



## NextGen Healthcare® Direct Messaging

### 2022 REAL WORLD TESTING RESULTS REPORT

#### GENERAL INFORMATION

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

Developer Name: **NextGen® Healthcare**

Product Name(s): **NextGen® Direct Messaging**

Version Number(s):

- Mirth Mail 2.10
- Nextgen® Direct Messaging 2.12
- Nextgen® Direct Messaging 2.13
- Nextgen® Direct Messaging 2.14

Certified Health IT Product List (CHPL) ID(s):

- 15.04.04.2054.Mirt.21.00.0.171227 (v2.10)
- 15.04.04.2054.Next.02.02.0.191205 (v2.12)
- 15.04.04.2054.Next.02.03.0.201218 (v2.13)
- 15.04.04.2054.Next.02.04.0.210812 (v2.14)

Developer Real World Testing Plan and Results Page URL:

<https://www.nextgen.com/certifications-and-cost-disclosures?id=3>

### CHANGES TO ORIGINAL PLAN

<b>Summary of Change</b> [Summarize each element that changed between the plan and actual execution of Real World Testing]	<b>Reason</b> [Describe the reason this change occurred]	<b>Impact</b> [Describe what impact this change had on the execution of your Real World Testing activities]
N/A	N/A	N/A



## WITHDRAWN PRODUCTS

<b>Product Name(s):</b>	N/A
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## SUMMARY OF TESTING METHODS AND KEY FINDINGS

To demonstrate real-world interoperability, NextGen® Direct Messaging incorporated two testing strategies:

- 1) Manual interop testing to and from over 20 partners to validate the data exchanged (XDR/XDM) was sent/received and was readable.
- 2) Queried our database to validate sent/received rates over a period of 3 months.

NextGen® Direct Messaging determined that our system was being used quite extensively with a high rate of success. Over 425,000 messages were sent, and over 1.6 million messages were received.

Both had a success rate of approx. 98%.

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

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.

<b>Standard (and version)</b>	N/A
<b>Updated certification criteria and associated product</b>	N/A
<b>Health IT Module CHPL ID</b>	N/A
<b>Conformance measure</b>	N/A



### Care Setting(s)

HIEs, Hospitals, Ambulatory Clinics, Payers

### Metrics and Outcomes

Measurement /Metric	Associated Criterion(a)	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Successfully sending XDR/XDM message to HISP w/associated MDNs (Processed and Dispatched) sent to our system	A requirement of 170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM is the ability to verify that Direct Messaging has successfully sent encrypted and signed health information to 3 partner HISPs using Direct v1.2	N/A	<ul style="list-style-type: none"> <li>Over a 3-month span from 01/01/22 - 03/01/22: Outbound total attempts: 425,849</li> <li>Outbound success/failure percentages: 97.84% success / 2.16% failure</li> <li>Over the course of 31 days, sent direct messages w/XDR content to 23 partners and received back both Dispatched and Processed MDNs</li> </ul>	N/A
Successfully receiving XDR/XDM message from HISP w/associated MDNs (Processed	A requirement of 170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM is the ability to verify that Direct Messaging	N/A	<ul style="list-style-type: none"> <li>Over a 3-month span from 01/01/22 - 03/01/22: Inbound total attempts: 1,655,128</li> </ul>	



and Dispatched) sent to HISP	has received encrypted and signed health information from 3 partner HISPs using Direct v1.2		Inbound success / failure percentages:  <b>99.9996% success / 0.0004% failure</b>  <ul style="list-style-type: none"> <li>Over the course of 31 days, received direct messages w/XDR content from 23 partners and they received back both Dispatched and Processed MDNs</li> </ul>	
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## KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
Development of candidate list of HISP partners to assist with the Real World Testing	HIEs, Hospitals, Ambulatory Clinics, Payers	10/4/2021
RWT / Collection of data / create report	HIEs, Hospitals, Ambulatory Clinics, Payers	04/01/2022
Validation of expected results	HIEs, Hospitals, Ambulatory Clinics, Payers	6/1/2022
Submission of final test results report	HIEs, Hospitals, Ambulatory Clinics, Payers	January 4, 2023

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:

Date: 01/04/2023 | 06:35:00 PST

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