CY 2024 Real World Testing Report for Chirp

Executive Summary

This is the test report for CY 2024 real world testing for Chirp, a certified EHR solution from 1Life Healthcare. This is the companion document to our CY 2024 real world test plan that described our approach for conducting real world testing in CY 2024 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 their daily workflows.

For each our CY 2024 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.

Developer Attestation

This Real World Testing report is complete with all required elements. All information in this report is up to date and fully addresses the health IT developer's Real World Testing requirements.

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Authorized Representative Signature: Kenneth Moy

DATE: 1/15/2025

General Information

Plan Report ID Number: 20231106lic

Developer Name: 1Life Healthcare, Inc

Product Name(s): Chirp

Version Numbers(s): 1.1 (current), 1.0 (previous)

Certified Health IT Criteria: 315(b)(1), (b)(2); (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 2024

- Milestone 1Q-2024: 1Q-2024: Health IT system is fully enabled for use in real world testing.
    - STATUS: MET
- Milestone 3Q 2024. Begin making plans to collect data for RWT measures. If necessary, engage clients to ask for their support and participation in real world testing.
    - STATUS: MET
- Milestone 4Q-2024. During the last quarter of the year, the CY 2024 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

Standards Version Advancement Process (SVAP) Updates

For CY 2024 RWT testing, we tested with USCDI v1.

Standard (and version)	USCDI v1
Updated certification criteria and associated product	b1, b2, e1, g9
Health IT Module CHPL ID	15.05.05.3121.CHRP.01.01.1.220912
Conformance measure	Measure 1 for e1 Measure 2 for b1 Measure 3 for b2 Measure 5 for g9

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

This measure tests the ambulatory care setting that we support and target. Chirp is designed solely for the internal use of our 1Life Healthcare providers, and we conducted this test within our clinician's workflow.

Testing Results

Practices Reporting Results/Utilizing Certification Functionality: 10

Reporting Interval: 90 Days (September 5, 2024 through December 4 2024)

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

Total: 3,254

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 is very similar to last year's RWT measure as well as results from 2022 year (all between 3,000 and 4,000 patients over approximately 90 days) indicating that use of patient portal remains high and constant. We also confirmed our relied upon software DataMotionDirect HISP provided secure data exchange with our portal.

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

This measure tests the ambulatory care setting that we support and target. Chirp is designed solely for the internal use of our 1Life Healthcare providers, and we conducted this test 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 used the ONC C-CDA Scorecard tool to verify our C-CDA had 0 errors with a best practice design score of "C" (74 out of 100). We also confirmed our DataMotionDirect HISP was properly functioning for our Direct exchange capabilities. The outcomes of these adjustments were successful and proved compliance with the measure using the production deployed software. We do not believe these adjustments had a negative impact on our original test plan, especially given our providers normal operations to not submit exchange C-CDAs in production.

Analysis and Key Findings

In our testing, we confirmed 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

This measure tests the ambulatory care setting that we support and target. Chirp is designed solely for the internal use of our 1Life Healthcare providers, and we conducted this test 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 incorporated created C-CDA test patients and validated through visual inspection that we were able to incorporate problems, medications, and medication allergies from them. We also confirmed our DataMotionDirect HISP was functional for our Direct exchange capabilities. The outcomes of these adjustments were successful and proved compliance with the measure using the production deployed software. We do not believe these adjustments had a negative impact on our original test plan, especially given our providers normal operations to not submit exchange C-CDAs in production.

Analysis and Key Findings

In our testing, we confirmed that our users do not utilize Direct messaging. Our EHR is only used by one healthcare provider (ourselves) and our providers 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

This measure tests the ambulatory care setting that we support and target. Chirp is designed solely for the internal use of our 1Life Healthcare providers, and we conducted this test within our clinician's workflow.

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

During CY 2024, our users did not submit any eCQMs because they did not participate in the MIPS program nor any other CMS 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 relied upon software Dynamic Health IT and their certified CQM Solutions system. The QRDA Cat III produced by CQM Solution was validated using the MIPS validation tool and reported no validation errors.

The outcome of this adjustment was successful and proved compliance with the measure using the production deployed software. We do not believe these adjustments had a negative impact on our original test plan, especially given our providers normal operations to not submit QRDAs in production.

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), (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.

Care Settings and Number of Clients Site to Test

This measure tests the ambulatory care setting that we support and target. Chirp is designed solely for the internal use of our 1Life Healthcare providers, and we conducted this test within our clinician's workflow.

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

We did not have any developers using our API functionality in CY 2024 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. We also did an inspection of our API queries using a Postman client tool and verified all USCDI v1 data elements can be accessed by our production server.

We do not believe this adjustment had a negative impact on our original test plan as the Postman client tool successfully simulated a typical FHIR client application.

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.