

# MyHealthONE Real World Testing Results 2023

## GENERAL INFORMATION

Plan Report ID Number: MHO 4.0 RWT Test Results 2023 v1

Developer Name: HCA Healthcare Information Technology and Services

Product Name(s): MyHealthONE Patient Portal

Version Number(s): 4.0

Certified Health IT Product List (CHPL) Product Number(s): 15.04.04.2740.MyHe.04.01.1.221216

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

## CHANGES TO ORIGINAL PLAN

Summary of Change	Reason	Impact
Shifted from survey style to metrics	Greater volume of user data can be reviewed.	Improves the reporting of the results and meets ONC requirements.
The time-frame for testing has been expanded to January through November 2023	Metrics style does not require solicitation of participants. Data is harvested monthly from the product database.	More data will be available to provide a more complete picture of usage.

## SUMMARY OF TESTING METHODS AND KEY FINDINGS

To complete real world testing, a query will be run to determine the number of MyHealthONE users who accessed MyHealthONE and were able to view, download, or transmit their health information, as defined in USCDI v1 170.315(e)(1) as available. Results of metrics 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)

Inpatient Facilities  
Urgent Care Facilities

### Metrics and Outcomes

Measurement /Metric	Associated Criterion	Outcomes	Challenges Encountered
View Clinical Data	170.315(e)(1) – View, Download, Transmit to 3rd Party – 2015 Cures Update	Number of unique MyHealthONE users that viewed an element of the health record during the reporting period: <b>92,723</b>  Number of total combined viewing events of the health record: <b>127,331</b>	Required confirmation of reporting logic utilizing metrics as the correct avenue to meet requirements
Download Clinical data	170.315(e)(1) – View, Download, Transmit to 3rd Party – 2015 Cures Update	Number of unique MyHealthONE users that downloaded a CCD during the reporting period: <b>108,964</b>	Required confirmation of reporting logic utilizing metrics as the correct avenue to meet requirements
Transmit Clinical data	170.315(e)(1) – View, Download, Transmit to 3rd Party – 2015 Cures Update	Number of unique MyHealthONE users that transmitted a CCD during the reporting period: <b>56,041</b>	Required confirmation of reporting logic utilizing metrics as the correct avenue to meet requirements

## KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
Gather data via query on a monthly basis from the beginning of the year through the 11 <sup>th</sup> month	Inpatient & Urgent Care Facilities	January to November 2023
Compile and Submit RWT Results & Author RWT Results Report	Inpatient & Urgent Care Facilities	Q1 2024