CANTATA HEALTH SOLUTIONS

Convergence Care v7
Real World Testing
Results Report
2023

Prepared for:

SLI

Contents

GENERAL INFORMATION

Developer Name: Cantata Health Solutions (previously, "Cantata Health")

Product Name(s): Convergence Care

Version Number(s): 7

Certified Health IT Product List (CHPL) ID(s): 15.02.05.2022.CONT.01.00.1.211207

Developer Real World Testing Plan and Results Report Page URL: https://cantatahealth.com/certifications

Plan ID #: 20221102can

CHANGES TO ORIGINAL PLAN

SUMMARY OF CHANGE	REASON	IMPACT
Time period of collection of data was changed from quarterly to a 30-day period.	As laid out in our justification, we stated that if there is no record of client usage for any of these criteria, then we would utilize internal testing systems to demonstrate the system's ability to perform those tasks. As none of our current clients are using the MU RWT features, we did internal testing over a shorter period of time.	No impact on our test results.

SUMMARY OF TESTING METHODS AND KEY FINDINGS

Since none of our customers are currently utilizing the system features which support the criteria being tested, we used manual entry to perform the needed tasks. We had a group of 5 testers who were charged with performing the tasks needed for testing on a random and changing group of test patients, over a 30-day period, from Oct 13th, 2023 through Nov. 13th, 2023. The testers were instructed to vary their actions within the context of the test plan, so that different system options would be selected (eg. not selecting the same item every time to be marked as Restricted). We feel this approach demonstrates the capability of the certified product in as close to a "real-world" setting as possible.

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.
- [X] No, none of my products include these voluntary standards

CARE SETTING

At this time, Convergence Care is marketed toward practitioner workflow in a mental health care specialty setting. For this reason, Convergence Care applied its testing plan to mental health care.

METRICS AND OUTCOMES

Measurement/Metric	Criterion	Relied Upon Software	Outcomes	Challenges Encountered
TOC Sent	§ 170.315(b)(1)(i)(A) Send transition of care/referral summaries 2015 Edition Cures Update	Updox	Sent: 127	No challenges were encountered.
TOC Received	§ 170.315(b)(1) (i)(B) Receive transition of care/referral summaries 2015 Edition Cures Update	Updox	Received: 134	No challenges were encountered.
Reconciliation	§ 170.315 (b)(2) Clinical information and reconciliation and incorporation 2015 Edition Cures Update		Allergy Rec: 78 Problem Rec: 92 Med Rec: 113	No challenges were encountered.
Restrictions Documented/ Restrictions Sent	§ 170.315(b)(7) Data Segmentation for Privacy – Send 2015 Edition Cures Update		Restrictions Documented: 252 Restrictions Sent: 84	No challenges were encountered.
Restrictions Received/ Restrictions Retained	§ 170.315(b)(8) Data Segmentation for Privacy – Receive 2015 Edition Cures Update		Restrictions (documents) Received: 47 Restrictions (individual) Retained: 163	No challenges were encountered.
Care Plans Sent Care Plans Received	§ 170.315(b)(9) Care Plan 2015 Edition Cures Update		Care Plans Sent: 89 Care Plans Received: 48	No challenges were encountered.
Single EHI Export	§ 170.315(b)(10) Electronic Health Information export		Single EHI Export: 52	No challenges were encountered.
Multiple EHI Export	§ 170.315(b)(10) Electronic Health Information export		Multiple EHI Export: 37	No challenges were encountered.

MEASURES USED IN OVERALL APPROACH

Scenario 1: § 170.315(b)(1) Send/receive transition of care

The following metrics were used to demonstrate the ability to send and receive transitions of care/referral summaries to/from multiple external facilities:

- **TOC Sent**: Number of successful CCDs provided to external organizations within a period.
- **TOC Received**: Number of successful CCD retrievals from external organizations within a period.

Test Methodology: Database tables within the certified product contain a record of all documents successfully sent to outbound processing and received from external sources. Although none of our customers chose to actually send documents, and none were sent by external organizations to our customers, our testers were able to generate and send CCDs for our test patients to a test address, and import other CCDs matching to test patients' records by submitting them into the Updox portal. Queries were written to the database to count the number of documents sent and received in the period.

Results Explained: The total number of CCDA documents sent and received were counted for the Real World Test population of patients. The counts demonstrate that the certified system can provide a seamless transition into or out of the system, should providers choose to share or receive patient health data.

Justification: Convergence Care settings include two capabilities for conformance: (1) Sending transition of care summaries and (2) Receiving transition of care summaries. The measurements selected demonstrate that TOC messages can successfully be exchanged (sent and received) with external organizations, should the providers choose to share such documents.

Scenario 2: § 170.315(b)(2) Clinical Information Reconciliation and Incorporation

The following metric was used to demonstrate the certified product's ability to capture, reconcile and incorporate clinical information from external sources within the patient's record.

- **Reconciliation**: Number of Clinical Reconciliations completed with data from external sources

Test Methodology: Our testers were able to generate CCDS with medications, allergies and problems, and then import those documents to provide data for reconciliation of medications, allergies and /or problems for the matching patients in the test patient population. Transaction logs were used to validate the proper operation of reconciliation transactions, and to count the number of reconciliations performed with imported data sources.

Results Explained: A total number of clinical information reconciliations were counted over the period for the Real World Test population of patients. This included medication, allergy and problem list reconciliation, each of which is captured separately in the certified product. The very use of the reconciliation features in the system provided data to count, and thereby demonstrates and confirms the customer's ability to create a single, reconciled list including data from external CCDA documents.

Justification: The metric confirms the ability for providers to perform accurate clinical information reconciliation. It shows the ability of the provider to review and maintain accurate medication, allergy, and problem lists for a patient — enabling clinicians to make informed care decisions.

Scenario 3: § 170.315(b)(7) Data Segmentation for Privacy - Send

The following metrics were used to demonstrate the user's ability to document privacy information, tag it appropriately with restrictions on disclosure, and then create a CCD document containing all privacy markings.

- **Restrictions Documented**: Number of Privacy Restrictions documented
- **Restrictions Sent**: Number of CCDs created with privacy restrictions documented within the document

Test Methodology: Testers chose a variety of patients and documented a variety of privacy restrictions on those patients, including restrictions on redisclosure. Testers also selected patients, with or without privacy restrictions, and generated CCDs for those patients.

Result Explained: Database tables within the certified product contain a record of all privacy restrictions placed on individual elements (e.g. a single problem) or on a whole section (e.g. all medications) of a patient's chart. Database tables also record all CCD documents generated, with fields marking whether those documents contain restricted elements. Queries against the data show that privacy settings were set over the period, and CCDAs containing privacy information were generated over the period for the test population of patients.

Justification: The metrics confirm that a user can document privacy information and tag it appropriately with restrictions on redisclosure. They further demonstrate the ability to export a transition of care document that is tagged appropriately with document, section and/or entry-level restrictions.

Scenario 4: § 170.315(b)(8) Data Segmentation for Privacy - Receive

The following metrics were used to demonstrate the user's ability to receive and review the document (with appropriate rights) and can then incorporate the restricted data into the patient's chart, if needed.

- **Restrictions Received**: Number of CCDA documents received with privacy restrictions
- **Restrictions Retained**: Number of privacy restrictions saved from reconciliation processes

Test Methodology: CCD documents were imported with and without various restrictions. Testers performed reconciliation on various documents, whether containing restrictions or not.

Results Explained: Database tables within the certified product application contain a record of all CCD documents received, with the ability to determine whether those documents contain restricted elements. In addition, the system records when privacy restrictions are placed into the patient's chart from a reconciliation process. Queries were written to count the number of CCDAs imported with privacy restrictions, and the number of restrictions saved from reconciliation. Note that a single document can contain multiple restrictions, and, therefore, the number of restrictions received and retained is greater than the documents received with restrictions.

Justification: The metrics confirm that a user can both review a document with document-, section- and/or entry-level restrictions, and incorporate/reconcile that data into the patient's chart, if needed, while maintaining the privacy restriction.

Scenario 5: § 170.315(b)(9) Care Plan

The following metrics were used to demonstrate the ability to send and receive Care Plan CCDA:

- **Care Plans Sent**: Number of successful Care Plans provided to external organizations within a period.
- **Care Plans Received**: Number of successful Care Plan retrievals from external organizations within a period.

Test Methodology: Database tables within the certified product contain a record of all documents successfully sent to outbound processing or received from external sources. Although none of our customers chose to actually send documents, and none were sent by external organizations to our customers, our testers were able to generate and send Care Plans from our test patients, and import other Care Plans matching to test patients' records. Queries were written to the database to count the number of Care Plans sent and received in the period.

Results Explained: The total number of Care Plan documents generated and imported were counted for the Real World Test population of patients. The counts demonstrate that the certified system can provide a seamless transition into or out of the system, should providers choose to share patient Care Plans.

Justification: The metrics confirm that Care Plan documents can successfully be created and exchanged with external organizations.

Scenario 6: § 170.315(b)(10) Electronic Health Information Export

The following metrics were used to demonstrate that data can be exported for a single patient or a patient population:

- **Single EHI Export**: Number of times a single patient's EHI data is collected for export
- **Multiple EHI Export**: Number of times a selected patient population's EHI data is collected for export

Test Methodology: Testers generated patient's EHI for numerous single patients and groups of patients.

Results Explained: Database tables within the certified product application contain a record of all scheduled jobs created. Each request (and outcome status) for batched EHI is recorded in these logs. Queries were created to count the number of times that individual/single patient's EHI data, and groups of patients' EHI data, was collected for export over the period.

Justification: The metrics confirm that customers are able to generate a batch of CCDAs (continuity of care, summary, referral and care plan per patient to cover all EHI), both for a single patient and for a subset of their client population.

SCHEDULE OF KEY MILESTONES

Key Milestone	Timeframe
Submit Real World Testing Plan documentation to SLI	Oct 15, 2022
Did not find any candidates to help with testing	Jan-June, 2023
Created Test Plan for internal testing	Sep, 2023
Testers followed test plan to generate data from test patients	Oct-Nov, 2023
Compilation and validation of data	Nov-Dec, 2023
Report creation	Dec, 2023
Submit RWT report to SLI	Jan 9, 2024

ATTESTATION

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

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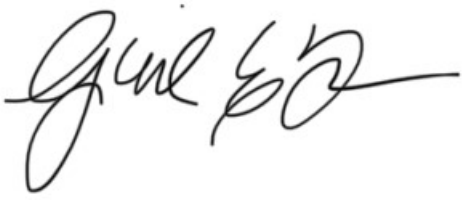

Date: January 8, 2024