

2024 Real World Testing Results PointClickCare Technologies Inc.

GENERAL INFORMATION

Plan Report ID Number: [ONC-Authorized Certification Body use only]

Developer Name: PointClickCare Technologies, Inc.

Product Name(s): PointClickCare

Version Number(s): 4

Certified Health IT Product List (CHPL) Product Number(s): 15.04.04.2181.Poin.04.00.1.191231 Developer

Real World Testing Plan Page URL: <https://pointclickcare.com/company/certifications/>

[OPTIONAL] CHANGES TO ORIGINAL PLAN

Summary of Change [Summarize each element that changed between the plan and actual execution of Real World Testing]	Reason [Describe the reason this change occurred]	Impact [Describe what impact this change had on the execution of your Real World Testing activities]
None	N/A	N/A

[OPTIONAL] WITHDRAWN PRODUCTS

Product Name(s):	N/A
Version Number(s):	
CHPL Product Number(s):	
Date(s) Withdrawn:	
Inclusion of Data in Results Report: [Provide a statement as to whether any data was captured on the withdrawn products. If so, this data should be identified in the results report.]	

SUMMARY OF TESTING METHODS AND KEY FINDINGS

Below is a brief summary of the Real World Testing methods deployed to demonstrate real-world interoperability, including any challenges or lessons learned from the chosen approach. We summarize how the results that will be shared in this report demonstrate real-world interoperability.

If any non-conformities were discovered and reported to the ONC-ACB during testing, these are outlined and includes how they were addressed.

To demonstrate real-world interoperability, PointClickCare employed a metrics-driven approach focused on ePrescribing functionalities and the integration of diagnostic data in medication orders within LTPAC settings. The testing methods included:

Metric-Based Evaluation

- Metrics such as success percentages for NewRx, CancelRx, and RxFill ePrescribing events were used to assess the reliability of transaction transmissions to partner pharmacies.
- Frequency of diagnostic data inclusion in medication orders was analyzed to evaluate compliance with best practices.

Standards-Based Validation

- All transactions were validated against NCPDP schema to ensure adherence to industry standards.
- Log file reviews and database queries provided further verification of successful transmissions and data accuracy.

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

The required and voluntary standards updates must be addressed in the Real World Testing plan. Real World Testing plans include all certified health IT updated to newer versions of standards prior to August 31 of the year in which the updates were made.

Indicate as to whether optional standards, via SVAP and/or USCDI, are leveraged as part of the certification of your health IT product(s).

Yes, I have products certified with voluntary SVAP or USCDI standards. (If yes, please complete the table below.

No, none of my products include these voluntary standards.

Standard (and version)	N/A
Updated certification criteria and associated product	
CHPL Product Number	
Conformance measure	

Care Setting(s)

The type of clinical setting in which their certified health IT is marketed.

List each care setting that was tested.

Long Term Post-Acute Care (LTPAC)

Metrics and Outcomes

Below we detail outcomes from the testing that successfully demonstrate that the certified health IT:

1. Is compliant with the certification criteria, including the required technical standards and vocabulary codes sets;
2. Is exchanging electronic health information (EHI) in the care and practice settings for which it is marketed for use; and/or,
3. EHI is received by and used in the certified health IT.

(from 85 FR 25766)

Within this section, we describe how the specific data collected from their Real World Testing measures demonstrate the results. Where possible, context is provided to the measures and results to understand the number of sites/users/transactions tested for the specified measures (i.e., the denominator for comparison to the reported results). If applicable, any Relied Upon Software that is used to meet a criterion’s requirements has been included in this section.

Measurement /Metric	Associated Criterion(a)	Relied Upon Software (if any)	Outcomes	Challenges Encountered (if applicable)
Create new prescriptions (NewRx) event success percentage	§ 170.315(b)(3) Electronic prescribing	Surescripts	This metric measures the percentage of new prescriptions successfully transmitted via ePrescribing to a partner pharmacy. The high success rate (99.08%) indicates that the majority of new prescriptions are processed correctly and transmitted to the pharmacy without issues. The time range of these results were from 1/1/2024 to 12/31/2024. Successful: 99.08% Failed: 0.92%	None. The transmission of new prescriptions via Surescripts worked with high reliability, indicating that the systems in use are robust and functioning as expected.
Cancel prescriptions (NewRx) event success percentage	§ 170.315(b)(3) Electronic prescribing	Surescripts	This metric tracks the percentage of prescriptions that were successfully canceled via ePrescribing and communicated to the partner pharmacy. With a success rate of 99.49% , the system has demonstrated a high level of accuracy in canceling prescriptions. The small failure rate of 0.51% indicates that there were occasional issues, but the overall performance remains excellent. Time Range: 1/1/2024 to 12/31/2024 Successful: 99.49% Failed: 0.51%	None. The system demonstrated excellent reliability in canceling prescriptions, without issues during testing
Receive fill status notification (RxFill)event success percentage	§ 170.315(b)(3) Electronic prescribing	Surescripts	This metric measures the percentage of fill status notifications for prescriptions that were successfully received and processed. With a success rate of 99.97% , it shows that the system is nearly flawless in handling RxFill notifications. The failure rate is extremely low at 0.03% , reflecting the robustness of the communication between healthcare providers and pharmacies. Time Range: 1/1/2024 to 12/31/2024 Successful: 99.97% Failed: 0.03%	None. The receipt of fill status notifications was near flawless, underscoring the effectiveness of the ePrescribing process in ensuring up-to-date information regarding medication fills.

Transmit and consume diagnosis information in events frequency	§ 170.315(b)(3) Electronic prescribing	Surescripts	This metric tracks the percentage of medication orders that included transmitted and consumed diagnosis information. The results show that 9.21% of medication orders during this time period included diagnosis information. While this is a relatively small percentage, it is important to note that the system had no technical challenges in transmitting or consuming the diagnosis information, suggesting potential opportunities for increased adoption or integration of this practice.	None. While the percentage of diagnosis information included in medication orders is relatively low, no technical challenges were noted in the transmission or consumption of diagnosis data.
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KEY MILESTONES

A list of key milestones that were met during the Real World Testing process are included below. Key milestones are relevant and directly related to outcomes discussed.

Key Milestone	Care Setting	Date/Timeframe
Begin collection of information per RWT plan	LTPAC	January 1, 2024
Follow-up with organizations to understand any issues arising from reviewing statistics/data collection	LTPAC	Quarterly 2024
Data collection and review	LTPAC	Quarterly 2024
End of Real World Testing period/final collection of all data for analysis.	LTPAC	January 2025
Analysis and report creation	LTPAC	January 15, 2025
Submit Real World Testing report to Drummond	LTPAC	February 1, 2025

ATTESTATION

This Real World Testing Results Report 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: 1/28/2025