RxTracker v9 Real World Test Results

CHPL #: 15.04.04.2925.RxTr.09.02.1.200330

https://junohealth.com/certifications

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Plan Report ID Number: RxTv9-2022-01

GENERAL INFORMATION

Plan Report ID Number:	RxTv9-2022-01
Developer Name:	DSS, Inc.
Product Name(s):	RxTracker
Version Number(s):	V9
Certified Health IT Product List (CHPL) Product Number(s):	CHPL # 15.04.04.2925.RxTr.09.02.1.200330
Developer Real World Testing Plan and Results Report Page URL:	https://junohealth.com/certifications

WITHDRAWN PRODUCTS

Product Name(s):	RxTracker
Version Number(s):	V8
CHPL Product Number(s):	CHPL ID 15.04.04.2925.RxTr.08.01.1.190614
Date(s) Withdrawn:	4/15/22
Inclusion of Data in Results Report:	No data was captured as product was withdrawn within first quarter of results collection year.

CHANGES TO ORIGINAL PLAN

Summary of Change	Reason	Impact
A series of reports that do not include PHI were created within the RxTracker Administrative Module so RWT could be based on production data rather than doing testing in a test environment.	Creating standardized reports allowed the authorized representatives who had the required permissions to generate specific reports that do not include PHI and allow monitoring of ongoing performance in the production environment on a regular basis.	Sample size was significantly increased which improved the validity of the results.

SUMMARY OF TESTING METHODS AND KEY FINDINGS

Summary of Testing Methods

A series of reports were created within the RxTracker Administrative Module to allow the authorized representatives who had the required permissions to generate specific reports that do not include PHI and allow monitoring of ongoing performance in the production environment on a regular basis. These reports included:

Real World Testing - Prescription Percentages

- Real World Testing - Prescription Percentages
- Real World Testing - Create new prescriptions (NEWRX)
- Real World Testing - Change prescriptions (RXCHG, CHRES)
- Real World Testing - Cancel prescriptions (CANRX, CANRES)
- Real World Testing - Request and receive medication history information (RXHREQ, RXHRES)

Aggregate data for v9 was compiled based on the interoperability functionality for electronic prescriptions rather than based on the specific scenarios detailed in the plan. Except as noted, the size of the data samples analyzed include each of the scenarios, i.e.,

Scenario #	Approach/Description	Real World Test Results Data
1	Pull patient specific medication history to include current medication list	Data labeled "Rx History Query Success"
2	Updating patient med history	No specific data
3	Create and transmit new Rx and process request for change	Data labeled "New Rx Success" and "Change Rx Success"
4	Approve renewal requests received	Data labeled "Renewal Rx Success"
5	Cancel prescription after transmission	Data labeled "Cancel Rx Success"
6	View error messages	Data labeled "xxx Errors" and "xxx Error Exceptions"

Summary of Data for v9

	Jan'22	Apr'22	Jul'22	Oct'22	Total 4 mo. '22 Sample
New Rx Success	8161	7890	7223	7674	30948
Change Rx Success	20	18	6	7	51
Cancel Rx Success	125	133	125	127	510
Renewal Rx Success	170	185	142	191	688
Monthly Total (Numerator)	8476	8226	7496	7999	32197
New Rx Created	8162	7892	7229	7681	30964
Change Rx Created	22	18	7	7	54
Cancel Rx Created	125	133	126	127	511
Renewal Rx Created	170	186	143	191	690
Monthly Total (Adjusted Denominator*)	8479	8229	7505	8006	32219
Monthly Total (Numerator)	8476	8226	7496	7999	32197
Monthly Total (Adjusted Denominator*)	8479	8229	7505	8006	32219
Successful transmission of electronic prescriptions	99.96%	99.96%	99.88%	99.91%	99.93%

* Excludes denominator exceptions

Key Findings

Data for v9 for 2022 showed a total of 93,751 electronic prescription transmissions, with an overall error rate of 0.13%.

Data for the four (4) one-month samples showed a total of 32,239 eRx transmissions with a 99.87% mean success rate. The four one-month samples represented 33.01% of the 2022 total and was deemed to be a statistically valid sample of the total for the year. Detailed review of the errors associated with the various types of activity was done on the one-month samples for each quarter, i.e., Jan'22, Apr'22, Jul'22 and Oct'22. Of the 42 errors analyzed for those 4 months, 20 (47.6%) were then classified as denominator exceptions and the majority of those were due to communication issues and the pharmacy being temporarily down and unavailable to process transmissions.

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

[ ] 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(s)

Both inpatient and ambulatory care settings were included in the aggregated data. Since the data did not include PHI, data was not aggregated based on the setting. New Rx data includes both inpatients being discharged and ambulatory patients seen in the clinics. Renewals data includes the ambulatory patients seen in the clinics.

Metrics and Outcomes

Measurement /Metric	Associated Criterion(a)	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Successful transmission of electronic prescriptions created by Prescribers and/or mid-level providers in the RxTracker module to Surescripts in a format that can be utilized by the Retail Pharmacy for processing the prescriptions Numerator # electronic prescriptions created by Prescribers and/or mid-level providers in the RxTracker module and transmitted to Surescripts in a format that can be utilized by the Retail Pharmacy for processing the prescriptions Denominator: # electronic prescriptions created by Prescribers and/or mid-level providers in the RxTracker module and transmitted to Surescripts Denominator Exception: • Error or rejection due to user permissions • Error or rejection due to communication issues	§170.315(b)(3) Electronic Prescribing	Surescripts Mirth Exostar	Jan'22 8476/8479=99.96% Apr'22 8226/8229=99.96% Jul'22 7496/7505=99.88% Oct'22 7999/8006=99.91%	No issues

Key Milestone	Care Setting	Date/Timeframe
Release of documentation for the Real World Testing to be provided to authorized representatives and providers running the RxTracker software. This includes surveys, specific instructions on what to look for, how to record issues encountered, and Customer Agreements.	Inpatient and Ambulatory	12/1/21
Begin collection of information as laid out by the plan.	Inpatient and Ambulatory	As agreed
Meet with previously identified providers and authorized representatives to ensure that Real World Testing protocols are effective.	Inpatient and Ambulatory	As agreed
Follow-up with providers and authorized representatives to understand any issues arising with the data collection.	Inpatient and Ambulatory	Not needed as no issues identified
Data collection and review.	Inpatient and Ambulatory	11/1/22
End of Real World Testing period/final collection of all data for analysis.	Inpatient and Ambulatory	1/2/23
Analysis and report creation.	Inpatient and Ambulatory	1/9/23
Submit Real World Testing report to ACB (per their instructions).	Inpatient and Ambulatory	1/27/23

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Authorized Representative Signature:	*Hilary Kloska*	Date Signed:	1/27/2023