CY 2025 Real World Testing Plan for 1Life

Executive Summary

This is the real world test plan for CY 2025 for 1Life Healthcare certified EHR solution, Chirp. As with last year's plan, 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). We believe these test methods will be appropriate and value in accessing certification criteria and interoperability of exchanging electronic health information (EHI) within the care and practice setting of our own customers. We have included our timeline and milestones for completing the real world testing in CY 2025, and information about SVAP updates.

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 – October 7, 2024

General Information

Plan Report ID Number: 20241009lic

Developer Name: 1Life Healthcare, Inc.

Product Name(s): Chirp

Version Numbers(s): 1.0

RWT Certified Health IT Criteria: 315(b)(1), (b)(2), (b)(10); (c)(1)-(c)(3); (e)(1); (g)(7), (9), (10); (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://apidocs.chirp.app/real-world-test-plans.html

Timeline and Milestones for Real World Testing 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 results will be captured according to our test plan. We also complete work for next year's Real World Test Plan and submit it by October 15, 2025.
- February 1, 2026. Real World Test Report will be completed and submitted according to ONC and ONC-ACB requirements and expectations.

Standards Updates (SVAP)

Currently, we are using all required [ONC Certification Program standard version(s)](#).

Standard (and version)	No updates via SVAP are planned
Method used for standard update	N/A
Date of ONC-ACB notification	N/A
Date of customer notification (SVAP only)	N/A

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 client sites 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, we are implementing a Reporting/Logging testing methodology. This methodology uses the logging or reporting capabilities of the EHR to examine functionality performed in the system. 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 our One Medical practices. 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: 170.315(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 a minimum of 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.

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 also be testing our integration with our relied upon software HISP DataMotionDirect (Version 6.4).

We do not expect a noticeable number of errors, but error rates will be tracked and trended over time to determine if results are not acceptable or moving in a negative direction.

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: 170.315(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.

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 our relied upon software HISP DataMotionDirect (Version 6.4). 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 do not expect a noticeable number of errors, but error rates will be tracked and trended over time to determine if results are not acceptable or moving in a negative direction.

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: 170.315(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 a minimum of 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.

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 receive the C-CDA patient summary record and incorporate problems, medications, and allergy data elements. In receiving 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 our relied upon software HISP DataMotionDirect (Version 6.4). 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 do not expect a noticeable number of errors, but error rates will be tracked and trended over time to determine if results are not acceptable or moving in a negative direction.

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: 170.315(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. We will also be testing our integration with our relied upon software CQMsolution (Version v5.0).

However, because our users do not currently participate in CMS program that require quality measure reporting, we may not have any non-0 results. If that is the case, we will supplement our testing with a compliance test to confirm the capabilities are still working as certified.

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: 170.315(g)(7), (g)(9), (g)(10)

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 a minimum of 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 do not expect a noticeable number of errors, but error rates will be tracked and trended over time to determine if results are not acceptable or moving in a negative direction.

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 #6.   Number of EHI Exports Run for Patients

Associated Criteria: 170.315(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. The interval for this measure will be three (3) months.

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, include 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

The 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 can 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 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 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.