

myHealthPointe v10

Real World Testing Plan

2024 Measures

Prepared for

Drummond



Netsmart

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General Information

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

Developer Name: Netsmart Technologies

Product Name(s): myHealthPointe Certified Edition

Version Number(s): 10

Certified Health IT Product List (CHPL) ID(s): 15.04.04.2816.Myhe.10.00.0.211229

Developer Real World Testing Page URL: <https://www.ntst.com/lp/certifications>

Justification for Real World Testing Approach

At this time, the myHealthPointe (mHP) product is marketed toward the behavioral health care, and post acute care settings. For this reason, the mHP Real World Testing plan will apply to these specialty care settings.

mHP is certified to one of the Real World Testing (RWT) criteria. Netsmart identified use cases and measures for the criteria the mHP product is certified to which falls within the RWT scope.

The mHP product supports the patient engagement criteria § 170.315(e)(1) View, download, and transmit to 3rd party.

Standards Updates (SVAP and USCDI)

The Netsmart mHP certified product is not and has not participated in the Standards Version Advancement Process prior to August 31, 2023. The mHP certified product updated to the new United States Core Data for Interoperability (USCDI) version in the 21st Century Cures Act in accordance with the required deadlines.

Standard (and version)	All standards are those specified prior to August 31, 2023.
Updated certification criteria and associated product	Not applicable
CHPL Product Number	Not applicable
Method used for standard Update	Not applicable
Date of ONC-ACB notification	Not applicable
Date of customer notification (SVAP only)	Not applicable

Conformance measure	Not applicable
USCDI updated certification (USCDI version)	Version 1

Care Setting(s)

mHP supports the deployment and tracking of documentation within and outside of the behavioral health care specialty setting. The majority of clients using certified technology are doing so in outpatient and inpatient settings.

Overall Expected Outcomes

Real World Testing will demonstrate that mHP is conformant to the following certification criteria: [§170.315\(e\)\(1\) – View, Download, and Transmit to 3rd Party.](#)

Relied Upon or Third Party Software

Relied upon software is typically third party software that is not developed by the Certified Health IT Developer presenting its health IT for testing and certification. Per the definition provided by the ONC, mHP does not currently utilize any third party software.

Schedule of Key Milestones

Key Milestones	Date/Timeframe
Submit Real World Testing Plan documentation to Drummond.	November 1, 2023
Begin Collection of information as laid out by the plan for the period.	January 1, 2024
Follow-up with providers and authorized representatives on a regular basis to understand any issues arising with the data collection.	Quarterly, 2024
End of Real-World Testing period/final collection of all data for analysis.	December 31, 2024
Analysis and report creation.	January 15, 2025
Submit Real World Testing report to ACB (per their instructions)	February 1, 2025

Measures Used in Overall Approach

§170.315(e)(1) – View, Download, and Transmit to 3rd Party

Description of Measurement/Metric

The measures identified will encompass the Number of Views, downloads, and transmits of patient chart summaries over number of successful views, downloads and transmits.

- View Chart summary
 - Numerator: # of views of the chart summary
 - Denominator: # of clients that had an encounter during the reporting period
- Download of chart summary
 - Numerator: # of downloads of chart summary
 - Denominator: # of clients that had an encounter during the reporting period
- Transmission of chart summary
 - Numerator: # of transmissions of chart summary
 - Denominator: # of clients that had an encounter during the reporting period

Associated Certification Criteria

§ 170.315 (e)(1) View, Download, and Transmit to 3rd Party Updated to 2015 edition Cures Update criteria.	§170.315(e)(i)(A)
	§170.315(e)(i)(B)
	§170.315(e)(i)(C)

Justification for Selected Measurement/Metric

The measurements selected demonstrate that chart summaries can successfully be viewed and downloaded by patients and that they are able to successfully transmit to external parties.

Test Methodology

We will utilize the Netsmart product, mHP, to access data related to the ability of clients to view, download, and transmit their data to external parties. mHP utilizes log files to capture the relevant data points.

Care Setting(s)

Care Setting	Justification
Behavioral health care specialty setting	This measure was designed to test the behavioral health care & post-acute care facilities we support and target with this certified product. We will pull data to test over a 12-month time period.

Expected Outcomes

It is expected that patients (or their authorized representatives) will be able to view, download and transmit their chart summaries using the mechanisms provided. Error rates will be tracked and trended over time.

Attestation

This Real World Testing plan 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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