

# Real World Test Results (2024)

## General Information

Plan Report ID Number: RealWorldTestPlan\_ECS\_2024

Developer Name: Equicare Health Incorporated

Product Name(s): Equicare CS

Version Number(s): 4.15

Certified Health IT Product List (CHPL) ID(s):

- 4.15 – 15.04.04.2933.EQUI.45.08.1.231204

Developer Real World Testing Page URL: <https://equicarehealth.com/real-world-testing/>

Note: 4.9, 4.10, 4.12, 4.13, and 4.14 were originally part of the 2024 Real World Testing Plan, but these versions were withdrawn in Dec 2023. As such – for 2024, Real World testing was actually performed on 4.15 (4.15 was certified in Dec 2023).

## Summary of Testing Methods and Key Findings

Equicare CS is a care coordination platform that enables provider staff to manage patient care (navigation and follow-up), and patients to view their health information online (via Patient Portal). At this time, the Certified Health IT Module is sold to the oncology care (ambulatory) setting. For this reason, the Real World Testing plan will apply to this care setting.

The Patient Portal contains certified functionality for patients to view, download, and transmit their care summary. As such – the criterion for § 170.315(e)(1) View, download, and transmit to 3<sup>rd</sup> party has been included for Real World Testing.

Equicare identified 4 customer sites to monitor usage of View, Download and Transmit over a duration of 11 months. The results indicate that patients were successful in viewing and downloading their care summary. Patients were also successful in transmitting their care summary – but this was based on a very small sample size due to low usage.

## Standards Updates (SVAP AND USCDI)

None of our products include voluntary standard updates during 2024.

## Care Setting:

Real world testing was conducted in Oncology care (ambulatory) setting.

## Metrics and Outcomes:

Measure 1: Health information viewing and sharing. This measure will assess functionality used to View, Download, and Transmit for a single patient. The associated certification criterion is:

Certification Criteria	Requirement
§ 170.315(e)(1) View, download, and transmit to 3 <sup>rd</sup> party	<ul style="list-style-type: none"> <li>View care summary</li> <li>Download care summary</li> <li>Transmit care summary (via email or secure transmission)</li> </ul>

Metric	Associated Criterion	Relied Upon Software	Outcomes	Challenges Encountered (if applicable)
View summary usage / error	170.315(e)(1) View, download, and transmit to 3 <sup>rd</sup> party	ARIA / MOSAIQ	15826 view actions performed over data collection period (from 4 sites)	
Download summary usage / error	170.315(e)(1) View, download, and transmit to 3 <sup>rd</sup> party	ARIA / MOSAIQ	646 download actions performed over data collection period (from 4 sites)	
Transmit summary usage / error	170.315(e)(1) View, download, and transmit to 3 <sup>rd</sup> party	ARIA / MOSAIQ / DataMotion	120 transmit actions performed over data collection period (from 4 sites)	Low usage of feature across customers – making it difficult to get good sample size data.

## Key Milestones

Key Milestone	Date/ Timeframe
Identify customer/provider sites to perform Real World Testing	January 2024
Collection of information as laid out by the plan for the period	February 2024
Follow-up with providers on regular basis to understand any issues arising with data collection	Quarterly, 2024
End of Real World Testing period/final collection of all data for analysis	November 2024
Analysis and report creation	December 2024
Submit Real World Testing report to ACB	January 2025