

# CY 2023 Real World Testing Report for VisionTree

## Executive Summary

This is the test report for CY 2023 real world testing for VisionTree certified EHR solution, VTOC. This is the companion document to our CY 2023 real world test plan that described our approach for conducting real world testing in CY 2023 and the testing measures we employed.

Real world testing is critical for us as our customers rely on VTOC to engage their patient population with their health care status. Our findings indicate that the VTOC is working as it was certified with no errors or non-compliances observed, and it is widely used by our patient population. Our Patient Access Measure breaks down our findings across both total and unique patient access events.

Our signed attestation of compliance with the real world testing requirements is on the following page.

## General Information

Plan Report ID Number: VTOC\_RWT\_2023

Developer Name: VisionTree

Product Name(s): VisionTree Optimal Care (VTOC)

Version Numbers(s): 5.0

Certified Health IT Criteria: 315(e)(1)

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

- 15.04.04.2513.Visi.05.00.1.190326
- <https://chpl.healthit.gov/#/listing/9969>

Developer Real World Testing Page URL: <https://visiontree.com/macra-mips/>

## Timeline and Milestones for Real World Testing CY 2023

- Milestone 1Q-2023: Begin communication with clients to ask for their support and participation in real world testing. The goal is to have a sufficient number of clients committed for real world testing by the end of 1Q-2023.
  - STATUS: MET
- Milestone 2Q-3Q 2023. During the 2<sup>nd</sup> and 3<sup>rd</sup> quarter of CY 2023, the real world testing with clients will be scheduled and performed. It is expected that a preparatory call will be done with clients to prepare them for testing activities. Results will be documented in the test results section of the test methods and ultimately used to build the test report. If any non-compliances are observed, we will notify the ONC-ACB of the findings and make the necessary changes required.
  - STATUS: MET
- Milestone 4Q-2023. During the last quarter of the year, the CY 2024 real world test plan will be completed according to ONC and ONC-ACB requirements and expectations. Test plan will be prepared for submission before the end of the year.
  - STATUS: MET
- Milestone 1Q-2024. Submit RWT Test Report to ONC-ACB.
  - STATUS: MET

# Standards Version Advancement Process (SVAP) Updates

For CY 2023 RWT testing, we tested with USCDI v1.

Standard (and version)	USCDI v1
Updated certification criteria and associated product	315.e.1
Health IT Module CHPL ID	15.04.04.2513.Visi.05.00.1.190326
Conformance measure	Measure 1 for 315.e.1

## RWT Measure #1. Number of Patients Accessing Portal

Associated Criteria: 315(e)(1)

Testing Methodology: Reporting/Logging

### Measurement Description

This measure is tracking and counting how many patients are given login access to their patient portal account and able to access their patient data on the portal over the course of a given interval.

### Care Settings and Number of Clients Site to Test

VTOC patient portal is primarily targeted to the ambulatory and oncology health settings, and our measures were design for this setting in mind. We sampled two practice sites and reported their results.

### Testing Results

*Reporting Interval: 3 months (Sept 1, 2023 through Nov 30, 2023)*

*Testing Metric/Measurement: Number of Patients Who Access or Logged into Patient Portal*

*Broken down by total patient and unique patients and method of access*

Average Results per Site	Average Result
Total Patient Logins via Web	4,494
Unique Patient Logins via Web	1,226
Total Patient Logins via Mobile	1,094
Unique Patient Logins via Mobile	412

### Analysis and Key Findings

Our results reveal our patient portal is extremely popular and widely used. It also illustrates that even with the growth mobile access and essentially 100% penetration in the US market, most of our patients prefer to access their patient data via the traditional web portal application. Findings also show that patients who do access their health data choose to do so multiple times a month, on average between 3-4 times per month, as evidenced by our test results.

### Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

## Changes for this Measure from Original RWT Test Plan

We did not make any notable changes from our documented RWT Test Plan in our testing methods or metrics. We did add in the breakdown of unique vs total patient access as well as accessing via the web or mobile to add more details to our metric.