2025 Real World Test Plan

Tebra Technologies, Inc / Tebra EHR

Executive Summary

This is the real world test plan for CY 2025 for Tebra certified EHR solution. It provides the real world test measurements and metrics that meet the intent and objectives of ONC's Condition of Certification and Maintenance of Certification requirement for real world testing (§ 170.405 Real World Testing) to evaluate compliance with the certification criteria and interoperability of exchanging electronic health information (EHI) within the care and practice setting which it is targeted for use.

As ONC has stated in its rule, "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." We have worked toward this objective in designing our test plan and its subsequent real world testing measurements and metrics.

This document builds toward the final testing measurements and metrics we will use to evaluate our product interoperability within production settings. Within each measure, we document planned testing methodology, associated ONC criteria, justification for measurement, expected outcomes from the testing, care settings applied for this measure, including how our test cases were created, our selected methodology, and our general approach and justification for decisions.

We have included our timeline and milestones for completing the real world testing in CY 2025, and information about compliance with the Standards Version Advancement Process updates.

A table of contents with hyperlinks is provided later in the plan for quick access to any document section, including the testing measurements and metrics found at the end of this document. Our signed attestation of compliance with the real world testing requirements if on the following page.

Developer 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 up to date and fully addresses the health IT developer's Real World Testing requirements.

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General Information

Plan Report ID Number: Tebra-RWT-2025

Developer Name: Tebra Technologies, Inc.

Product Name(s): Tebra EHR

Version Number(s): 5.0

Certified Health IT Criteria: 315(b)(1)-(3), (b)(10); (e)(1); (f)(5); (g)(7),(g)(9)-(10)

Product List (CHPL) ID(s) and Link(s):

- 15.04.04.2777.Tebr.05.02.1.221219
- https://chpl.healthit.gov/#/listing/11090

Developer Real World Testing Page URL: http://www.tebra.com/macra

Timeline and Milestones for CY 2025

- 1Q-2025: Health IT system is fully enabled for use in real world testing.

- 3Q-2025: Begin making plans to collect data for RWT measures. If necessary, engage clients to ask for their support and participation in real world testing.

- 4Q-2025: During the last quarter of the year, the CY 2025 Real World Test plan will be completed according to ONC and ONC-ACB requirements and expectations. Test Plan will be prepared for submission.

- February 1, 2026. Real World Test Report will be completed and submitted according to ONC and ONC-ACB requirements and expectations.

Standards Version Advancement Process (SVAP) Updates

Currently, we are using all required ONC Certification Program standard version(s) unless noted differently below. Next year we will be updating our EHR to support the new standard versions according to the HTI-1 rule, including USCDI v3, and based on when we complete these updates, new SVAP version(s) may be captured in our CY 2025 RWT test results, and if so, we will note that in our CY 2025 RWT test report.

Standard (and version)	All standard versions including USCDI v1 are those specified in ONC Certification Program criteria.
Method used for standard update	N/A
Date of ONC-ACB notification	N/A
Date of customer notification (SVAP only)	N/A
USCDI-updated Certification criteria (and USCDI version)	This plan documents the support of all USCDI v1 data elements.

Real World Test Measurements

The measurements for our Real World Test plan are described below. Each measurement contains:

- Associated ONC criteria
- Testing methodology used
- Description of the measurement/metric
- Justification for the measurement/metric
- Expected outcomes in testing for the measurement/metric
- Number of client sites to use in testing (if applicable)
- Care settings which are targeted with the measurement/metric

In each measurement, we elaborate specifically on our justification for choosing this measure and the expected outcomes. All measurements were chosen to best evaluate compliance with the certification criteria and interoperability of exchanging electronic health information (EHI) within the certified EHR.

Testing Measurements

For each measurement, a testing methodology is used. For our test plan, we use the following methodology.

Reporting/Logging: This methodology uses the logging or reporting capabilities of the EHR to examine functionality performed in the system. A typical example of this is the measure reporting done for the automated measure calculations required in §170.315(g)(2), but it can also be aspects of the audit log or customized reports from the EHR. This methodology often provides historical measurement reports which can be accessed at different times of the year and evaluate interoperability of EHR functionality, and it can serve as a benchmark for evaluating real world testing over multiple time intervals.

Care and Practice Settings Targeted

Tebra EHR is primarily targeted to small practices, general ambulatory practices, and our measures were designed for this setting. In each measure, we do also address the care settings targeted and note any necessary adjustment or specific factor to consider with the specific measure.

RWT Measure #1: Number of Transition of Care C-CDAs Successfully Sent

Associated Criteria 315(b)(1)

Testing Methodology Reporting/Logging

Measurement Description
This measure is tracking and counting how many C-CDAs are created and successfully sent from the EHR Module to a 3rd party via direct messaging during a transition of care event over the course of a given interval.

Measurement Justification
Interoperability of C-CDA exchange is a critical need for the small practice sites we support with our EHR. They use this capability to share data with local hospitals as well as make referrals out to specialists. Because of this use case, we will create a RWT measure capturing the number of C-CDAs sent from the EHR to other providers.

This measure will provide a numeric value to indicate both how often this interoperability feature is being used as well as its compliance to the requirement. An increment to this measure indicates that the EHR can create a C-CDA patient summary record, including ability to record all clinical data elements, and by sending the C-CDA patient summary record, the EHR demonstrated successful interoperability of an exchanged patient record with a 3rd party. This measurement shows support for Direct Edge protocol in connecting to our relied upon software HISP Updox (Version 2016.1) for successful transmission.

Measurement Expected Outcome
The measurement will produce numeric results over a given interval. We will utilize various reports and audit logs, including Automated Measure (315(g)(2)) reports, to determine our measure count.

A successful measure increment indicates compliance to the underlying ONC criteria. It will show that the EHR can create the C-CDA patient summary record, including record required clinical data elements. In sending the C-CDA patient summary record, the EHR will demonstrate ability to confirm successful interoperability of an exchanged patient record with a 3rd party, including support for direct edge protocol in connecting to a HISP. Successfully completing this measure also implies users have a general understanding of the EHR functional operations for this EHR module and an overall support for the user experience while not completing this measure may indicate a lack of understanding or possibly lack of use or need for this functionality.

Care Settings

We designed this measure to test small practice, general ambulatory sites that we support and target.

RWT Measure #2: Number of C-CDAs Received and/or Incorporated

Associated Criteria 315(b)(2)

Testing Methodology Reporting/Logging

Measurement Description
This measure is tracking and counting how many C-CDAs are successfully received and/or incorporated upon receipt from a 3rd party via direct messaging during a transition of care event.

Measurement Justification
Because our user community receives many inbound C-CDA patient records, they need the EHR to support them in the receipt as well as the incorporation of problems, medications, and medication allergies into the patient record. This measure provides real world interoperability insight into its use.

This measure will provide a numeric value to indicate both how often this interoperability feature is being used as well as its compliance to the requirement. An increment to this measure indicates that the EHR can receive a C-CDA patient summary record, and by incorporating the C-CDA patient summary record, the EHR demonstrates successful interoperability of problems, medications and medication allergies of patients treated by a 3rd party. This measurement shows support for Direct Edge protocol in connecting to our relied upon software HISP Updox (Version 2016.1) for successful transmission.

Measurement Expected Outcome
The measurement will produce numeric results over a given interval. We will utilize various reports and audit logs, including Automated Measure (315(g)(2)) reports, to determine our measure count.

A successful measure increment indicates the EHR can receive a C-CDA patient summary record and then incorporate the problems, medications, and medications allergies into the patient record. This will also demonstrate ability to exchange data by using the Direct Edge protocol via our HISP, Updox.

Successfully completing this measure also implies users have a general understanding of the EHR functional operations for this EHR module and an overall support for the user experience while not completing this measure may indicate a lack of understanding or possibly lack of use or need for this functionality.

Care Settings

We designed this measure to test small practice, general ambulatory sites that we support and target.

RWT Measure #3: Number of NewRx Prescription Messages Successfully Sent

Associated Criteria 315(b)(3)

Testing Methodology Reporting/Logging

Measurement Description
This measure is tracking and counting how many NewRx electronic prescriptions were created and successfully sent from the EHR Module to a pharmacy destination over the course of a given interval.

Measurement Justification
The Rcopia DrFirst e-Prescribing solution is integrated into our EHR workflow, and our providers use this regularly for their prescribing needs. This measure will provide a numeric value to indicate both how often this interoperability feature is being used as well as its compliance to the requirement. An increment to this measure indicates that the EHR can create a NewRx SCRIPT electronic prescription message and transmit it to a pharmacy, typically via the Surescripts Network. This will also show that our integration with DrFirst is working in production just as we demonstrated in our certification.

Measurement Expected Outcome
The measurement will produce numeric results over a given interval. We will utilize various reports and audit logs, including Automated Measure (315(g)(2)) reports, to determine our measure count.

A successful measure increment indicates compliance to the underlying ONC criteria. It will show that the EHR can create the NewRx message and send over a production network, like the Surescripts Network, to a pharmacy.

Successfully completing this measure also implies users have a general understanding of the EHR functional operations for this EHR module and an overall support for the user experience while not completing this measure may indicate a lack of understanding or possibly lack of use or need for this functionality.

Care Settings
We designed this measure to test small practice, general ambulatory sites that we support and target.

RWT Measure #4: Number of EHI Exports Run

Associated Criteria 315(b)(10)

Testing Methodology Reporting/Logging

Measurement Description
This measure is tracking and counting how many patients requested and received EHI exports of their health information by the EHR Module over the course of a given interval.

Measurement Justification
Exporting patient EHI is necessary for patients to have a comprehensive view of their health information. This measure will provide a numeric value, including both success and errors, to indicate how often this interoperability feature is being used as well as its compliance to the requirement, namely that the EHR can create an export of patient EHI in a computable format.

Measurement Expected Outcome
TThe measurement will produce numeric results of attempted and completed EHI Export of Patient EHI, both success and error, by the EHR Module over a given interval. We will likely utilize a database report to determine our measure count.

We expect this test will be completed with few, if any, technical errors, although we may observe some user-driven errors unrelated to the functionality of the EHR software. We will examine results to evaluate the performance of the EHR Module.

A successful export indicates compliance with the underlying ONC criteria and that the EHR can create an export of all patient's EHI. Successfully completing this measure also implies users have a general understanding of the EHR functional operations for this EHR Module and an overall support for the user experience. Any observed errors may indicate either a lack of understanding by the user, configuration setup issues, or product errors, and we will investigate as necessary.

If none of our chosen sites have records of any patient requested EHI Exports, we will substitute a test with synthetic patient data in an environment that mirrors production use.

Care Settings
We designed this measure to test small practice, general ambulatory sites that we support and target.

RWT Measure #5: Number Patients Given Access to Portal

Associated Criteria 315(e)(1)

Testing Methodology Reporting/Logging

Measurement Description
This measure is tracking and counting how many patients are given login access to their patient portal account over the courses of a given interval.

Measurement Justification
Access to patient portal is a necessary feature of patient engagement with their healthcare, and this measure will provide a numeric value to indicate how often this interoperability feature is being used. An increment to this measure indicates that the EHR can supply patient health data to the patient portal and provide an account for the patient to use in accessing this data.

Measurement Expected Outcome
The measurement will produce numeric results over a given interval. We will utilize various reports and audit logs, including Automated Measure (315(g)(2)) reports, to determine our measure count.

A successful measure increment indicates compliance to the underlying ONC criteria. It will show that the EHR can submit patient health data to the patient portal on a regular and consistent basis as well as provide an account for the patient to use in accessing this data.

Successfully completing this measure also implies users have a general understanding of the EHR functional operations for this EHR module and an overall support for the user experience while not completing this measure may indicate a lack of understanding or possibly lack of use or need for this functionality.

Care Settings
We designed this measure to test small practice, general ambulatory sites that we support and target.

RWT Measure #6: Number of Patients Who Accessed/Logged into Portal

Associated Criteria 315(e)(1)

Testing Methodology Reporting/Logging

Measurement Description
This measure is tracking and counting how many patients have successfully logged into and accessed their patient portal account over the course of a given interval.

Measurement Justification
The measure will provide a numeric value to indicate how often patients are logging into their portal account to view their record. An increment to this measure indicates that patients can log into their patient portal to view, download, or transmit their health data as well as its compliance with the requirement.

Measurement Expected Outcome
The measurement will produce numeric results over a given interval. We will utilize various reports and audit logs, including Automated Measure (315(g)(2)) reports, to determine our measure count.

A successful measure increment indicates compliance to the underlying ONC criteria. It will show that patients can log into their patient portal to view, download, or transmit their health data.

Successfully completing this measure also implies users have a general understanding of the EHR functional operations for this EHR module and an overall support for the user experience while not completing this measure may indicate a lack of understanding or possibly lack of use or need for this functionality.

Care Settings
We designed this measure to test small practice, general ambulatory sites that we support and target.

RWT Measure #7: Number of API Applications Registered

Associated Criteria 315(g)(7), (g)(9)-(g)(10)

Testing Methodology Reporting/Logging

Measurement Description
This measure is tracking and counting how many different systems or applications are connecting to our EHR via the FHIR API.

Measurement Justification
This measure will determine how many 3rd party systems or applications are integrated and using our EHR's FHIR API interface and our FHIR server, supported by SmileCDR relied upon software. This measure will allow us to verify our certified API is working with 3rd party applications to access USCDI patient data.

Measurement Expected Outcome
This measure will provide a count of FHIR applications that have registered with our server for patient access as well as applications actively connecting to our FHIR server.

We will utilize our FHIR API form which developers use to request API access as well as additional reports and audit logs to determine the number of API applications enabled for our system.

Care Settings
We designed this measure to test small practice, general ambulatory sites that we support and target.

RWT Measure #8: Number of Sites Using Electronic Case Reporting

Associated Criteria 315(f)(5)

Testing Methodology Reporting/Logging

Measurement Description
This measure is tracking and counting how many client practices are connected and engaged with bi-directional exchange with the electronic case reporting registry through our EHR Module.

Measurement Justification
This measure will provide a numeric metric value of the number of client sites that have onboarded and are successfully exchanging electronic case reporting (eCR) messages with state agencies through the CDC AIMS platform.

We have onboarded our EHR with the AIMS platform which is the predominate means for connecting to state eCR registries. Our customers connect to their local and state eCR registries via our interface with the AIMS network.

To use the AIMS network, practices must complete a comprehensive onboarding process which is why this measure is an accurate gauge of certification compliance in a production setting.

Measurement Expected Outcome
We expect our clients to be able to successfully onboard with their eCR state registries with minimal errors that are within the acceptable range required by the AIMS CDC team.

We will utilize various reports and logs, including those from the CDC AIMS support team, to determine how many sites have completed this onboarding and are successfully exchanging eICR messages and receiving back reportability responses from the state agencies.

During the year, we will examine the log information for a minimum period of three (3) months to determine an appropriate sample for this measurement.

Care Settings
We designed this measure to test small practice, general ambulatory sites that we support and target.