# CY 2022 Real World Testing Report for Chirp

## Executive Summary

This is the test report for CY 2022 real world testing for Chirp, a certified EHR solution from 1Life Healthcare. This is the companion document to our CY 2022 real world test plan that describes our approach for conducting real world testing in CY 2022 and the testing measures we employed.

Our findings show that EHR is working as it was certified as no errors or non-compliances were observed. We did make some adjustments and add in some compliance testing as several of our measures had metrics of “0” results because our clinician users do not perform the certified functionality in daily workflows.

For each of our CY 2022 Real World Testing Measures, we have recorded our results and findings. If any non-conformities or errors were encountered, we noted them.

Our signed attestation of compliance with the real world testing requirements is on the following page.

# General Information

Plan Report ID Number: IoraChirp_RWT_2022

Developer Name: 1Life Healthcare, Inc (current), Iora Health (previous)

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 (current), 15.04.04.3083.Chir.01.00.1.201224 (previous)
- https://chpl.healthit.gov/#/listing/10974

Developer Real World Testing Page URL:
https://apidocs.chirp.app/#real_world_test_plans

# Timeline and Milestones for Real World Testing CY 2022

- Milestone 1Q-2022: Begin assigning internal allocation of resources for the RWT test effort.
    - STATUS: MET
- Milestone 2Q-3Q 2022. 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
- Milestone 4Q-2022. 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.
    - STATUS: MET
- Milestone 1Q-2023. Submit RWT Test Report to ONC-ACB.
    - STATUS: MET

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

In CY 2022, we updated our product to support the Cures certification requirement and were certified accordingly. We implemented USCDI v1 and the C-CDA Companion Guide Release 2 and were certified on those versions.

| | |
|---|---|
| Standard (and version) | USCDI v1 and C-CDA Companion Guide Release 2 |
| Updated certification criteria and associated product | Chirp for 315(b)(1), (b)(2), (e)(1), (g)(9) |
| CHPL Product Number | 15.05.05.3121.CHRP.01.01.1.220912 |
| Conformance measure | Measures #1, #2, #3, #5 |

## 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.

### 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 1 Life Healthcare providers, and we will only evaluate Chirp within our clinician's workflow.

### Testing Results

*Practices Reporting Results/Utilizing Certification Functionality: 10*

*Reporting Interval: 3 months (September 6, 2022 through December 5, 2022)*

*Testing Metric/Measurement: Number of Patients Who Access or Logged into Patient Portal*

*Total: 3,943*

### Analysis and Key Findings

Our results reveal our patient portal is extremely popular and widely used, with an average of over a hundred patients a day accessing the portal. We used our Looker BI analytic application to track the number of patients. This number slightly exceeds our expected use of the portal for this period which is positive, and we can use this in future benchmarking.

### Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

### Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics.

## 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 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 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 1 Life Healthcare providers, and we will only evaluate Chirp within our clinician's workflow.

### Changes for this Measure from Original RWT Test Plan and Testing Results

Because our users do not share clinical data via the C-CDA and Direct messaging, our metric results were 0. We used our Looker BI analytic application to confirm this result as well as other methods. However, to verify the capabilities still work in a production environment, we made an adjustment to our testing and added a compliance inspection test. We created test patients and exported them as C-CDA records. We then validated them for compliance and coverage of USCDI v1 data elements. We also confirmed our DataMotionDirect HISP was functional for our Direct exchange capabilities.

### Analysis and Key Findings

In our testing, we did confirm that our users do not utilize Direct messaging. Our EHR is only used by one healthcare provider (ourselves) and our provider have not used Direct to send/receive C-CDAs thus far.

### Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

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 time frame.

## 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 1 Life Healthcare providers, and we will only evaluate Chirp within our clinician's workflow.

## Changes for this Measure from Original RWT Test Plan and Testing Results

Because our users do not share clinical data via the C-CDA and Direct messaging, our metric results were 0. However, to verify the capabilities still work in a production environment, we made an adjustment to our testing and added a compliance inspection test. We created C-CDA test patients and validated we were able to incorporate problems, medications, and medication allergies from them. We also confirmed our DataMotionDirect HISP was functionality for our Direct exchange capabilities.

## Analysis and Key Findings

In our testing, we did confirm that our users do not utilize Direct messaging. Our EHR is only used by one healthcare provider (ourselves) and our provider have not used Direct to send/receive C-CDAs thus far.

## Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

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

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

Testing Methodology: Reporting/Logging/Survey

### Measurement Description

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

### 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 1 Life Healthcare providers, and we will only evaluate Chirp within our clinician's workflow.

### Changes for this Measure from Original RWT Test Plan and Testing Results

During CY 2022, our users did not submit any eCQMs because they did not participate in the MIPS program nor any other program requiring eCQMs. As a result, our test results for this metric is 0.

However, we made an adjustment and added a compliance inspection effort. We confirmed our certified capabilities are working through our 3rd party partner Dynamic Health IT and their CQM Solutions system. Their system is used by many other providers for eCQM submission to MIPS each year.

### Analysis and Key Findings

No key findings.

### Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

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

Associated Criteria: 315(g)(7)-(g)(9)

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.

### 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 1 Life Healthcare providers, and we will only evaluate Chirp within our clinician's workflow.

### Changes for this Measure from Original RWT Test Plan and Testing Results

*We did not have any developers use our API functionality in CY 2022 so our metrics for this measure are 0. Given that, we made an alteration to add a compliance test of our FHIR API using simulated test patient data and the Inferno test tool. We were able to successfully confirm our FHIR API works in a production setting.*

### Analysis and Key Findings

While we do not yet have any FHIR applications using our APIs in production, our results indicate they should be able to successfully connect with our server.

### Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.