

2024 Real World Test Results Report

Office Practicum

Developer Attestation

As a developer of software certified under the Office of the National Coordinator for Health Information Technology Health IT Certification Program, Office Practicum is pleased to submit this Real World Test (RWT) Result Report for the calendar year 2024 in accordance with ONC Health IT Certification Program.

The Real World Testing Result Report includes all required elements that meet the requirements of the certification criteria and is up to date. We believe that there were no non-compliances observed and results revealed that OP EHR functionality is working as expected.

Office Practicum

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Authorized Representative Signature

Date: 03/10/2025

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General Product Information

Developer Name: Office Practicum <https://www.officepracticum.com/>

Product Name: **Office Practicum**

Version Number: 21

Certified Health IT Product List (CHPL) ID & ONC-ACB Certification

ID:: 15.04.04.3048.Offi.21.02.1.221121

CHPL Listing: <https://chpl.healthit.gov/#/listing/11049>

Developer Real World Testing Page URL:

officepracticum.com/21st-Century-real-world-test-plan-and-results



Care Settings

Certified Office Practicum is marketed primarily to Primary Care Pediatrics (ambulatory setting). All aspects of the Real World Testing Plan Results are from the Primary Care Pediatrics setting.

Change to Original RWT Plan

The RWT Plan that was submitted to the ONC and ACB in 2023 which did not include (h)(1) Direct Project. Since then OP has migrated the Direct Messaging vendor from EMR Direct to Kno2. This results report includes the metrics that were captured in Q42024 for this criteria. In 2024 we have reduced the number of practices to 7 for interactive testing.

Standards Updates (SVAP and USCDI)

Office Practicum has not updated CHITM to any new standards as part of the SVAP or the Cures Update criteria as of this date nor plan to prior to the execution of the Real World Test.

Standard (and version)	All standards versions are those specified in USCDI v1, HL7 v2.5.1, HL7 v3
Method used for standard update	Not applicable
Date of ONC ACB notification	Not applicable
Date of customer notification (SVAP only)	Not applicable

Schedule of Key Milestones

Key Milestones	Date(s)	Status
Revisited Collaborative Partners for testing	Jan 2024	MET
Analysis and test results report creation	1/1/2024-1/31/2024	MET
Submit final 2023 RWT results to ONC	February 2024	MET
Review results and address any issues that needs to be fixed within 30 days	03/01/2024	MET
RWT Execution for certification criteria w/Practices Mid Year 2024	By 7/15/2024	MET
RWT Execution for certification criteria w/Practices End of the year 2024	By 12/31/2024	MET
Submit 2025 RWT Plan to Drummond	11/01/2024	MET

RWT Measures

Under the ONC Health IT Certification Program as part of Real World Testing Plan OP has prepared this report with results for below criteria(s) to adhere to the compliance requirements.

- **Care Coordination**
 - § 170.315(b)(1) Transitions of Care
 - § 170.315(b)(2) Clinical Information Reconciliation and Incorporation
 - § 170.315(b)(3) Electronic Prescribing
 - § 170.315(b)(10) Electronic Health Information Export
- **Public Health**
 - § 170.315(f)(1) Transmission to Immunization Registries
- **Electronic Exchange**
 - § 170.315(h)(1) Direct Project
- **Application Programming Interfaces**
 - § 170.315(g)(10) Standardized API for Patient and Population Services

Transitions of Care & Clinical Information Reconciliation and Incorporation

Reporting Results Time Frame: Q42024

Testing Methodology: Logging, Reporting, Interactive Testing

Interactive Testing: Every quarter and for every major release throughout Y2024, OP early adopter program practices ran through various tests to validate the functionality and for OP to address any issues that arise before the release goes to general availability.

Testing Results:

CDA documents were received via edge protocol into OP to the addressed recipient. OP users were also successfully sending CDA documents from within OP to various direct address recipients and third party systems like HIEs and health groups.

Total number of practices queried: All Practices

Number of Practices for Interactive Test: up to 7 practices

Total CDAs generated Successfully: 84,992

Number of CDAs sent via edge protocol: 444

Number of Direct Messages received with CDA attachment: 26,308

Total number of CDAs parsed that were received: 7,058

Key Findings and Analysis:

Client satisfaction and successful generation of CDAs remain high. This area of the application is stable.

Action taken on key findings:

No direct action is needed at this time.

Area of improvement:

No changes we made in this area that impacted the certification criteria.

Electronic Prescribing

Reporting Results Time Frame: Q42024

Testing Methodology: Logging, Reporting, Interactive Testing

Interactive Testing: For all major releases as part of OP early adopter program our practices validate functionality.

Relied Upon Software: First DataBank

Testing Results:

Total number of practices queried: All Practices

Number of Practices for Interactive Test: up to 7 practices

Metric	Value
New Rx	1,618,342
New EPCS Rx	240,509
Cancel Rx	5629
Change Requests	594
Change Request Response	340
Renewal Requests	149,320
Renewal Request Response	74,613

Key Findings and Analysis:

Due to Surescript network outages our practices faced some downtime that impacted sending prescriptions to the pharmacy on time.

Action taken on key findings:

Pharmacy network outages are out of OP's control. No action was taken at this time.

Area of improvement:

No changes we made in this area that impacted the certification criteria.



Transmission to immunization registries

Reporting Results Time Frame: Q42024

Testing Methodology: Logging, Reporting, Interactive Testing

Interactive Testing: Our early adapter program uses this functionality everyday and help OP to test throughout the year.

Testing Results:

As a Pediatric specific setting this functionality is very critical for our practice base and by utilizing our Immunization Integration Program (IIP) certified EHR OP users were successfully able to submit immunizations to the state registries.

Total number of practices queried: All Practices

Number of Practices for Interactive Test: up to 7 practices

VXU Messages successfully sent for all Practices: 15,273,130

QBP (Query) Requests sent to the state registries: 507,204

RSP (Response) Successful Responses: 439,208

RSP Failed Responses: 67,996

Key Findings and Analysis:

Unlike previous years, OP practices have been leveraging Query functionality to send QBP messages to the registry to keep the patient chart in sync and address any gaps with the state registry. There are many factors that result in the failure response from the registries for the Query request. Practices were successfully able to exchange data with the respective state immunization registry.

Action taken on key findings:

Our OP team works with each state registry to address any connectivity issues and failures. In Q42024 OP team has been preparing to upgrade the IIP certification to a newer version. We are planning to complete the upgrade recertification in Q12025.

Area of improvement:

Few state registries were upgraded to CDC connectivity from the legacy connectivity protocol.

EHI Export

Reporting Results Time Frame: Q42024

Testing Methodology: Logging

Testing Results:

Number of Practices for Interactive Test: up to 5 practices

Functional testing was conducted with five different practices for this functionality.

Single Patient EHI Exports: 5

Bulk EHI Exports: 6

Key Findings and Analysis:

While EHI Export functionality was newly introduced, we would like our practices to leverage single patient EHI when requested. This functionality is working as expected.

Action taken on key findings:

No action is needed at this time.

Area of improvement:

None for this functionality.

Direct Project

Reporting Results Time Frame: Q42024

Testing Methodology: Logging, Reporting, Interactive Testing

Relied Upon Software: Kno2

Testing Results:

Number of Practices for Interactive Test: up to 6 practices

Functional testing was conducted with five different practices for this functionality.

Total number of Outbound Messages: 471

Total Number of Outbound Messages with CDA attachment: 444

Total Inbound Messages: 43,082

Total number of Inbound Messages with CDA attachment: 26,308

Key Findings and Analysis:

While I would like practices to leverage Direct messaging functionality for outbound referrals and data exchange we have seen many practices still using eFax as their main method to send referrals out. As you can see we had much less outbound messages sent from OP to other systems compared to how many messages were received.

Action taken on key findings:

We are planning to educate our practices on the importance of using Direct messaging over eFax in their day to day workflow at our user conference 2025.

Area of improvement:

None for this functionality.

Standardized API for Patient and Population Services

Reporting Results Time Frame: Q42024

Testing Methodology: Logging, Reporting, Interactive Testing

Interactive Testing: Few of our vendors that we leverage FHIR APIs to integrate with help OP to test this functionality throughout the year.

Testing Results:

Total Number of Practices Monitored (FHIR API): All practices with this functionality activated

Number of Practices for Interactive Test: up to 2 practices & up to 2 vendors

FHIR Resource Name	Base Request Name	Total Processed Requests	Failure Rate
AllergyIntolerance	/fhir/AllergyIntolerance	952k	0.00%
CapabilityStatement	/fhir/CapabilityStatement	1.17k	0.00%
CarePlan	/fhir/CarePlan	16	0.00%
CareTeam	/fhir/CareTeam	824	0.00%
Composition	/fhir/Composition	5.85k	0.00%
Condition	/fhir/Condition	987k	0.00%
DiagnosticReport	/fhir/DiagnosticReport	300	2.67%
DocumentReference	/fhir/DocumentReference	211k	0.01%
DocumentReference/_search	/fhir/DocumentReference/_search	11.5k	0.00%
Encounter	/fhir/Encounter	6.29k	0.00%
Goal	/fhir/Goal	0	0.00%
Immunization	/fhir/Immunization	1.13m	0.00%
ImplantableDevice	/fhir/ImplantableDevice	0	0.00%
Location	/fhir/Location	2.05m	0.00%
Medication	/fhir/Medication	0	0.00%

MedicationRequest	/fhir/MedicationRequest	116	6.90%
Observation	/fhir/Observation	25.3k	1.19%
Organization	/fhir/Organization	320	7.50%
Patient	/fhir/Patient	312k	0.00%
Patient/_search	/fhir/Patient/_search	8.59k	0.00%
Practitioner	/fhir/Practitioner	24.9k	0.51%
PractitionerRole	/fhir/PractitionerRole	29.6k	0.00%
Procedure	/fhir/Procedure	7.52k	0.00%
Provenance	/fhir/Provenance	0	0.00%
RelatedPerson	/fhir/RelatedPerson	0	0.00%

Key Findings and Analysis:

We have seen an uptick in requests for integrating via FHIR APIs. During 2024 we have onboarded new vendors and many other practices. We have seen failure rates for few resources. After analysing a sample set we identified that these were due to the incorrect parameters that the requester has submitted. We also identified that there were high response times for few resources.

Action taken on key findings:

We have made some performance improvement enhancements to improve the response time. We have also increased logging capabilities to proactively identify any system failures.

Area of improvement:

As mentioned above.