EvokeEHR – Real World Testing Results - 2024

General Information

Developer: DataLink Software, LLC

Software Name & Version: EvokeEHR 4.0

CHPL Product Number: 15.04.04.2895.Trin.04.01.1.221221

Real World Testing Link: https://datalinksoftware.com/solutions/trinity-ehr-version-information/

Real World Testing Strategy

We want to ensure that our Providers and their Patients always have access to their data. Our testing approach will consist of coordination between DataLink and one of our users of EvokeEHR to ensure we not only meet certification criteria, but also their workflow needs. Our test plan was put together based on actual scenarios used within an Ambulatory care setting, more specifically Family Medicine as that covers our current client base. The test strategy was developed to ensure all measures are accounted for with expected outcomes for all measures documented. DataLink's approach to collecting real world testing results consist of utilizing App Insights, trigger-based SQL query results based on EvokeEHR user workflows and habits, and our updated audit log experience which released in Q1 2023.

- EvokeEHR metrics should be considered with the Provider & User counts that utilize our system
  - o Provider Count as of 12/31/2024 - 77
  - o Patient Count as of 12/31/2024 – 340,636

Real World Testing Results

Measure: 170.315(b)(1) – Transitions of Care

Measure: 170.315(b)(2) – Clinical Information Reconciliation & Incorporation

Measure: 170.315(e)(1) – View, Download, and Transmit to Third Party

Measure: 170.315(h)(1) – Direct Project

Standards Updates:
- All standards versions are those specified in USCDI v2
- SVAP – Not Applicable

Care Setting:
- Ambulatory – Family Medicine

<u>Results:</u>

1. Provider notes signed/completed in 2024 = 126,029 which captures the number of CCDA's that were generated by our Providers. CCDA generations were completed with a success rate of 99%
    a. This metric shows that our Providers can properly document their clinical findings and generate a CCDA which they can then transmit to another provider via Direct Messaging or another secure method of transport.
2. Of the 340,636 patients seen by EvokeEHR Providers, 3,646 of those patients had at least one referral generated which captures the opportunities our Providers would have had to view, download, & transmit their patients progress note, transfer summary, or other CCDA note type.
3. EvokeEHR Users with the appropriate user rights can utilize our Direct Messaging service to send/receive patient documents.
    a. We did see an decrease in utilization from our users but that also can be related to a decrease in Provider & Patient Counts from the previous reporting year. Our success rate did drop from 94% to 67% & we tied that back to user training which was corrected with user training sessions.
        i. Total Transmissions: 6
        ii. Total Successful Transmissions: 4
        iii. Total Unsuccessful Transmissions: 2
            1. Unsuccessful transmissions can be caused by disruptions in the service. Auditing services provided by EMR Direct as well as internal auditing alerts us to any system failures which are corrected immediately.
    b. Our Direct Messaging service does require the use of relied upon software: EMR Direct phiMail.
4. The EvokeEHR Reconciliation module tracked no usage by our customers, however, internal testing shows the module still works & conforms to the requirements.
    a. Total Reconciliations: 0
    b. Total Successful Reconciliations:0
    c. Total Unsuccessful Reconciliations: 0
        i. Unsuccessful Reconciliations can be caused by irregular or non-standard data found in CCD XML data we are reconciling from another EHR system. An error message will alert the user of the reason for unsuccessful reconciliation.
5. CCD documents generated by EvokeEHR were tested against C-CDA 2.1 validator for 2015 Edition and conform to the required sections and code sets.

Measure: 170.315(b)(6) – Data Export
<u>Standards Updates:</u>
- All standards versions are those specified in USCDI v2
- SVAP – Not Applicable

<u>Care Setting:</u>
- Ambulatory – Family Medicine

Results:

1. Our tracking indicated use of our Individual CCDA Export feature with no failures, however, there were no requests for Bulk Exports of CCDA's. The ability to complete a Bulk Export of CCDA's still exist and was internally tested for quality assurance.
   a. Individual Exported CCDA's: 2,919 with a success rate of 100%.
   b. Bulk Export CCDA Requests: 0
2. Internal testing resulted in successful ability to export one patient, multiple patients, or all patient CCDA's in the required format should the CCDA need to be reconciled into another EHR system.
3. CCD documents generated by EvokeEHR were tested against C-CDA 2.1 validator for 2015 Edition and conform to the required sections and code sets.

Measure: 170.315(f)(1) – Transmission to Immunization Registries
Standards Updates:
- All standards versions are those specified in USCDI v2
- SVAP – Not Applicable

Care Setting:
- Ambulatory – Family Medicine

Results:

1. EvokeEHR Providers recorded approximately 478 immunization records available for HL7 generation with a 100% success rate when added.

Measure: 170.315(g)(7) – Application Access – patient selection

Measure: 170.315(g)(8) – Application Access – data category request

Measure: 170.315(g)(9) – Application Access – all data request
Standards Updates:
- All standards versions are those specified in USCDI v1
- SVAP – Not Applicable

Care Setting:
- Ambulatory – Family Medicine

Results:

1. Our tracking indicated no user activity of our patient selection, data category request, or all data request APIs. These APIs require provider and patient engagement to our Patient Portal.
2. Internal testing using Postman application (Version 10.21.14) and test patients, API calls were successful on:
   a. Patient selection – Presented with Patient ID to use in further API calls

b. Data category request – Presented with XML which included the category or categories requested with API call. XML data presented was within the specific date/time period noted in body of API call.

c. All Data Request – Presented with XML which included all data categories requested with API call. XML data presented was within the specific date/time period noted in body of API call.

3. Testing was conducted across 3 unique test patients which are available in the Cures Update Sender SUT Test Data set. The Cures Update Test Data set for API Access for Ambulatory setting was utilized as a testing plan for internal testing.

Measure: 170.315(g)(10) – Standardized API for Patient and Population Services

Standards Updates:
- All standards versions are those specified in USCDI v1
- SVAP – Not Applicable

Care Setting:
- Ambulatory – Family Medicine

Relied Upon Software:
- Firely Server & Firely Auth Server

Results

1. FHIR Resource Objects loaded into FHIR Server: 55,417,306
2. EvokeEHR Initiated FHIR Requests: 3
3. Number of Registered Client Applications: 1
4. App Insights showed our FHIR server to be stable with the sum of incoming requests being 100% successful.

Measure: 170.315(b)(10) – Electronic Health Information Export

Standards Updates:
- All standards versions are those specified in USCDI v1
- SVAP – Not Applicable

Care Setting:
- Ambulatory – Family Medicine

Results

1. Our tracking indicated no user activity for EHI exports using our 'EHI Data Request' module within EvokeEHR.
2. Internal testing confirmed that the 'EHI Data Request' module tool can still be successfully used with the correct Admin access.

3. Our EHI Data Dictionary is still available in the 'EHI Data Request' Module within the application, as well as available on our DataLink website found here https://datalinksoftware.com/solutions/evokeehr/ehr-version-information/

Key Milestones

a. December 2024 – January 2025 : Collection of Results information as laid out by the Plan for the period.

b. December 2024: Removal of (h)(1) & (g)(10) certified functionality from EvokeEHR.

c. December 2024: New CHPL Listing.

d. January 2025 – June 2025 : Customer support and ongoing maintenance of EvokeEHR.