2024 Real World Testing Plan
PointClickCare Technologies Inc.

GENERAL INFORMATION

Plan Report ID Number: [For ONC-Authorized Certification Body use only]

Developer Name: PointClickCare Technologies, Inc.

Product Name(s): PointClickCare

Version Number(s): 4

Certified Health IT Product List (CHPL) Product Number(s): 15.04.04.2181.Poin.04.00.1.191231

Developer Real World Testing Plan Page URL: https://pointclickcare.com/company/certifications/

JUSTIFICATION FOR REAL WORLD TESTING APPROACH

The PointClickCare application supports transmission of medication related events in accordance with § 170.315(b)(3) Electronic Prescribing using NCPD Script 201707 standard. Events may be initiated by a prescriber, agent of the prescriber or a caregiver. Electronic prescribing is a patient centric activity therefore all metrics will be event based and focus on ePrescribing workflows for Long Term Post-Acute Care (LTPAC) setting.

To test the real-world interoperability and conformance of our certified ePrescribing technology, a Certified Health IT Developer, who markets to providers in LTPAC settings, works with long term care pharmacies to connect and transmit medication order information for accurate and timely fulfillment and delivery of the medication services to its residents. The goal of the PointClickCare application is to provide prescribers, care providers and agents with the ability of entering and transmitting medication prescriptions information to the pharmacy partner. Actions may include requesting additional supply of the medication from the pharmacy, cancelling medication order, receiving dispense notification from the pharmacy and reconciling that with what was originally prescribed for the residents. The Certified Health IT Developer will test the ability of its certified ePrescribing technology to successfully transmit clinically accurate and complete medication prescription information using at § 170.315(b)(3) Electronic prescribing requirements.

LTPAC ePrescribing transactions that will be analyzed and reported on include: NewRx, CancelRx Request/Response, and RxFill.

While the PointClickCare application also supports the retail focused ePrescribing transactions of RxChange, RxRenewal, RxHistory, there are no real-world applicable workflows that exist for the LTPAC and therefore messaging volumes will not be analyzed or reported on as part of this test plan. Individual justifications include:

(1) RxChange Request and Response – in LTPAC timely administration of the medication services is of utmost importance. To avoid delays in medication management services, if changes are required, a facility and a pharmacy typically sign a "Therapeutic Interchange Agreement" or "Collaborative practice agreement" that clearly outline acceptable changes that does not require utilization of RxChange Request and Response electronic

transactions. For example, the use of CPAs can decrease the number of requests to authorize refills, modify prescriptions, initiate therapeutic interchanges (in which the pharmacist can substitute another drug for the medication prescribed), and order and interpret laboratory tests, while keeping the prescriber apprised of the pharmacist's actions through established communication mechanisms.

(2) RxRenewal Request and Response – renewal of medication orders occurs through pharmacy submitting renewal manifest in the delivery tote with all the medications. The process is largely paper based and is driven by the pharmacy for multiple residents. In other cases, medications are renewed through a "Collaborative practice agreement".

(3) RxHistoryRequest and Response – in LTPAC the integration is between one facility and one pharmacy, so there are no supported workflows where it would be of use to request medication historyforapatientfromonepharmacyonly. The LTPAC industry did not adopt this transaction.

The goal of this real-world testing approach is to demonstrate that both the interoperability and conformance capabilities of the certified ePrescribing technology are consistent with the requirements of the § 170.315(b)(3) Electronic prescribing certification criterion as it applies to the LTPAC care setting. This will be done through the test scenarios included in the plan.

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

Standard (and version)	NCPDP Script 2017071
Updated certification criteria and associated product	§ 170.315(b)(3) Electronic prescribing
CHPL Product Number	15.04.04.2181.Poin.04.00.1.191231
Method used for standard update	Not applicable
Date of ONC ACB notification	March 31, 2021
Date of customer notification (SVAP only)	Not applicable
Conformance measure	Not applicable
USCDI updated certification criteria (and USCDI version)	Not applicable

MEASURES USED IN OVERALL APPROACH

Description of Measurement/Metric

Measurement/Metric	Description
Create new prescriptions (NewRx) event success percentage	Real World Test Metric will calculate the percentage of successful transmissions of NewRx ePrescribing events to their partner pharmacy
Cancel prescriptions (CancelRx) event success percentage	Real World Testing Metric will calculate the percentage of successful transmission of CancelRx ePrescribing events to their partner pharmacy
Receive fill status notification (RxFill) event success percentage	Real World Testing Metric will calculate the percentage of successful accept and process transactions of RxFill ePrescribing event to their partner pharmacy
Transmit and consume diagnosis information in events frequency	Real World Testing Metric will calculate the percentage frequency where the diagnosis information is specified on the medication order

Associated Certification Criteria

List of certification criteria associated with the measure and if updated to the 2015 Edition Cures Update criteria. If conformance to the criteria depends on any Relied Upon Software, it is noted in the Real World Testing plan for any metrics that would involve use of the software in testing.

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)
Create new prescriptions (NewRx) event success percentage	§ 170.315(b)(3)(i)(A)	N/A
Cancel prescriptions (NewRx) event success percentage	§ 170.315(b)(3)(i)(C)	N/A
Receive fill status notification (RxFill)event success percentage	§ 170.315(b)(3)(i)(E)	N/A
Transmit and consume diagnosis information in events frequency	§ 170.315(b)(3)(ii)	N/A

Justification for Selected Measurement/Metric

Measurement/Metric	Justification
Create new prescriptions (NewRx) event success percentage	Transactions related to medications are initiated by a provider or more commonly their agent and then transmitted to the pharmacy for timely processing and delivery of medications. Acceptance status by the pharmacy will indicate if a mediation order was clear, complete, and compliant. PointClickCare validates all the transactions against a schema published by NCPDP which ensures all transactions follow all requirements and best practices. This will be further verified through the review of the log files created by querying messaging databases.
Cancel prescriptions (NewRx) event success percentage	Transactions related to medications are initiated by a provider or more commonly their agent and then transmitted to the pharmacy for timely processing and delivery of medications. Acceptance status by the pharmacy will indicate if a mediation order was clear, complete, and compliant. PointClickCare validates all the transactions against a schema published by NCPDP which ensures all transactions follow all requirements and best practices. This will be further verified through the review of the log files created by querying messaging databases.
Receive fill status notification (RxFill)event success percentage	Transactions related to medications are initiated by a provider or more commonly their agent and then transmitted to the pharmacy for timely processing and delivery of medications. Acceptance status by the pharmacy will indicate if a mediation order was clear, complete, and compliant. PointClickCare validates all the transactions against a schema published by NCPDP which ensures all transactions follow all requirements and best practices. This will be further verified through the review of the log files created by querying messaging databases
Transmit and consume diagnosis information in events frequency	PointClickCare provides ability to Enter medication orders. If known, all new prescriptions may include either a medication diagnosis or an indication for use. This measure would look to provide statistics on % of prescriptions created with medical diagnosis. Previous measure will report on numbers of successfully transmitted prescriptions, this metric is a subset of those numbers broken down by data it includes.

Care Setting(s)

Care Setting	Justification
Long Term Post-Acute Care (LTPAC)	PointClickCare markets it modules in LTPAC care settings such as skilled nursing facilities and senior living communities.

Expected Outcomes

Measurement/Metric	Expected Outcomes
Create new prescriptions (NewRx) event success percentage	Real World Testing will show successful transmission of compliant NewRx events to the partner pharmacy with greater than 99 percent success
Cancel prescriptions (NewRx) event success percentage	Real World Testing will show successful transmission of compliant CancelRx events to the partner pharmacy with greater than 99 percent success
Receive fill status notification (RxFill)event success percentage	Real World Testing will show the successful receipt of RxFill events from the partner pharmacy with greater than 99 percent success
Transmit and consume diagnosis information in events frequency	Real World Testing will show the frequency that diagnosis information is included on the NewRx, CancelRx, Resupply and RxFill events. It is expected that a majority of new orders will include the diagnosis. Volumes of orders including either will be tracked as a baseline for year one and reported on as they relate to overall number of new orders.

SCHEDULE OF KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
Begin collection of information per RWT plan	LTPAC	January 1, 2024
Follow-up with organizations to understand any issues arising from reviewing statistics/data collection	LTPAC	Quarterly 2024
Data collection and review	LTPAC	Quarterly 2024
End of Real World testing period/final collection of all data for analysis.	LTPAC	January 2025
Analysis and report creation	LTPAC	January 15, 2025
Submit Real World Testing report to Drummond	LTPAC	February 1, 2025

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.

Authorized Representative Name: Robin Roberts

Authorized Representative Email: robin.roberts@pointclickcare.com

Authorized Representative Phone: 602-653-6135

Authorized Representative Signature: *Robin Roberts*

Date: 10/28/2023

---

[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