MyHealthONE Real World Testing Results 2022

GENERAL INFORMATION

Plan Report ID Number: MHO 3.0 RWT Test Results 2022 v1

Developer Name: HCA Healthcare Information Technology and Services

Product Name(s): MyHealthONE Patient Portal

Version Number(s): 3.0

Certified Health IT Product List (CHPL) Product Number(s): 15.04.04.2740.MyHe.03.00.0.180409

Developer Real World Testing Plan/Results Page URL: https://hcahealthcare.com/onc-certification/index.dot

CHANGES TO ORIGINAL PLAN

Summary of Change	Reason	Impact
The 3rd Party API Certification (170.315 g7-9) product was withdrawn in 2022 from CHPL	Was replaced with a external vendor FHIR API product	Real World Testing is no longer required for a product withdrawn from CHPL
The time-frame for testing has been changed to Q3 & Q4 of 2022	Establishment of the user cohort required significant legal review that was not anticipated	Delay in starting testing
Test results have been changed from pass/fail to a percentage of passing records.	ONC requirements define that results should not be in a pass/fail format.	Improves the reporting of the results and meets ONC requirements.

SUMMARY OF TESTING METHODS AND KEY FINDINGS

Testing steps were provided to a subset of MyHealthONE users who agreed to participate in testing events utilizing their personal MyHealthONE accounts to access MyHealthONE via the web-based solution and/or the native mobile app. A survey was provided to each participant to capture the results of their testing, including identification of errors and narrative comments. Metrics were collected related to success and failure experienced by test participants based on the actions associated with 170.315(e)(1) View, Download, and Transmit. Results of user survey responses and findings were compiled and reviewed by MyHealthONE analyst for needed action items and potential improvements.

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

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.)

☒ No, none of my products include these voluntary standards.

Care Setting(s)

Acute Care

Metrics and Outcomes

Measurement /Metric	Associated Criterion	Outcomes	Challenges Encountered
View Clinical Data	170.315(e)(1) – View, Download, Transmit to 3rd Party – not updated to Cures	50% of reported issues were dismissed after a review in MHO found the clinical data to be compliant. 30% of reported issues were resolved by interactions with participants to educate them regarding clinical data availability based upon the source system of origin (physician office and employee health data is not available in MyHealthONE, nor subject to certification). 20% of reported issues were related to Vocabulary Mapping of Vital Signs (LOINC) and Problems (ICD10/SNOMEDCT) in external systems.	Working with Legal and HR to determine the allowed cohort Length and complexity of survey Differentiation of user flow and screens by users between Web and Native resulted in confusing feedback (issues perceived where there were none) Difficulty maintaining initial and repeated engaged of participants

KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
Execute RWT Event on a monthly basis from the beginning of Q2 through the end of Q4.	Inpatient	Q3 & Q4 2022
Compile and Submit RWT Results & Author RWT Results Report	Inpatient	Q1 2023