

# MEDALLIES WORLD TESTING RESULTS REPORT

## BACKGROUND & INSTRUCTIONS

Under the 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). The Office of the National Coordinator for Health Information Technology (ONC) issues Real World Testing resources to clarify health IT developers' responsibilities for conducting Real World Testing, to identify topics and specific elements of Real World Testing that ONC considers a priority, and to assist health IT developers in developing their Real World Testing plans and results reports.

[A Real World Testing plan template](#) was created to assist health IT developers in organizing the required information that must be submitted for each element in their Real World Testing plan. To accompany the plan template, ONC has also provided this results report template.

While the use of this template is voluntary, health IT developers may find it useful in preparing their Real World Testing results report(s). Health IT developers must submit one year of results 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. 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.

**While every effort has been made to ensure the accuracy of restatements of 45 CFR Part 170, this template is not a legal document. The official program requirements are contained in the relevant laws and regulations. This resource should be read and understood in conjunction with the following companion resources, which describe in detail many of the Certification Program requirements referenced in this resource.**

- [Real World Testing–What It Means for Health IT Developers – Fact Sheet](#)
- [Real World Testing Resource Guide](#)
- [Real World Testing Certification Companion Guide](#)

Health IT developers should also review the following regulatory materials, which establish the core requirements and responsibilities for Real World Testing under the Certification Program.

- 21st Century Cures Act: Interoperability, Information Blocking, and the ONC Health IT Certification Program final rule, [85 FR 25642](#) (May 1, 2020) (**ONC Cures Act Final Rule**)
  - [Section VII.B.5](#) — “*Real World Testing*”

## GENERAL INFORMATION

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

Developer Name: Gene Curtis

Product Name(s): MedAllies Direct Solutions

Version Number(s): 3.4

Certified Health IT Product List (CHPL) Product Number(s): 15.04.04.1887.MedA.34.00.0.170403

Developer Real World Testing Plan Page URL: <https://pki.medallies.com/chp/real-world-testing/>

Developer Real World Testing Results Report Page URL [if different from above]:

## [OPTIONAL] CHANGES TO ORIGINAL PLAN

*If a developer has made any changes to their approach for Real World Testing that differs from what was outlined in their plan, note these changes here.*

<b>Summary of Change</b> [Summarize each element that changed between the plan and actual execution of Real World Testing]	<b>Reason</b> [Describe the reason this change occurred]	<b>Impact</b> [Describe what impact this change had on the execution of your Real World Testing activities]
Testing methodology updated from organized testing in non-production environment to showcasing metrics collected from Production logging which highlight real world use of the technology	Real World Testing Data should come from Production systems.	Changing environments from a non-production environment to a Production environment with enhanced logging which enables MedAllies to gather accurate metrics relating to MedAllies 170.315(h)(2) certification
Expected outcomes updated from controlled clinical scenario test cases to closely align with MedAllies' 170.315(h)(2) certification which includes: Direct Project, Edge Protocol, and XDR/XDM	Real World Testing Data should come from Production systems. Gathering Production metrics of the technology already in use helps us better align to show Real World Testing for MedAllies' 170.315(h)(2) certification.	Changing environments from a non-production environment to a Production environment with enhanced logging which enables MedAllies to gather accurate metrics relating to MedAllies 170.315(h)(2) certification
Metrics - Instead of log examples resulting from controlled testing in a non-production environment, MedAllies deviated from our plan so MedAllies could collect metrics from our Production Environment from a 90-day period	Real World Testing Data should come from Production systems.	Changing environments from a non-production environment to a Production environment with enhanced logging which enables MedAllies to gather accurate metrics relating to MedAllies 170.315(h)(2) certification

**[OPTIONAL] WITHDRAWN PRODUCTS**

*If a developer withdrew any products within the past year that were previously included in their Real World Testing plan, please provide the following information.*

<b>Product Name(s):</b>	
<b>Version Number(s):</b>	
<b>CHPL Product Number(s):</b>	
<b>Date(s) Withdrawn:</b>	
<b>Inclusion of Data in Results Report:</b> [Provide a statement as to whether any data was captured on the withdrawn products. If so, this data should be identified in the results report.]	

**SUMMARY OF TESTING METHODS AND KEY FINDINGS**

*Provide a summary of the Real World Testing methods deployed to demonstrate real-world interoperability, including any challenges or lessons learned from the chosen approach. Summarize how the results that will be shared in this report demonstrate real-world interoperability.*

*If any non-conformities were discovered and reported to the ONC-ACB during testing, outline these incidences and how they were addressed.*

*Note: A single Real World Testing results report may address multiple products and certification criteria for multiple care settings.*

Direct messages were transported and delivered in accordance with MedAllies’ 170.315(h)(2) certification and Direct protocol (XDR, XDM, SMTP, Edge Protocol).

MedAllies used advanced logging to capture supporting metrics that demonstrate Real World testing in relation to MedAllies’ 170.315(h)(2) certification. These metrics covered a 90-day period.

MedAllies connects with multiple EHR’s. MedAllies Direct message exchanges for Real World Testing represented a variety of clinical settings including Ambulatory, Acute, ED, and Behavioral Health solutions.

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

*Both required and voluntary standards updates must be addressed in the Real World Testing plan. Real World Testing plans must include all certified health IT updated to newer versions of standards prior to August 31 of the year in which the updates were made.*

*Indicate as to whether optional standards, via SVAP and/or USCDI, are leveraged as part of the certification of your health IT product(s).*

Yes, I have products certified with voluntary SVAP or USCDI standards. (If yes, please complete the table below.)

No, none of my products include these voluntary standards.

<b>Standard (and version)</b>	
<b>Updated certification criteria and associated product</b>	
<b>CHPL Product Number</b>	
<b>Conformance measure</b>	

### Care Setting(s)

*The expectation is that a developer's Real World Testing is conducted within each type of clinical setting in which their certified health IT is marketed. Health IT developers are not required to test their certified health IT in every setting in which it is marketed for use.*

*List each care setting that was tested.*

MedAllies gathered metrics displaying Real World Testing interoperability with EHR vendors that support Ambulatory, Acute, ED, and Behavioral Health solutions.

### Metrics and Outcomes

*Health IT developers should detail outcomes from their testing that successfully demonstrate that the certified health IT:*

1. is compliant with the certification criteria, including the required technical standards and vocabulary codes sets;
2. is exchanging electronic health information (EHI) in the care and practice settings for which it is marketed for use; and/or,
3. EHI is received by and used in the certified health IT.

(from 85 FR 25766)

Health IT developers could also detail outcomes that did not result from their measurement approach if that better describes their efforts.

Within this section, health IT developers should also describe how the specific data collected from their Real World Testing measures demonstrate their results. Where possible, context should be provided to the measures and results to understand the number of sites/users/transactions tested for the specified measures (i.e., the denominator for comparison to the reported results). If applicable, any Relied Upon Software that is used to meet a criterion's requirements should be included in this section.

Measurement /Metric	Associated Criterion(a)	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Total number of Outbound Direct messages sent and successfully dispatched at receiving Edge System	170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM (i)(B) Send Using Direct + XDM		<p>Real World Testing Data collected successfully.</p> <p>Total number of outbound Direct messages sent to 3rd party HISPs = 4,227,902</p> <p>Percentage of outbound Direct messages sent to 3rd party HISPs = 81.05%</p> <p>Percentage of outbound Direct messages successfully acknowledged (dispatched) by receiving system = 88.29%</p>	
Total number of Inbound Direct messages received and successfully dispatched at receiving Edge System	170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM (i)(B) Receive Using Direct + XDM		<p>Real World Testing Data collected successfully.</p> <p>Total number of inbound</p>	

			<p>Direct messages sent from 3rd party HISPs = 4,657,381</p> <p>Percentage of inbound Direct messages sent from 3rd party HISPs = 82.50%</p> <p>Percentage of inbound Direct messages successfully acknowledged (dispatched) by receiving system = 7</p>	
Total Number of outbound Direct messages sent to a recipient on the MedAllies HISP	170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM (i)(B) Send Using SOAP + XDR		<p>Real World Testing Data collected successfully.</p> <p>Total Number of outbound Direct messages sent to a recipient on the MedAllies HISP = 988.206</p> <p>Percentage of outbound Direct messages sent to a recipient on the MedAllies HISP = 18.95%</p>	
Total Number of outbound Direct messages sent to a	170.315(h)(2) Direct Project, Edge Protocol,		Real World Testing Data collected	

<p>recipient on the MedAllies HISP</p>	<p>and XDR/XDM (i)(B) Receive Using SOAP + XDR</p>		<p>successfully.</p> <p>Total Number of outbound Direct messages sent to a recipient on the MedAllies HISP = 988.206</p> <p>Percentage of outbound Direct messages sent to a recipient on the MedAllies HISP = 18.95%</p>	
<p>Total Number and Percentage of outbound Direct messages successfully acknowledged (dispatched) by receiving system.</p>	<p>170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM (i)(C) Send Using Edge Protocol for IHE XDR profile for Limited Metadata</p>		<p>Real World Testing Data collected successfully.</p> <p>Total Number of outbound Direct messages successfully acknowledged (dispatched) by receiving system = 4,605,207</p> <p>Total Percentage of outbound Direct messages successfully acknowledged (dispatched) by receiving system = 88.29%</p>	

<p>Total Number and Percentage of inbound Direct messages successfully acknowledged (dispatched) by receiving system</p>	<p>170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM (i)(C) Receive Using Edge Protocol for IHE XDR profile for Limited Metadata</p>		<p>Real World Testing Data collected successfully.</p> <p>Total Number of inbound Direct messages successfully acknowledged (dispatched) by receiving system = 4,433,082</p> <p>Total Percentage of inbound Direct messages successfully acknowledged (dispatched) by receiving system = 78.52%</p>	
<p>Total Number and Percentage of Outbound Direct messages successfully sent from an SMTP Edge System</p>	<p>170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM (i)(C) Send Using Edge Protocol for SMTP</p>		<p>Real World Testing Data collected successfully.</p> <p>Total Number of Outbound Direct messages successfully sent from an SMTP Edge System = 164</p> <p>Total Percentage of Outbound Direct messages successfully sent from an SMTP Edge System = 0%</p>	



<p>Total Number and Percentage of inbound Direct messages successfully sent to an SMTP Edge System</p>	<p>170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM (i)(C) Receive Using Edge Protocol for SMTP</p>		<p>Real World Testing Data collected successfully.</p> <p>Total Number of inbound Direct messages successfully sent to an SMTP Edge System = 26,715</p> <p>Total Percentage of inbound Direct messages successfully sent to an SMTP Edge System = 0.47%</p>	
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### KEY MILESTONES

*Include a list of key milestones that were met during the Real World Testing process. Include details on how and when the developer implemented measures and collected data. Key milestones should be relevant and directly related to outcomes discussed.*

*For each key milestone, describe when Real World Testing began in specific care settings and the date/timeframe during which data was collected.*

Key Milestone	Care Setting	Date/Timeframe
<p>Real World Testing metrics begin compiling.</p> <p>Using our native logging solutions, MedAllies was able to capture Real World Testing metrics in real time for every message that passed through our HISP for 90 consecutive days, starting on April 1<sup>st</sup> of 2022.</p>	<p>All Supported:</p> <p>Interoperability with EHR vendors that support Ambulatory, Acute, ED, and Behavioral Health solutions</p>	<p>April 2022</p>
<p>Real World Testing metrics review and report creation.</p> <p>Using internal MedAllies tooling, we were able to review and compile numerical representation of our Real World Testing data, to accurately portray Real World usage relating to MedAllies' ONC certification criteria.</p>	<p>All Supported:</p> <p>Interoperability with EHR vendors that support Ambulatory, Acute, ED, and Behavioral Health solutions</p>	<p>January 2023</p>

