

myHealthPointe v10 Real World Testing

2024 Results Report

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

Version Number(s): 10

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

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

[Optional] Changes to Original Plan

If a developer has made any changes to their approach for Real World Testing that differs from what was outlined in their plan, note these changes here.

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]

[Optional] Withdrawn Products

If a developer withdrew any products within the past year that were previously included in their Real World Testing plan, please provide the following information.

Product Name(s):	
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Date(s) Withdrawn:	
Inclusion of Data in Results Report: [Provide a statement as to whether any data was captured on the withdrawn products.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 & Key Findings

Consistent with the ONC’s recommendation that “Real World Testing verify that deployed Certified Health IT continues to perform as intended by conducting and measuring observations of

interoperability and data exchange”, Netsmart’s original test plan focused on capturing and documenting the ability of certified capabilities to be successfully utilized in the real world.

To demonstrate real-world interoperability, Netsmart compiled end user data through calculated feedback automation, based on the number of instances a specific action is performed in the solution software. This approach did not require the end user to be actively involved in testing.

When no evidence existed due to low or zero adoption of a certified capability, we tested and demonstrated the required certified capability in a semi-controlled setting as close to a “real world” implementation as possible.

Standards Updates ((Including Standards Version Advancement Process (SVAP) AND United States Core Data for Interoperability (USCDI))

Both required and voluntary standards updates must be addressed in the Real World Testing plan. Real World Testing plans must 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

The Netsmart myAvatar certified product is not and has not participated in the Standards Version Advancement Process prior to August 31, 2024.

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

Care Setting(s)

myHP 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.

Metrics and Outcomes

Associated Criteria	Measurement /Metric	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
<p>170.315(e)(1) View, download, and transmit to 3rd party</p>	<p>Over a 12 month period:</p> <ol style="list-style-type: none"> 1) View Chart summary <ul style="list-style-type: none"> ○ Numerator: # of views of the chart summary ○ Denominator: # of clients that had an encounter during the reporting period 2) Download of chart summary <ul style="list-style-type: none"> • Numerator: # of downloads of chart summary • Denominator: # of clients that had an encounter during the reporting period 3) Transmission of chart summary <ol style="list-style-type: none"> 1. Numerator: # of transmissions of chart summary 2. Denominator: # of clients that had an encounter during the reporting period 		<p><input type="checkbox"/> View Chart summary</p> <p>Numerator: # 124,296</p> <p>Denominator: # 1,794,017</p> <p><input type="checkbox"/> Download of chart summary</p> <p>Numerator: # 353</p> <p>Denominator: # 1,794,017</p> <p><input type="checkbox"/> Transmission of chart summary</p> <p>Numerator: # 128</p> <p>Denominator: # 1,794,017</p>	<p>There were no challenges encountered when testing and collecting data for these criteria.</p>

Outcomes Explained

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

Outcomes Explained

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

The outcomes were determined by capturing the data points over 365 days with 225 clients that utilize the myHealthPointe system. The outcomes determined that there were 124,296 views, 353 downloads and 128 transmissions of the chart summary.

Justification & Test Methodology

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.

We utilized myHealthPointe (myHP), a Netsmart Product, to access data related to the ability of clients to view, download, and transmit their data to external parties. myHP utilizes log files to capture the relevant data points.

Schedule of Key Milestones

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

Submit Real World Testing report to ACB (per their instructions)	Behavioral health care specialty setting	January 31, 2025
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Attestation

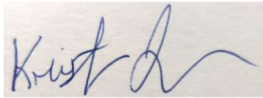
This Real World Testing Results Report is complete with all required elements, including measures that address all certification criteria and care settings. All information in this Report is up to date and fully addresses the Health IT Developer’s Real World Testing requirements.

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Date: 1/25/2025