



# CY 2022 Real World Testing Results for Abeo Solutions

## General Information

Plan Report ID Number: Abeo-RWT-2021

Product Name(s): Crystal Practice Management

Version Numbers(s): 6.0

Certified Health IT Criteria: 315(b)(1), (2), (6); (c)(1)-(c)(3); (e)(1); (f)(1); (g)(7)-(9)

Developer Real World Testing Page URL: <http://crystalpm.com/certification/>

Developer Name: Abeo Solutions

Product List (CHPL) ID(s) and Link(s):

- <https://chpl.healthit.gov/#/listing/10996>
- 15.04.04.1030.Crys.06.01.1.221004



## Summary of Testing Methods and Key Findings

We conducted Real World Testing using two distinct methods: automatically collected analytics and software based surveys. Both types of data were collected using just our software, Crystal Practice Management. Both types of data are combined and uploaded once a month to our web database from every practice that's running Crystal Practice Management.



## Standards Version Advancement Process (SVAP) Updates

For CY 2022, we were not planning to make any version updates on approved standards through the SVAP process. We have implemented USCDI v1 in our C-CDAs and API support.

Standard (and version)	USCDIv1
Updated certification criteria and associated product	170.315 (b)(1), 170.315 (b)(2), 170.315 (e)(1), 170.315 (g)(6), 170.315 (g)(9) for Crystal Practice Management 6.0
Health IT Module CHPL ID	15.04.04.1030.Crys.06.01.1.221004
Method used for standard update	Certification Attestation
Date of ONC-ACB notification	N/A
Date of customer notification (SVAP only)	N/A (only for SVAP)
Conformance measure	170.315 (b)(1) using ONC Test Procedure 1.1 and Edge Test Tool 2.3.48, 170.315 (b)(2) using ONC Test Procedure 1.2 and Edge Test Tool 2.3.48, 170.315 (e)(1) using ONC Test Procedure 1.4 and Edge Test Tool 2.3.48, 170.315 (g)(6) using ONC Test Procedure 1.1, 170.315 (g)(9) using ONC Test Procedure 1.2 and Edge Test Tool 2.3.48
USCDI-updated certification criteria (and USCDI version)	170.315 (b)(1), 170.315 (b)(2), 170.315 (e)(1), 170.315 (g)(6), 170.315 (g)(9) for USCDIv1



## Care Settings

We conducted Real World Testing with practices that are optometry based.

## Metrics and Outcomes

Measurement / Metric	Associated Criterion(a)	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
RWT Measure #1: Number of Transition of Care C-CDAs successfully sent	315(b)(1), 315(h)(1)		For 2022, 2,121 practices submitted analytics, 25 practices sent transition of care C-CDAs, and those practices sent a total of 563 transition of care C-CDAs for 449 unique patients	
RWT Measure #2: Number of C-CDAs Received and/or Incorporated	315(b)(1), (b)(2), (h)(1)		For 2022, 2,121 practices submitted analytics, 15 practices received C-CDAs over Direct Messaging, and those practices received a total of 351 C-CDAs over Direct Messaging, 11 practices incorporated C-CDAs, and those practices incorporated a total of 241 C-CDAs	
RWT Measure #3:	315(e)(1)		For 2022, 2,207	



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Number of Patients Given Access to Portal			practices submitted analytics, 1,062 of those practices gave patients access to the patient portal, and those practices gave 436,894 patients access to the patient portal, 31 practices gave patients' authorized users access to the patient portal, and those practices gave an authorized user patient portal access for 206 patients	
RWT Measure #4: Number of Direct Messages Successfully Sent	315(h)(1)		For 2022, 2,207 practices submitted analytics, 17 of those practices successfully sent Direct Messages, and those practices sent 650 Direct Messages	
RWT Measure #5: Number of Patient Batch Exports Run	315(b)(6)		For 2022, 6 practices submitted analytics for this measure because they performed a Patient Batch	



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Practice Management

			Export, each of those practices performed one Patient Batch Export	
RWT Measure #6: Number of Quality Measures Successfully Reported on to CMS	315(c)(1)-(c) (3)		For 2022, based on our analytics and surveys, 20 practices exported a QRDA Cat 3 CCD and attested for MIPS with it. The following number of practices attested using the following measures:  2v10: 6 22v9: 8 50v9: 19 122v9: 19 138v9: 20 139v9: 7 147v10: 7 156v9: 12 165v9: 15 68v10: 20 69v9: 7 131v9: 20 142v9: 20 143v9: 20	
RWT Measure #7: Number of IIS/Immunization Registries	315(f)(1)		133 offices answered our related survey and none of	



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Connected with our EHR			them indicated that they were connected with an immunization registry.	
RWT Measure #8: Number of 3 <sup>rd</sup> Party Applications Registered to use API to Access Patient Data	315(g)(7)-(g) (9)		133 offices answered our related survey and none of them indicated that a 3 <sup>rd</sup> party was registered to use the API, specifically the API that was built to meet 2015 certification / Meaningful Use Stage 3	
RWT Measure #9: How many different HIEs/HINs are connected with our EHR	315(h)(1)		8 practices are integrated with KHIE (Kentucky), 17 practices are integrated with OneHealthPort (Washington State)	





## Key Milestones

Key Milestone	Care Setting	Date/Timeframe
Submitted 2022 Real World Test Plan to Drummond Group (ACB)		November 18 <sup>th</sup> , 2021
Began collecting data automatically with background tasks and manually through customer surveys in the Crystal Practice Management software	Ambulatory – Optometry	December 2021 – December 2 <sup>nd</sup> , 2022
Submitted 2022 Real World Test results to Drummond Group (ACB)		December 2 <sup>nd</sup> , 2022