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 of data are combined and uploaded once a month to our web database from every practice that's running Crystal Practice Management.

Withdrawn Version: 5.3

We began collecting data for the Real World Testing process using version 5.3 of the EHR software. Although there were many software updates released between version 5.3 and the current version 6.0, we did not track or record which version of the software was used to record the test results.

However, we can confirm that the testing was conducted using the same methodology and that the data collection procedures remained consistent throughout the Real World Testing process. Therefore, we believe that the test results are representative of the performance of the EHR software, regardless of the specific version used for testing.

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.

Relied Upon Software

Rosetta Health HISP

In order to meet the certification criterion for electronic exchange of health information using the Direct Project protocol, we relied on the services of Rosetta as our HISP. Rosetta provided us with the necessary infrastructure to enable secure and reliable health information exchange between our EHR system and external recipients.

During the Real World Testing process, we used Rosetta's services to transmit Direct messages containing patient health information to external recipients, such as other healthcare providers or patients. We also received Direct messages from external sources, which were transmitted through Rosetta's infrastructure and securely integrated into our EHR system.

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)	Rosetta Health as HISP	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)	Rosetta Health as HISP	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: Number of	315(e)(1)	Rosetta Health as HISP	For 2022, 2,207 practices	

Patients Given Access to Portal			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)	Rosetta Health as HISP	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 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 Connected with	315(f)(1)		133 offices answered our related survey and none of them indicated	Addressed in "Deviations From Original RWT Plan"

our EHR			that they were connected with an immunization registry.	
RWT Measure #8: Number of 3rd 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 3rd party was registered to use the API, specifically the API that was built to meet 2015 certification / Meaningful Use Stage 3	Addressed in "Deviations From Original RWT Plan"
RWT Measure #9: How many different HIEs/HINs are connected with our EHR	315(h)(1)	Rosetta Health as HISP	8 practices are integrated with KHIE (Kentucky), 17 practices are integrated with OneHealthPort (Washington State)	

Deviations From Original RWT Plan

RWT Measure #7: Number of IIS/Immunization Registries Connected with our HER - 315(f)(1)

During the Real World Testing process, we discovered that the telemetry functionality related to immunization registry connectivity in our main application, Crystal Practice Management, was insufficient for the purposes of determining which users were connecting to immunization registries. Specifically, we did not have telemetry code that would allow us to track and identify users who were connecting to immunization registries.

As a result, we were unable to rely on reporting or logging to collect the usage metrics required for criteria f.1. In order to address this issue and collect the necessary usage metrics, we had to survey our users to determine how often they were connecting to immunization registries.

We acknowledge that this represents a deviation from the original plan for criteria f.1, and we apologize for any confusion or inconvenience that this may have caused.

RWT Measure #8: Number of 3rd Party Applications Registered to use API to Access Patient Data - 315(g)(7)-(g)(9)

During the Real World Testing process, we identified an issue with the telemetry functionality in our API application, which was originally used for criteria g.7 through g.9. The original application was set up on a per-server or per-customer basis, but it did not include telemetry code that would allow us to track usage and determine which customers were using the software.

As a result, we were unable to determine which customers were using our original API software, and our support staff did not record which customers they provided the software to. Without this information, we could not rely on reporting or logging to determine the usage metrics for criteria g.7 through g.9, and we had to resort to surveying our customers to collect this information.

We recognize that this change in methodology represents a deviation from the original plan for criteria g.7-g.9, and we apologize for any confusion or inconvenience that this may have caused.

Key Milestones

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