REAL WORLD TESTING PLAN

GENERAL INFORMATION

Plan Report ID Number: 20241009mas

Developer Name: MassLight

Product Name(s): Oystehr

Version Number(s): 1

Certified Health IT Product List (CHPL) Product Number(s): 15.05.05.3196.MSLT.01.00.1.240617

Developer Real World Testing Plan Page URL: https://docs.oystehr.com/security-and-compliance/onc/

JUSTIFICATION FOR REAL WORLD TESTING APPROACH

Oystehr's real-world testing will involve creating a new production account and simulating production-like usage by our team. Since no current customers use the bulk export and patient/population service functionality being tested, simulation is necessary. Once the usage data is generated, we will analyze API logs to assess the success rate of bulk export and patient/population service requests. Testing will cover both in-person urgent care scheduling and telehealth encounters. By using the same data and infrastructure as our customers, we will validate the functionality in a production environment.

STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS (SVAP) AND UNITED STATES CORE DATA FOR INTEROPERABILITY (USCDI))

Standard (and version)	HL7® FHIR® US Core Implementation Guide STU 4.0.0 HL7® FHIR® Bulk Data Access (Flat FHIR®) (v2.0.0: STU 2)
Updated certification criteria	• 170.315 (g)(10): Standardized API for Patient and Population Services
Health IT Module CHPL Product Number	15.05.05.3196.MSLT.01.00.1.240617
Date of ONC ACB notification	Jun 17, 2024
Conformance measure	Success rate for standardized API for patient and population services
Method Used for Standard Update	SVAP
Date of Customer Notification	NA

MEASURES USED IN OVERALL APPROACH

Description of Measurement/Metric

Measurement/Metric	Description
Success rate for bulk data export	The Bulk Data Export functionality in Oystehr allows users to export all information about one or more patients. As part of real world testing, we will export various groups of patients, verify that their data is exported, and measure the success rates for these API requests. Success and failure will be determined by reviewing logs of relevant requests. Success Rate = Successful / Total Requests Total Requests: ● Total number of bulk export requests placed during the real world test Successful Request: ● Request output contains all data in a human readable format ● Output is a complete export of all data related to the patient(s) being export ● Output is accurate and equal to the data stored in Oystehr Total requests are to be no less than 20 real world test cases per care setting.
Success rate for standardized API for patient and population services	We will use a combination of the Inferno test suite and use case specific tests to validate that the Oystehr FHIR API supports patient and population services. As part of real world testing, we authenticate and authorize requests leveraging relied upon software (Auth0), place requests as authenticated patients/practitioners to the API and measure success rates for those API requests. The test cases will include searches to validate that API searching works correctly. Success and failure will be determined by reviewing logs of relevant requests. Success Rate = Successful / Total Requests Total Requests ● Total number of API requests during the real world test Successful Request ● Authentication and authorization works correctly, users are only able to access data they have scope / permission to access ● Request output contains all data in a human readable format

	• Output is complete and accurate

Associated Certification Criteria

Measurement/Metric	Associated Certification Criteria
Success rate for bulk data export	(b)(10): Electronic Health Information Export
Success rate for standardized API for patient and population services	(g)(10): Standardized API for Patient and Population Services

Justification for Selected Measurement/Metric

Measurement/Metric	Justification
Success rate for bulk data export	Success rate gives a quantitative measure of the API reliability for users of bulk data export. Successful responses indicate that there was not an error during the export and that all data that was exported is correct.
Success rate for standardized API for patient and population services	Success rate gives a quantitative measure of the API reliability for users of the standardized API for patient and population services. Successful responses indicate that there was not an error in access control and that all requested data was returned correctly.

Care Setting(s)

Care Setting	Criteria	Justification
Urgent care appointment registration, scheduling, and queueing	(b)(10): Electronic Health Information Export (g)(10): Standardized API for patient and population services	Oystehr is used for this in the real world, so we will be testing bulk data export and standardized API criteria for this use case.
Telehealth encounters	(b)(10): Electronic Health Information Export (g)(10): Standardized API for patient and population services	Oystehr is used for this in the real world, so we will be testing bulk data export and standardized API criteria for this use case.

Expected Outcomes

Measurement/Metric	Expected Outcomes
Success rate for bulk data export	We expect a 100% success rate for all care settings. As measured, this success rate indicates full compliance with exporting bulk data from Oystehr for our real world use cases.
Success rate for standardized API for patient and population services	We expect a 100% success rate for all care settings. As measured, this success rate indicates full compliance in providing a standardized API for patient and population services.

SCHEDULE OF KEY MILESTONES

Key Milestone	Care Setting	Timeframe
Finalized real world testing plan	Telehealth encounters. Urgent care appointment registration, scheduling, and queueing.	October 15, 2024
Q1 Data collection and testing	Telehealth encounters. Urgent care appointment registration, scheduling, and queueing.	January 2025
Q1 Data validation and success rate calculations	Telehealth encounters. Urgent care appointment registration, scheduling, and queueing.	January 2025
Q1 Analysis and report creation	Telehealth encounters. Urgent care appointment registration, scheduling, and queueing.	January 2025
Q3 Data collection and testing	Telehealth encounters. Urgent care appointment registration, scheduling, and queueing.	July 2025
Q3 Data validation and success rate calculations	Telehealth encounters. Urgent care appointment registration, scheduling, and queueing.	July 2025
Q3 Analysis and report creation	Telehealth encounters. Urgent care appointment registration, scheduling, and queueing.	July 2025
Results report delivery	Telehealth encounters.	February 1, 2026

	Urgent care appointment registration, scheduling, and queueing.	

ATTESTATION

This Real World Testing plan is complete with all required elements, including measures that address all certification criteria and care settings. All information in this plan is up to date and fully addresses the health IT developer's Real World Testing requirements.

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Date: Sept 26, 2024

[i] Certified health IT continues to be compliant with the certification criteria, including the required technical standards and vocabulary codes sets; certified health IT is exchanging EHI in the care and practice settings for which it is marketed for use; and EHI is received by and used in the certified health IT. (85 FR 25766)

[ii] https://www.federalregister.gov/d/2020-07419/p-3582