjustments to approaches are made throughout Real World Testing, the health IT developer should reflect these adjustments in their Real World Testing results report. ASTP/ONC expects that the results report will include a list of these changes, the reasons for them, and how intended outcomes were more efficiently met as a result.

TruBridge is proud to offer products which are certified under the Assistant Secretary for Technology Policy and Office of the National Coordinator for Health Information Technology certification program. This document summarizes TruBridge's real world testing results for the InstantPHR and CHBase products for the 2024 calendar year, which measure the real world usage of certified capabilities focused on patient engagement. As stated by ONC, "the objective of real-world testing is to verify the extent to which certified health IT deployed in operational production settings is demonstrating continued compliance to certification criteria and functioning with the intended use cases as part of the overall maintenance of a health IT's certification." With this goal in mind, we have designed our real world testing plan and its metrics to provide measurable evidence of our product's conformance to previously certified criteria, in alignment with the stated intent of the Real World Testing Condition and Maintenance of Certification.



GENERAL INFORMATION

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

Developer Name: TruBridge, Inc

Product Name(s): InstantPHR, CHBase

Version Number(s): 20

Certified Health IT Product List (CHPL) ID(s): 15.04.04.1533.Inst.20.02.1.190916
15.04.04.1533.CHBa.19.02.1.190819

Developer Real World Testing Page URL: <https://www.trubridge.com/certifications/>

SUMMARY OF TESTING METHODS AND KEY FINDINGS

This report's testing methods focused on capturing and documenting the number of instances that certified capability is successfully utilized in the real world, where results were derived from a 2-fold approach to testing: summative testing and interactive testing. Summative assessments were used to measure which certified actions were performed within a given time period. Summative data was gathered by running reports and examining audit logs from within the certified health IT module to help demonstrate the frequency of actions within the given time frame, and where possible, whether those actions were successful or unsuccessful. We chose the methodology of tracking actual production data in order to reflect the real world use of certified capabilities in the provision of healthcare, in alignment with the Assistant Secretary for Technology Policy and Office of the National Coordinator for Health IT's (ASTP/ONC) intent and purpose of Real World Testing. Interactive testing was used to demonstrate conformance to requirements where the adoption rate of a given certified capability is zero.

This report's findings demonstrate ongoing conformity to certified criteria by providing quantified evidence of the active utilization of certified capabilities. The outcomes in this report confirm that certified capabilities are deployed effectively in live settings for patients to use or perform exchange of electronic health information at their discretion. All recorded summative metrics provide verification that the certified capabilities have been implemented successfully, and that the certified Health IT module is being actively utilized in real world production environments in the exchange of data as intended. Please note, production activity data was aggregated across the customer base and there is no usage of protected health information (PHI) as defined under HIPAA during the collection or analysis of the real world test data and results. These measurements reflect the overall success of required certified capabilities in the real world, in alignment with ASTP/ONC's stated intent and purpose of Real World Testing.

When production data was not available due to low or zero adoption, interactive testing was leveraged to evaluate the certified Health IT's compliance to the criteria requirements and to provide confirmation that features are functioning as previously certified.

All results in this report have been compared to Real World Test results from previous years, in order to evaluate whether certified capabilities are being used effectively from year to year. Consistent utilization over time indicates that certified Health IT is deployed successfully and is continuing to function as intended and previously certified.

STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS-SVAP AND USCDI)

TruBridge has not updated InstantPHR or CHBase to any new standards as part of the standards version advancement process (SVAP).

CARE SETTINGS

The following care settings were tested:

- Patient Engagement

METRICS AND OUTCOMES

For each measurement/metric, the following elements will be described below:

- ✓ Description of the measurement/metric or interactive test plan
- ✓ Associated certification criteria
- ✓ Relied Upon Software (if applicable)
- ✓ Outcomes
- ✓ Challenges Encountered (if applicable)

SUMMATIVE ASSESSMENT RESULTS

VIEW, DOWNLOAD, AND TRANSMIT TO A 3RD PARTY

- Associated Criterion – 170.315(e)(1)
- Measurement/Metrics – Over a 90-day period:
 - 1) Number of views of health information by a patient or authorized representative
 - 2) Number of downloads of health information by a patient or authorized representative
 - 3) Number of transmissions of health information by patient or authorized representative using unencrypted email
 - 4) Number of transmissions of health information by patient or authorized representative using an encrypted method
- Outcomes
 - 1) Number of views of health information by a patient or authorized representative: 207,637
 - 2) Number of downloads of health information by a patient or authorized representative: 302
 - 3) Number of transmissions of health information by patient or authorized representative using unencrypted email: 3
 - 4) Number of transmissions of health information by patient or authorized representative using an encrypted method: 5

This criterion requires the ability of a certified Health IT module to provide patients access to a patient portal with the ability to view, download, and send their healthcare records to other providers via encrypted or unencrypted transmission methods in CCDA format. Results show success by providing a numeric value indicating how frequently patients are viewing, downloading, and transmitting their records from the portal. Regardless of how frequently this interoperability feature is being used, the results demonstrate compliance to the underlying ONC criteria by showing the certified health IT module can submit health data to the patient portal and provide access for patients to retrieve and interact with their healthcare data. These measurements reflect real world activity of patient access and exchange of their electronic health information, in alignment with the purpose of real world testing, and demonstrates that the certified capabilities are available and effective.

Overall, the results aligned with our expectation to see moderate utilization for view capabilities, and low utilization for the download and transmit capabilities. Results showed a modest increase from the observed volumes from the previous year. Consistent utilization from year to year indicates the certified capabilities are deployed successfully and performing steadily in production environments, demonstrating ongoing conformity to the certified criteria.

APPLICATION ACCESS – PATIENT SELECTION

- Associated Criterion – 170.315(g)(7)
- Measurements/Metrics – Over a 90-day period:
 - 1) Number of requests for a patient level token
 - 2) Number of requests for a patient level token that provided sufficient information to provide a valid response
 - 3) Number of valid patient level tokens that provided a successful response for a data request
- Outcomes
 - 1) Number of requests for a patient level token: 744,260
 - 2) Number of requests for a patient level token that provided sufficient information to provide a valid response: 744,228
 - 3) Number of valid patient level tokens that provided a successful response for a data request: 26,975,733

This criterion requires the certified Health IT module to provide an API and supporting documentation that enable external applications to request a unique patient identifier from the certified Health IT module that can be used to request additional patient data. Results show success by providing a numeric value indicating how frequently patient level tokens are received and authenticated via API, thus demonstrating successful API interoperability in a real world setting. These measurements confirm a third party application can successfully connect with the certified health IT and query clinical data via the API interface. This confirms the certified capabilities are available, effective, and being actively utilized.

Overall, the results aligned with the expectation of moderate utilization. Results were mostly consistent with the observed volumes from the previous year, but there was a modest increase in volume. Consistent utilization from year to year indicates the certified capabilities are deployed successfully and performing steadily in production environments, demonstrating ongoing conformity to the certified criteria.



INTERACTIVE TESTING RESULTS

APPLICATION ACCESS – ALL DATA REQUEST

- Associated Criterion – 170.315(g)(9)
- Measurements/Metrics – Over a 90-day period:
 - 1) Number patient requests for CCDAs via the \$dcref endpoint
 - 2) Number of successful vs. total number of requests for CCDAs via the \$dcref endpoint
- Interactive Test plan – We will install and deploy IPHR and CHBase in a test environment, onboard test patients in the database, and load encounter and related health data. We will then retrieve an access token, and access the CCDA via the \$dcref endpoint using an API client like Postman.
- Outcomes
 - 1) Number patient requests for CCDAs via the \$dcref endpoint: 23
 - 2) Number of successful requests for CCDAs via the \$dcref endpoint: 15

This criterion requires the certified Health IT module to provide an API which can provide Consolidated CDA files in accordance with HL7 CDA Release 2.1 IG containing all data classes and elements for a date or date range. Our interactive test demonstrates the ability of the certified Health IT module to receive and fulfill patient summary record requests, thus demonstrating successful API interoperability as previously certified. This verifies the Health IT module can make patient data accessible to third party applications via API, demonstrating the certified capabilities are available and effective, regardless of how frequently this feature is being utilized.

STANDARDIZED API FOR PATIENT AND POPULATION SERVICES

- Associated Criterion – 170.315(g)(10)
- Measurements/Metrics :
 - 1) Number of successful vs. total number of data requests for single patient tokens
 - 2) Number of successful vs. total number of data requests for multi patient tokens
 - 3) Number of successful vs. total number of search requests
 - 4) Number of applications registered
 - 5) Number of successful vs. total number of refresh token requests
 - 6) Number of successful vs. total number of access token requests based on a refresh token
 - 7) Number of successful vs. total number of token revocation requests
 - 8) Number of successful vs. total number of token introspection requests
 - 9) Number of successful vs. total number of token requests for a public app
- Interactive Test Plan – We will install and deploy IPHR and CHBase in a test environment, onboard test patients in the database, and load encounter and related health data. We will then retrieve an access token, and access various data categories data via R4 FHIR API using an API client like Postman.
- Outcomes
 - 1) Number of successful vs. total number of data requests for single patient tokens: 532 successful; 780 total
 - 2) Number of successful vs. total number of data requests for multi patient tokens: 5207 successful; 5230 total
 - 3) Number of successful vs. total number of search requests: 307 successful; 450 total
 - 4) Number of applications registered: 401
 - 5) Number of successful vs. total number of refresh token requests: 203 successful; 244 total
 - 6) Number of successful vs. total number of access token requests based on a refresh token: 75 successful; 132 total
 - 7) Number of successful vs. total number of token revocation requests: 64 successful; 84 total
 - 8) Number of successful vs. total number of token introspection requests: 41,382 successful; 41,413 total
 - 9) Number of successful vs. total number of token requests for a public app: 23 successful; 25 total



This criterion requires the certified Health IT module to provide a standardized application programming interface (API) that enables patients to access and transfer their health information. The API must use FHIR and USCDI standards, and must include complete documentation containing information necessary for other applications to interact with the API. The API must be able to respond to requests for single patient's and multiple patients' data, as well as support search operations. It must enable an application to register with the authorization server, establish secure and trusted connections, and meet requirements for patient authorization revocation and token introspection. Our interactive test demonstrates the ability of the certified Health IT module to respond to requests for patient data, thus demonstrating successful API interoperability as previously certified. This verifies the Health IT module enables patients to access their health information via API, demonstrating the certified capabilities are available and effective, regardless of how frequently this feature is being utilized.

KEY MILESTONES

| Key Milestone | Care Setting | Date/Timeframe |
|--------------------------|----------------------|----------------|
| Scheduling and logistics | • Patient Engagement | 90-days |
| Data collection | • Patient Engagement | 90-days |
| Review and collate data | • Patient Engagement | 90-days |
| Writing report | • Patient Engagement | 90-days |

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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