



REAL WORLD TEST PLAN 2025

(b)(10) Electronic Health Information Export

CY 2025 Real World Testing Plan for GoHealth Solutions v1

Executive Summary

This is the Real-World Test Plan for CY 2025 for GoHealth Solutions certified EHR solution. We will be testing version, 1.0, which is deployed to our user community.

As ONC has stated in its rule, “The objective of real-world testing is to verify the extent to which certified health IT deployed in operational production settings is demonstrating continued compliance to certification criteria and functioning with the intended use cases as part of the overall maintenance of a health IT’s certification.” We have worked toward this objective in designing our test plan and its subsequent real world testing measurements and metrics.

This document builds toward the final testing measurements and metrics we will use to evaluate our product interoperability within production settings. Within each use case, we document planned testing methodology, associated ONC criteria, justification for measurement, expected outcomes from the testing, care settings applied for the respective measure, and if applicable the number of clients to use our real world testing approach, including how our test cases were created, our selected methodology, the number of client/practice sites to use, and our general approach and justification for decisions.

We have included our timeline and milestones for completing the real-world testing in CY 2025, and information about compliance with the Standards Version Advancement Process updates.

Developer 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 to the best of our knowledge.

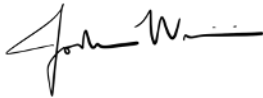
Authorized Representative Name: Josh Williams

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DATE: 11-05-2024

Signature:

A handwritten signature in black ink, appearing to read "Josh Williams", with a horizontal line extending to the right.

General Information:

Plan Report ID Number: 20240910GHS

Developer Name: GoHealth Solutions

Product Name(s): GoHealth Solutions v1

Version Numbers(s): 1.0

Product List (CHPL) ID(s) and Link(s):

15.04.04.2653.GHSo.01.00.1.221201

<https://chpl.healthit.gov/#/listing/11035>

Developer Real-World Testing Page URL: <http://gohealthsolutions.org/disclosures.html>

Justification for Real World Testing Approach:

GoHealth's EHR system is designed to meet the regulatory requirements for electronic health information (EHI) export as outlined in 170.315 (b)(10). Real World Testing verifies the effectiveness of this feature in actual clinical environments.

GoHealth will engage with our customers to ensure conformance to certification standards and tracking system performance metrics for exporting patient information. This test will encompass single-patient and population level EHI exports.

Care and Practice Settings Targeted

GoHealth v1 EHR is primarily for behavioral health care agencies, and our test plan was designed with this setting in mind. We will survey all clients and test a minimum of three (3) client practice(s). This number covers a sufficient percentage of existing practices to provide a viable sample of users of the certified EHRs.

Measure: Electronic Health Information (EHI) Export

Associated Criteria:

- 170.315(b)(10)(i)(A) – Create an export file(s) with a single patient’s electronic health information.
- 170.315(b)(10)(i)(B) – Execute the capability at any time without developer assistance.
- 170.315(b)(10)(i)(B) – Limit ability of users who can create export
- 170.315(b)(10)(i)(D) – Export file(s) created must be electronic and in a computable format.

Test Methodology:

To validate that the GoHealth EHR system can successfully export electronic health information and population level data, each agency will be surveyed as to how often they perform the patient export during the average month and provided with the survey answer choices below:

- Regularly
- Sporadically
- Rarely
- Never
- Don’t Know

The final answers will provide insight into how clinicians utilize this interoperability feature. For example, response may show that additional training is needed to better utilize the feature or that it is not currently utilized as currently designed. It will provide a benchmark for evaluate future surveys as well as to share insight into any new development for improvements or enhancements of the health IT system.

Approach:

- A sampling of single patient exports will be conducted in 3 agency systems using GoHealth. We will gather and report on the number EHI Exports performed as outlined in our proposed timeline.
- A population-level export will be tested using an agency managing multiple patients.
- The export files will be generated in the specified computer format (JSON).

Success Metrics:

The exports must be generated without errors, meet conformance with the required standards, and allow for import into other certified systems.

Measurement Justification:

We do not know how many of our customers are using the batch patient exporting so we believe the best means to evaluate real world interoperability is to survey them on this criterion use. This measure will survey users to determine real-world interoperability and usability, specifically how often do agencies use the batch patient export feature. If we find this criterion is not being used by our customer base, we may test this respective measure in our own production-sandbox environment given lack of customer experience with the criteria functionality.

Expected Outcomes:

Measure: Number of successful Electronic Health Information (EHI) exports, both single patient and population-level exports, using the certified export tool.

- **Single Patient Export:** EHI for a single patient is successfully exported meeting all certification criteria for accuracy and format.
- **Population Export:** EHI for a population of patients is successfully exported, ensuring consistency across multiple patient records.
- **Error Tracking:** Success and error tracking will be tracked to monitor system performance and identify areas for improvement.

Our export tool enables users with the appropriate permissions to generate and download EHI exports for a single patient or a population of patients within a specified date and timeframe.

The exports adhere to all certification criteria regarding data accuracy, format, and consistency. Once generated, these files can then be imported into other systems that meet required standards, supporting seamless integration into the patient's medical record.

Timeline and Milestones for Real-World Testing CY 2025

- During the 2nd and 3rd quarter of CY 2025, all clients will be notified of the survey. The survey will be scheduled and performed.
- 4th quarter of 2025 - End of Real-World Test Plan period data collection
- January 2026
 - Analysis and report creation
 - Submit Real World Test Plan Survey Results