

REAL WORLD TESTING RESULTS REPORT 2022

GENERAL INFORMATION

Report ID Number	20211130bri
Developer Name	Bridge Patient Portal Inc
Product Name(s)	Bridge Patient Portal
Version Number(s)	2.0 and 3
Certified Health IT Product List (CHPL) ID(s)	15.05.05.1947.BRID.01.00.0.180703
Developer Real World Testing PLAN Page URL	https://www.bridgepatientportal.com/certifications/
Developer Real World Testing RESULTS Page URL	https://www.bridgepatientportal.com/certifications/

SUMMARY OF TESTING METHODS AND KEY FINDINGS

Provide a summary of the Real World Testing methods deployed to demonstrate real-world interoperability, including any challenges or lessons learned from the chosen approach. Summarize how the results that will be shared in this report demonstrate real-world interoperability.

If any non-conformities were discovered and reported to the ONC-ACB during testing, outline these incidences and how they were addressed.

Note: A single Real World Testing results report may address multiple products and certification criteria for multiple care settings.

Our primary focus for 2022 has been to ensure patients get CCDs in time, get the proper notification, and access the portal easily and securely.

We had some challenges with the CCDAs needing to be generated in time, but we had to resolve and create proper monitoring over these channels.

As testing methods, we included test patients and a staff team to ensure that notifications were being sent and patients could create a password and login to the application.

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

Standard (and version)	
Updated certification criteria and associated product	
Health IT Module CHPL ID	
Conformance measure	

Care Setting(s)

The expectation is that a developer's Real World Testing is conducted within each type of clinical setting in which their certified health IT is marketed. Health IT developers are not required to test their certified health IT in every setting in which it is marketed for use.

List each care setting that was tested.

Family Medicine

Metrics and Outcomes

Health IT developers should detail outcomes from their testing that successfully demonstrate that the certified health IT:

1. is compliant with the certification criteria, including the required technical standards and vocabulary codes sets;

2. is exchanging electronic health information (EHI) in the care and practice settings for which it is marketed for use; and/or,
3. EHI is received by and used in the certified health IT.

(from 85 FR 25766)

Health IT developers could also detail outcomes that did not result from their measurement approach if that better describes their efforts.

Within this section, health IT developers should also describe how the specific data collected from their Real World Testing measures demonstrate their results. Where possible, context should be provided to the measures and results to understand the number of sites/users/transactions tested for the specified measures (i.e., the denominator for comparison to the reported results). If applicable, any Relied Upon Software that is used to meet a criterion's requirements should be included in this section.

Measurement /Metric	Associated Criterion(a)	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Measure 1 View, download and transmit	170.315 (e) (1)		284.890 CCDs have been sent to the patient or representative.	
Measure 2 Application Access - Patient selection	170.315 (g)(7)		The software didn't receive requests from patients to get a token using the API. There was no request from EMR's or Patients to get sections of the CCD using the API	
Measure 3 Application Access - Data Category Request	170.315 (g)(8)		The software didn't receive API requests from patients to show the separate categories of the CCD.	
Measure 3 Application Access - All Data Request	170.315 (g)(9)		The software didn't get requests using the API to get CCDs from patients	

KEY MILESTONES

Include a list of key milestones that were met during the Real World Testing process. Include details on how and when the developer implemented measures and collected data. Key milestones should be relevant and directly related to outcomes discussed.

For each key milestone, describe when Real World Testing began in specific care settings and the

date/timeframe during which data was collected.

Key Milestone	Care Setting	Date/Timeframe
After each visit, patients received a visit summary in their portal automatically without the need to request one.	Family Medicine	2022
Patients view, download and transmit CCDs in and from the application.	Family Medicine	2022

Changes to the original Plan:

Summary of change:

Being our first year, we were able to test with one care setting instead of 4.

Reason:

We are improving our reporting tools to get information more simply. We don't only check our audits log, but we check with our manual tools to make sure both reports are showing the same; this is time-consuming.

Impact: There was no impact on the client's side, only the software side to improve the capabilities of the report.