



## NextGen® Office Real World Test Results Report 2023

### GENERAL INFORMATION

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

Topic	Detail
Report Date:	15 Nov 2023
Developer Name:	NextGen® Healthcare
Product Name(s):	NextGen® Office
Version Number(s):	Version 5.0
Certified Health IT Product List (CHPL) ID(s):	15.04.04.2054.Medi.05.00.1.180220 Active
Developer Real World Testing Page URL:	<a href="https://www.nextgen.com/certifications">https://www.nextgen.com/certifications</a>

### CHANGES TO THE ORIGINAL PLAN

Summary of Change	Reason	Impact
N/A		



## SUMMARY OF TESTING METHODS AND KEY FINDINGS

Topic	Detail
Approach Summary	<ul style="list-style-type: none"> <li>• This plan will cover NextGen Office’s approach to real world testing for our ambulatory care client base.</li> <li>• Data will be gathered primarily in an automated fashion using production database queries and logs. Where that is not possible, we will engage clients to gather the data in a direct approach.</li> <li>• This analysis will quantify usage of certified workflows over time and show conformance to standards. No confidential or protected health information will be exposed through this process.</li> <li>• Success will be defined by our ability to highlight how each criterion is being used by providers in real patient care. Some criteria, for example (b)(3) ePrescribing, are going to have a much higher volume of use than (g)(7-9) API due purely to the nature of the criterion and its use for daily patient care.</li> </ul>
Types of Settings	<ul style="list-style-type: none"> <li>• NextGen Office supports specialties in ambulatory care. All specialties have access to a single web-based instance of the NextGen Office technology that allows for clinical documentation, reporting, and electronic interactions with third parties.</li> </ul>
Usage Quantification	<ul style="list-style-type: none"> <li>• The transactional history in the NextGen Office database is the source data. The data can be queried for events indicative of specific certified workflows that occurred over a time between 2 weeks and 3 months depending on the measure and usage. The results will be quantified and summarized.</li> </ul>
Demonstrate Conformance	<ul style="list-style-type: none"> <li>• <b>Explicit validation:</b> C-CDA files will be validated against an internally hosted validation tool. Errors will be quantified and reported.</li> <li>• <b>Implicit validation:</b> Standards such as NCPDP (2017 eRx) have XML schema definitions that must be adhered to. A successful transmission and response from Sure Scripts will be an implied conformance. The QRDA files will also be implied as conformant due to the volume of export and successful submissions to Quality Payment Program during the attestation period of 2022.</li> <li>• <b>Error rates:</b> Failures in C-CDA validation and other electronic transmission workflows will be quantified and reported accordingly.</li> </ul>



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

**[X] Yes, I have products certified with voluntary SVAP or USCDI standards.**

<b>Standard (and version)</b>	2022 CMS QRDA Category III IG for Eligible Clinicals/Professionals
<b>Updated certification criteria and associated product</b>	(c)(3) Clinical Quality Measures – Report NextGen Office EHR
<b>Health IT Module CHPL ID</b>	15.04.04.2054.Medi.05.00.1.180220
<b>Method used for standard update</b>	SVAP
<b>Date of ONC ACB notification</b>	10/5/2022
<b>Date of customer notification (SVAP only)</b>	10/6/2022
<b>Conformance measure</b>	Conformance was demonstrated through the CMS validation tool and Cypress
<b>USCDI updated certification criteria (and USCDI version)</b>	N/A

### CARE SETTING

All criteria were tested in the Ambulatory setting

### METRICS AND OUTCOMES

Measurement/ Metric	Associate Criterion(a)	Relied Upon Software	Outcomes	Challenges Encountered
1a - Count of Direct Messages SENT with C-CDA Attached/ Count of Consult Orders Created	<b>170.315(b)(1) Transitions of Care</b>  <b>170.315(h)(1) Direct Message</b>		- 89.24% (539/604) - <b>Reporting Period:</b> 05/01/2023 - 09/30/2023 - <b>Count of Practices Queried:</b> 10 - These findings exceeded expectations with more C-CDAs	



			attached to direct messages than expected.	
1b - Count of files with no unexpected validation events in SENT C-CDAs attached to direct messages from the ett.healthit.gov 2015 Edition Cures Update C-CDA R2.1 Validator tool / Number of C-CDAs validated	<b>170.315(b)(1) Transitions of Care</b>		- 96.38% (80/83) - <b>Reporting Period:</b> 05/01/2023 - 09/01/2023 - <b>Count of Practices Queried:</b> 10 - 3 files are from a defect that cannot be reproduced but will be further evaluated. These findings met expectations.	
2a - Count of outside C-CDAs saved to a patient chart) / Count of Direct Messages RECEIVED with C-CDA files attached	<b>170.315(b)(1) - Transitions of Care</b> <b>170.315(h)(1) - Direct Message</b> <b>170.315(b)(2) - Clinical Information Reconciliation</b>		- 16.39% (140/854) - <b>Reporting Period:</b> 05/01/2023 - 05/30/2023 - <b>Count of Practices Queried:</b> 10 - These findings exceeded expectations with greater than 1.2% of received direct messages saved to a patient chart.	
2b - Count of Imported C-CDA	<b>170.315(b)(2) - Clinical Information Reconciliation</b>		- 259 Count of Imported C-CDAs - <b>Reporting Period:</b> 01/01/2023 – 09/30/2023 - <b>Count of Practices Queried:</b> 9 - These findings exceeded expectations of Greater than 51	
3a - Count of all Direct Messages SENT by Status	<b>170.315(h)(1) - Direct Message</b>	Relied upon software - Surescripts	- 97.30% (167/185) - <b>Reporting Period:</b> 09/01/2023 – 09/30/2023 - <b>Count of Practices Queried:</b> 10 - These findings exceeded expectations of Greater than 90% success rate	
4a - Count of Scheduled C-CDA Bulk Exports	<b>170.315 (b)(6) - Data Export</b>		- 46 Scheduled C-CDA Bulk Exports - <b>Reporting Period:</b> 01/01/2023 – 10/31/2023 - <b>Count of Practices Queried:</b> 19 - These findings met expectations of Less than 100 recurring schedules created	



4b - Count of Created C-CDA Data Files from 4a	<b>170.315 (b)(6) - Data Export</b>		<ul style="list-style-type: none"> <li>- 677 Created C-CDA Data Files from 4a</li> <li>- <b>Reporting Period:</b> 01/01/2023 – 10/31/2023</li> <li>- <b>Count of Practices Queried:</b> 19</li> <li>- These findings exceeded expectations as we anticipate less than 200 files created. We have a new leader in our integration department that has pushed this tool on more clients/vendors.</li> </ul>	
4c - Count files with no unexpected validation events in C-CDAs scheduled files, 4b, from the ett.healthit.gov C-CDA R2.1 Validator tool / Number of C-CDAs validated	<b>170.315 (b)(6) - Data Export</b>		<ul style="list-style-type: none"> <li>- 99% (99/100)</li> <li>- <b>Reporting Period:</b> 01/01/2023 – 10/31/2023</li> <li>- <b>Count of Practices Queried:</b> 20</li> </ul>	
5a - Count of QRDA I Exports	<b>170.315 (c)(1) - Clinical Quality Measures - Record and Export</b>		<ul style="list-style-type: none"> <li>- 238 QRDA I Exports</li> <li>- <b>Reporting Period:</b> 01/01/2023 – 12/01/2023</li> <li>- <b>Count of Practices Queried:</b> 15</li> <li>- These findings met expectations of less than 300 QRDA I files exported.</li> </ul>	
6a - Count of Patient Portal Audit Log of View, Download, and Transmit Activity	<b>170.315 (e)(1) - View, Download, and Transmit to 3rd Party</b>	YourHealthFile	<ul style="list-style-type: none"> <li>- Download = 357 / Transmit = 322/ view = 258,135</li> <li>- <b>Reporting Period:</b> 05/01/2023 – 10/30/2023</li> <li>- <b>Count of Practices Queried:</b> 15</li> <li>- These findings exceeded expectations with a larger date span queried and increased client adoption</li> </ul>	
6b - Count of files with no unexpected validation events in patient portal CCDs, 6a, from the Health IT C-CDA R2.1 Validator tool /	<b>170.315 (e)(1) - View, Download, and Transmit to 3rd Party</b>		<ul style="list-style-type: none"> <li>- 96.36% (53/55)</li> <li>- <b>Reporting Period:</b> 05/01/2023 – 10/30/2023</li> <li>- <b>Count of Practices Queried:</b> 15</li> <li>- These findings met expectations with the 2 files with unexpected errors due to images in patient</li> </ul>	



Number of C-CDAs validated			instructions. This has been reported as a defect.	
7a - Count of QRDA I Imports	<b>170.315 (c)(2) - Clinical Quality Measures – Import and calculate</b>		- 1 QRDA I Imports - <b>Reporting Period:</b> 01/01/2023 – 12/05/2023 - <b>Count of Practices Queried:</b> All - These findings met expectations of successful demonstration of import and calculate	
8a - Count of QRDA III Exports	<b>170.315 (c)(3) - Clinical Quality Measures - Report</b>		- 65 QRDA III Exports - <b>Reporting Period:</b> 01/01/2023 – 09/30/2023 - <b>Count of Practices Queried:</b> 12 - These findings met expectations for successful exports.	
8b - Count Successful QRDA III Uploads to QPP	<b>170.315 (c)(3) - Clinical Quality Measures - Report</b>		- 5 QRDA III Uploads - <b>Reporting Period:</b> 01/01/2023 – 03/31/2023 - <b>Count of Practices Queried:</b> 5 - These findings met expectations.	
9a - Count of eRx Message Type by Delivery Status/Response	<b>170.315(b)(3) - Electronic Prescribing</b>	Software - NewCropRx	<b>New Rx:</b> - 100% (119,918/119,918) - <b>Reporting Period:</b> 01/01/2023 – 03/31/2023 - <b>Count of Practices Queried:</b> 20  <b>RxRenewal Request</b> - 99.29% (32,580/32,813) - <b>Reporting Period:</b> 01/01/2023 – 03/31/2023 - <b>Count of Practices Queried:</b> 15  <b>RxRenewal Response</b> - 32,485 - <b>Reporting Period:</b> 01/01/2023 – 03/31/2023 - <b>Count of Practices Queried:</b> 15  <b>RxChange</b> - Request 4200 - Response 1109	



			<p><b>Reporting Period:</b> 01/01/2023 – 03/31/2023</p> <p>- <b>Count of Practices Queried:</b> 14</p> <p><b>CancelRx</b></p> <p>- Request 332</p> <p>- Response 329</p> <p>- <b>Reporting Period:</b> 01/01/2023 – 03/31/2023</p> <p>- <b>Count of Practices Queried:</b> 9</p> <p><b>RxFill</b></p> <p>- 9700 -</p> <p>- <b>Reporting Period:</b> 01/01/2023 – 03/31/2023</p> <p>- <b>Count of Practices Queried:</b> 10</p> <p>These findings met expectations with &gt; 90% responses and successful quantification.</p>	
9b - Count RxHistory Response / Count Rx History Request	<b>170.315(b)(3) - Electronic Prescribing</b>		<p>- 99.97%</p> <p>- Sent 13262</p> <p>- Received 13258</p> <p>- <b>Reporting Period:</b> 01/01/2023 – 03/31/2023</p> <p>- <b>Count of Practices Queried:</b> 19</p> <p>- These findings exceeded expectations of &gt;90% responses.</p>	
10a - Count of Immunization messages sent to registries	<b>170.315 (f)(1) - Transmission to Immunization Registries</b>		<p>- 18152 Immunization messages sent to registries</p> <p>- <b>Reporting Period:</b> 01/01/2023 – 02/28/2023</p> <p>- <b>Count of Practices Queried:</b> 12</p> <p>- These findings met expectations of Successful quantification of real-world interoperability with immunization registries.</p>	
10b - Count of immunization history requests / Count of patients with Imported immunization records	<b>170.315 (f)(1) - Transmission to Immunization Registries</b>		<p>- 29.45% (2363/8023)</p> <p>- <b>Reporting Period:</b> 01/01/2023 – 02/28/2023</p> <p>- <b>Count of Practices Queried:</b> 12</p> <p>- These findings met expectations of successful quantification of real-world interoperability with immunization history requests.</p>	



11a - Count of API audit log events by resource type	<b>170.315 (g)(7) - Application Access - Patient Selection</b>  <b>170.315(g)(8) - Application Access - Data Category Request</b>  <b>170.315(g)(9) - Application Access – All Data Request</b>		<ul style="list-style-type: none"> <li>- AllergyIntolerance 666</li> <li>- CarePlan 48</li> <li>- CareTeam 48</li> <li>- Condition 652</li> <li>- Device 48</li> <li>- DiagnosticReport 2400</li> <li>- DocumentReference 722</li> <li>- Encounter 30</li> <li>- Goal 48</li> <li>- Immunization 634</li> <li>- MedicationRequest 684</li> <li>- Observation 1236</li> <li>- Patient 638</li> <li>- Procedure 612</li> </ul> <p><b>Reporting Period:</b> 01/01/2023 – 07/31/2023</p> <p><b>Count of Practices Queried:</b> All</p> <p>- These findings exceeded expectations with an increase in practices utilizing the API.</p>	
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## Key Milestones

Key Milestones	Care Setting	Date/Timeframe
Finalize Real World Test Plan and Submit to the ONC-ACB (Drummond)	N/A	Q4 2022
Identify Clients for Participations where applicable	N/A	Q3 2023
The queries that will be used are developed and validated with internal data, Client Systems and/or Transactions	Ambulatory Setting	October-December 2023
Data collection and or observation from client systems	Ambulatory Setting	October-December 2023
Validation and analysis of data and metrics created	Ambulatory Setting	December 2023
Report created and submitted to ONC-ACB (Drummond)	Ambulatory Setting	December 2023



## 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 Report is up to date and fully addresses the health IT developer's Real-World Testing requirements.

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Date:

12/19/2023 | 12:16:10 PST

Certified health IT continues to be compliant with the certification criteria, including the required technical standards and vocabulary codes sets; certified health IT is exchanging EHI in the care and practice settings for which it is marketed for use; and EHI is received by and used in the certified health IT. (85 FR 25766) <sup>ii</sup> <https://www.federalregister.gov/d/2020-07419/p-3582>