CY 2023 Real World Testing Plan for

Chirp EHR

Executive Summary

This is the real world test plan for CY 2023 for 1Life Healthcare certified EHR solution, Chirp. 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 that we will use to evaluate our product's 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, and if applicable the number of clients to use our real world testing approach, including how our test cases were created, our selected methodology, the number of client/practice sites to use, and our general approach and justification for decisions.

We have included our timeline and milestones for completing the real world testing in CY 2023, and information about compliance with the Standards Version Advancement Process updates.

A table of contents is provided 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 is 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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Date of Signature: *10/24/22*

General Information

Plan Report ID Number:
Developer Name: 1Life Healthcare, Inc

Product Name(s):Chirp

Version Numbers(s): 1.0

Certified Health IT Criteria: 315(b)(1), (b)(2); (c)(1)-(c)(3); (e)(1); (g)(7), (9); (h)(1)

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

- 15.05.05.3121.CHRP.01.01.1.220912
- https://chpl.healthit.gov/#/listing/10974

Developer Real World Testing Page URL: https://github.com/IoraHealth/documentation-rwt

Timeline and Milestones for Real World Testing CY 2023

- 1Q-2023: Begin assigning internal allocation of resources for the RWT test effort.
- 2Q-3Q 2023. During the 2nd and 3rd quarter of CY 2023, the real world testing will be scheduled and performed. Results will be documented 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.
- 4Q-2023. During the last quarter of the year, the CY 2023 real world test plan will be completed according to ONC and ONC-ACB requirements and expectations. Test plan will be prepared for submission before the end of the year.
- 1-15-2024,. Submit RWT Test Report to ONC-ACB.

Standards Updates (SVAP and USCDI)

Standard (and version)	USCDI v1
Updated certification criteria and associated product	Chirp for 315(b)(1), (b)(2), (e)(1), (g)(9)
Health IT Module CHPL ID	15.05.05.3121.CHRP.01.01.1.220912
Method used for standard update	ONC Cures Update Testing/Certification
Date of ONC-ACB notification	Before end of CY 2022
Date of customer notification (SVAP only)	N/A
Conformance measure	Measures #1, #2, #3, #5
USCDI-updated certification criteria (and USCDI version)	USCDI v1 for 315(b)(1), (b)(2), (e)(1), (g)(9)

Real World Testing Measurements

The measurements for our real world testing 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 clinics/practices to use in testing (if applicable)
- Care settings which are targeted with the measurement/metric

In each measurement evaluate, 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 Methodologies

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

> 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 calculation required in 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

Chirp is designed solely for our own internal use within One Medical. We target the ambulatory care setting and have designed our RWT measure use cases to align with the workflow activities of our clinical team.

RWT Measure #1. Number of Patients Who Accessed/Logged in to Portal

Associated Criteria: 315(e)(1)

Testing Methodology: Reporting/Logging

Measurement Description

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

The interval for this measure will be three (3) months.

Measurement Justification

This measure will provide a numeric value to indicate both the how often the patients or their authorized representatives are logging into the portal to use its features. An increment to this measure indicates that patients can log into their patient portal to view, download, or transmit their health data.

This measure will also test our integration with our 3rd party HISP, DataMotionDirect (Version v6.4), that we will use to transmit the C-CDA records from our EHR to our patient portal application.

Measurement Expected Outcome

The measurement will produce numeric results over a given interval. We will utilize various reports and audit logs 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.

We will use the measure count to establish a historic baseline of expected interoperability use so it can be used in subsequent real world testing efforts.

Care Settings and Number of Clients Site to Test

We designed this measure to test the ambulatory care setting that we support and target. As we have noted, Chirp is designed solely for the internal use of our 1Life providers, and we will only evaluate Chirp within our clinician's workflow.

RWT Measure #2. Number of Transition of Care C-CDAs Successfully Sent

Associated Criteria: 315(b)(1), 315(h)(1)

Testing Methodology: Reporting/Logging

Measurement Description

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

The interval for this measure will be three (3) months.

Measurement Justification

This measure will provide a numeric value to indicate both the 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 demonstrates successful interoperability of an exchanged patient record with a 3rd party.

This measurement shows support for Direct Edge protocol in connecting to a HISP for successful transmission, and it will test our integration with our 3rd party HISP, DataMotionDirect (Version v6.4), that we will use to transmit the C-CDA records to their destination. The DataMotion HISP is a necessary component to complete this measure.

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 Chirp and an overall support for the user experience while not completing this measure may indicate lack of understanding or possibly lack of use or need for this functionality.

We will use the measure count to establish a historic baseline of expected interoperability use so it can be used in subsequent real world testing efforts.

Care Settings and Number of Clients Site to Test

We designed this measure to test the ambulatory care setting that we support and target. As we have noted, Chirp is designed solely for the internal use of our 1Life providers, and we will only evaluate Chirp within our clinician's workflow.

RWT Measure #3. 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 over the course of a given interval.

The interval for this measure will be three (3) months.

Measurement Justification

This measure will provide a numeric value to indicate both the 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 patient record with a 3rd party.

This measurement shows support for Direct Edge protocol in connecting to a HISP for successful transmission, and it will test our integration with our 3rd party HISP, DataMotionDirect (Version v6.4), that we will use to transmit the C-CDA records to their destination. The DataMotion HISP is a necessary component to complete this measure.

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 EHR can receive a C-CDA patient summary record. In incorporating the C-CDA patient summary record, the EHR will demonstrate successful interoperability of problems, medications, and medication allergies of 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 Chirp and an overall support for the user experience while not completing this

measure may indicate lack of understanding or possibly lack of use or need for this functionality.

We will use the measure count to establish a historic baseline of expected interoperability use so it can be used in subsequent real world testing efforts.

Care Settings and Number of Clients Site to Test

We designed this measure to test the ambulatory care setting that we support and target. As we have noted, Chirp is designed solely for the internal use of our 1Life providers, and we will only evaluate Chirp within our clinician's workflow.

RWT Measure #4. Number of Quality Measures Successfully Reported on to CMS

Associated Criteria: 315(c)(1)-(c)(3)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many eCQM quality measures were successfully reported on by Chirp to CMS over the course of a given interval.

The interval for this measure will be three (3) months.

Measurement Justification

This measure will provide a count and list of electronic clinical quality measures (eCQMs) which are calculated and submitted to CMS for a given program, like MIPS. Clinical quality measures are only used for the respective CMS programs and any production measures should utilize submission to CMS. Because CQM criteria, 315(c)(1)-(c)(3), all work collectively together in the eCQM functionality of the EHR Module, this measurement is used for all three.

Measurement Expected Outcome

The measurement will a count and list of eCQMs submitted to CMS over a given interval. We will utilize various reports and audit logs to determine our measure count.

A successful measure submission indicates compliance to the underlying ONC criteria. It will show that the EHR can do calculations on the eCQM and that they are accepted by CMS. Successfully completing this measure also implies users have a general understanding of the EHR functional operations for Chirp and an overall support for the user experience while not completing this measure may indicate lack of understanding or possibly lack of use or need for this functionality.

This measurement will test our integration with our 3rd party eCQM provider, CQMsolution (Version v5.0), that we will use to calculate our eCQM measures and produce the required QRDA Cat III file. CQMSolution a necessary component to complete this measure.

We will use the measure result to establish a historic baseline of expected interoperability use so it can be used in subsequent real world testing efforts.

Care Settings and Number of Clients Site to Test

We designed this measure to test the ambulatory care setting that we support and target. As we have noted, Chirp is designed solely for the internal use of our 1Life providers, and we will only evaluate Chirp within our clinician's workflow.

RWT Measure #5. Number of API Clients Registered and Authorized with our API Server

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

- NOTE - Criteria 315(g)(10) will be certified before end of CY 2022

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many successful API clients have been registered and authorized to access our patient data elements from Chirp via API over the course of a given interval.

The interval for this measure will be three (3) months.

Measurement Justification

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 a 3rd party can query the clinical resources of the patient health record via the API interface and thus demonstrate API interoperability.

Measurement Expected Outcome

The measurement will produce numeric results over a given interval. We will utilize various reports and audit logs, to determine our measure count.

A successful measure increment indicates compliance to the underlying ONC criteria. It will show that a 3rd party client can be authenticated, that the patient record can be properly identified and selected, and that the EHR can make patient data accessible via its API interface. Successfully completing this measure also implies the public API documentation is accurate and sufficient for 3rd parties to connect and use the API while not completing this measure may indicate lack of understanding or possibly lack of use or need for this functionality.

We will use the measure count to establish a historic baseline of expected interoperability use so it can be used in subsequent real world testing efforts.

Care Settings and Number of Clients Site to Test

We designed this measure to test the ambulatory care setting that we support and target. As we

have noted, Chirp is designed solely for the internal use of our 1Life providers, and we will only evaluate Chirp within our clinician's workflow.