2023 Real World Test Results

Tebra Technologies, Inc / Tebra (Kareo) EHR

Executive Summary

This is the test report for CY 2023 Real World Testing for version 5.0 of our Tebra certified (Kareo) EHR solution. This is the companion document to our CY 2023 real world test plan that describes our approach for conducting real world testing in CY 2023 and the testing measures we employed.

We completed our testing using version 5.0 of our product as stated in our CY 2023 test plan, and our results show that the EHR is working in our production environment as it was certified. For each of our CY 2023 Real World Testing Measures, we have recorded our findings and provided some analysis on their interpretation. We did not discover any non-conformities or errors while testing.

Since we completed this testing, we have continued Cures Update requirements with the certification of (b)(10) and (f)(5) which will be included in CY 2024 testing efforts. We will continue to build on the Real World Testing efforts with this new version this coming year.

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General Information

Plan Report ID Number: Tebra-RWT-2023

Developer Name: Tebra Technologies, Inc.

Product Name(s): Tebra (Kareo) EHR

Version Number(s): 5.0

Certified Health IT Criteria: 315(b)(1)-(3), (b)(6), (e)(1), (g)(7),(g)(9)-(10)

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

- 15.04.04.2777.Kare.05.02.1.221219
    - Inherits from 15.04.04.2777.Kare.04.01.1.210101 which has been withdrawn
- https://chpl.healthit.gov/#/listing/11090

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

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Timeline and Milestones for CY 2023

- **First Quarter 2023:**
  - Begin communication with clients to ask for their support and participation in real world testing. The goal is to have a sufficient number of clients committed for real world testing by the end of 1Q-2023.
  - Status: MET

- **Second and Third Quarter 2023:**
  - During the 2nd and 3rd quarter of CY 2022, the real world testing with clients will be scheduled and performed. It is expected that a preparatory call will be done with clients to prepare them for testing activities. Results will be documented in the test results section of the test methods and ultimately used to build the test report. If any non-compliances are observed we will notify the ONC-ACB of the findings and make the necessary changes required.
  - Status: MET

- **Fourth Quarter 2023:**
  - During the last quarter of the year, the CY 2024 real world test plan will be completed according to the ONC and ONC-ACB requirements and expectations. The test plan will be prepared for submission before the ONC-ACB deadline.
  - Status: MET

- **First Quarter 2024:**
  - Submit RWT Test Report to ONC-ACB
  - Status: MET

Standards Version Advancement Process (SVAP) Updates

FOR CY 2023 RWT testing, we tested with USCDI v1.

Standard (and version)	USCDI v1
Updated certification criteria and associated product	315(b)(1), (2), (b)(6); (e)(1); (g)(9)-(10)
Health IT Module CHPL ID	15.04.04.2777.Kare.05.02.1.221219
Conformance Measure	Measure 1 for 315(b)(1) Measure 2 for 315(b)(2) Measure 4 for 315(b)(6) Measures 5 and 6 for 315(e)(1) Measure 7 for 315(g)(7), (9), and (g)(10)

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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.

Care Settings
Tebra (Kareo) EHR is primarily targeted to small practices, general ambulatory practices and our measure was designed for this setting.

Testing Results
- *Clinics Reporting:*   *3*
- *Reporting Interval:*   *3 months*
- *Testing Metric/Measurement:*   *Number of C-CDAs Successfully Sent*
- *Total C-CDAs Sent for all Clinics;*   *0*

  We did confirm this certified EHR module is working in a production-simulated environment through internal testing efforts. We did an "Export Referral" to create the C-CDA, and then used our relied upon software HISP Updox (version 2016.1) to transmit the C-CDA to a QA test system of a public health agency we were on ramping. The public health agency was able to receive the C-CDA successfully to confirm the functionality was working as certified.

Analysis and Key Findings
Our customers typically are not creating C-CDAs for other providers so we have no metrics for this measure so used the production-simulated compliance test as described above.

Non-Conformities or Errors Discovered
During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

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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 third party via direct messaging during a transition of care event over the course of a given interval

Care Settings
Tebra (Kareo) EHR is primarily targeted to small practices, general ambulatory practices and our measure was designed for this setting.

Testing Results
- *Clinics Reporting:*   *3*
- *Reporting Interval:*   *3 months*
- *Testing Metric/Measurement:*   *Number of C-CDAs Received*
- *Total C-CDAs Received for all Clinics: 4*

Analysis and Key Findings
Our customers typically receive very few C-CDAs from other providers, but our numbers do indicate this certified EHR module is working in production. This includes testing of our relied upon software HISP Updox (version 2016.1)

Non-Conformities or Errors Discovered
During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

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.

Care Settings

Tebra (Kareo) EHR is primarily targeted to small practices, general ambulatory practices and our measure was designed for this setting.

Testing Results

- *Clinics Reporting:*   *3*
- *Reporting Interval:*   *3 months*
- *Testing Metric/Measurement:*   *Number of NewRx Messages SEnt*
- *Total New eRxs for all Clinic:*   *3022*

Analysis and Key Findings

Our ePrescribing is a very popular and widely used feature in our EHR. Our testing also reveals our third party relief upon software eRx Provider DrFirst Rcopia is fully integrated and working with our EHR.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

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RWT Measure #4: Number of Patient Batch Exports Run

Associated Criteria   315(b)(6)

Testing Methodology Reporting/Logging

Measurement Description
This measure is tracking and counting how many batch exports of C-CDAs were successfully performed by the EHR Module over the course of a given interval.

Care Settings
Tebra (Kareo) EHR is primarily targeted to small practices, general ambulatory practices and our measure was designed for this setting.

Testing Results
- *Clinics Reporting:*   *3*
- *Reporting Interval:*   *3 months*
- *Testing Metric/Measurement:*   *Number of Patient Batch Exports Run*
- *Total Batch Exports for all Clinics:*   *0*

   We did execute the batch export in a production-simulated environment through internal testing efforts to verify the functionality was working. We then ran the C-CDAs through a validator and confirmed they were compliant.

Analysis and Key Findings
Our customers do not regularly share data through C-CDA field so it is not surprising that they do not do batch exports of C-CDAs which is why we supplemented the production-simulated compliance test as described above.

Non-Conformities or Errors Discovered
During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

RWT Measure #5: Number of 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 course of a given interval.

Care Settings
Tebra (Kareo) EHR is primarily targeted to small practices, general ambulatory practices and our measure was designed for this setting.

Testing Results
- *Clinics Reporting:*   *3*
- *Reporting Interval:*   *3 months*
- *Testing Metric/Measurement:*   *Number of Patients Given Access to their Portal*
- *Total Patients for all Clinics:*   *104*

Analysis and Key Findings
Existing patients already had access to their portal account so these metrics were focused on new patients seen for the provider. Portal access does require the provider to initiate the setup so some providers may choose to not do this setup which impacts our results.

Non-Conformities or Errors Discovered
During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

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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.

Care Settings
Tebra (Kareo) EHR is primarily targeted to small practices, general ambulatory practices and our measure was designed for this setting.

Testing Results
- *Clinics Reporting:*   *3*
- *Reporting Interval:*   *3 months*
- *Testing Metric/Measurement:*   *Number of Patients who Accessed Portal*
- *Total Patients for all Clinics:*   *69*

Analysis and Key Findings
While we did not discover any portal access errors, the number of patients who accessed their patient portals was relatively low given the overall patient population of the clinics. We will look to work with the provider community on how to encourage more portal access to their patient population.

Non-Conformities or Errors Discovered
During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

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RWT Measure #7: Number of Third Party applications connecting to Tebra EHR

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

Testing Methodology Reporting/Logging

Measurement Description
This measure use case will document the number of third party applications which connect to our EHR using our API functionality with our sampled client users.

Care Settings
Tebra (Kareo) EHR is primarily targeted to small practices, general ambulatory practices and our measure was designed for this setting.

Testing Results
- *Clinics Reporting:*   *3*
- *Reporting Interval:*   *3 months*
- *Testing Metric/Measurement:*   *Number of Third-Party Applications*
- *Total 3rd party apps for all Clinics:*   *0*

    We did a test of our API connection and confirmed it did work in a production-simulated environment. We worked with a 3rd party FHIR client application and registered it in our FHIR server in our QA sandbox. We then accessed a patient record through this 3rd party FHIR client application and confirmed ability to access and retrieve all of the test patient data.

Analysis and Key Findings
Based on our testing, our customers' patients are not using the third party API for their data access as we had no applications registered for API access. Instead, we supplemented our testing with the production-simulated internal testing. Our results reveal this certified EHR module and our relied upon software SmileCDR are working as certified without any non-compliance errors.

Non-Conformities or Errors Discovered
During our testing, we did not discover any errors or criteria non-conformities. We did not make any changes to this measure from our original test plan.

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