



GENERAL INFORMATION

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

Developer Name: HCA Healthcare – Information Technology Group

Product Name(s): MyHealthONE

Version Number(s): 3.0

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

Developer Real World Testing Page URL: <https://hcahealthcare.com/util/documents/onc-certification/mho-onc-health-it-rwt-plan-2022.pdf>

JUSTIFICATION FOR REAL WORLD TESTING APPROACH

HCA Healthcare has a self-developed Patient Portal Module, MyHealthONE, which is made available for use within the HCA Healthcare organization and is not made available for sale or use outside of HCA Healthcare.

HCA Healthcare also has a self-developed third party API which is publicly available to third party application developers. This API can be used by third party apps to obtain their HCA Healthcare clinical data upon a user's authentication and authorization to do so. As of submission of this real world testing plan, HCA Healthcare has not had any third party app developer subscribe to our API and complete development to utilize the API. Until such time as this occurs, HCA Healthcare will leverage an API test client for purposes of real world testing.

Real world testing for the standards subject to the real world testing rules codified in 45 CFR 170.405(b)(1)(iii) will be limited to patients of HCA Healthcare who have created a MyHealthONE patient account.

MyHealthONE Patient Portal - 170.315(e)(1): View, Download and Transmit

Users can access the MyHealthONE product from a desktop PC or mobile device in the United States, Canada, and Mexico.

In order to complete real world testing, a subset of MyHealthONE users will be solicited to participate in testing events to be conducted a minimum of once a month throughout the 2022, via use of their personal MyHealthONE accounts. Test plans will require the user to access MyHealthONE via the web-based solution and/or the native mobile app.

Via the participants' actual utilization of MyHealthONE portal via the web-based solution and/or the native mobile app, metrics will be collected related to success and failure experienced by test participants based on the actions associated with 170.315(e)(1) View, Download, and Transmit

Testing steps will be provided to all participants. A survey will be provided to each participant to capture the results of their testing, including identification of errors and narrative comments.

Results of user survey responses and findings will be compiled and incorporated into a RWT Results Report in addition to related Google Analytics and Splunk logs associated with the user activity.

Screenshots from the visual recording may be included as additional reference, with all PHI masked/hidden.



HCA Healthcare 3rd Party API: 170.315 (g)(7): Application Access - Patient Selection; 170.315 (g)(8): Application Access - Data Category Request; 170.315 (g)(9): Application Access - All Data Request

Patients with clinical data are enabled to leverage an HCA Healthcare 3rd Party Application to authenticate and authorize a 3rd Party Application to access their clinical data. This is accomplished by utilizing a valid login and credentials in conjunction with multi-factor authentication.

Given there is not currently a third party app that has subscribed and completed development to utilize HCA Healthcare’s third party API in production, initially, testing will leverage an API test client in a staging environment.

Users will leverage the API via the test client in order to complete the following activities, reporting outcomes related to success or failure of the activity, using test patients created for use in our staging environment

- a) Enter user credentials, authenticate account, and authorize a 3rd Party Application to access to their clinical data
- b) Submit a request for all data for a specified date or date range to be made available to the 3rd Party Application
- c) Submit a request for specific data categories for a specified date or date range to be made available to the 3rd Party Application
- d) Validate the accuracy and completeness of the clinical data available via the test client.

Once a third party app subscribes, completes development and has a user population available for testing, the testing steps described in this section will be conducted via a user cohort of third party app users.

Via the participants’ actual utilization of the test client, or a third party app, metrics will be collected related to success and failure experienced by test participants based on the actions associated with 170.315(g)(7-9) Application Access – Patient Selection, Data Category and All Data Requests

Testing steps will be provided to all participants. A survey will be provided to each participant to capture the results of their testing, including identifications of errors and narrative comments.

Results of user survey responses and findings will be compiled and incorporated into a RWT Results Report along with associated system logs related to the activities.

Screenshots from the visual recording may be included as additional reference, with all PHI masked/hidden.

STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS-SVAP AND USCDI)

MyHealthONE will not be utilizing any new standards or USCDI content for the products subject to the 2022 Real World Testing time frame.

MEASURES USED IN OVERALL APPROACH

DESCRIPTION OF MEASUREMENT/METRIC

Describe the measure(s) that will be used to support the overall approach to Real World Testing.

Measurement/Metric	Description	Associated Certification Criteria	Justification
View Clinical Data	Capture GA data and logged events in Splunk related to testing cohort activities to be correlated with MyHealthONE Portal user reported success/failure.	170.315(e)(1) – View, Download, Transmit to 3 rd Party – not updated to Cures	HCA Healthcare will identify whether or not MyHealthONE users are consistently able to view clinical data and determine opportunities to correct issues or improve the way clinical data is presented to its users.
Verify third party API all data request	Capture logged events in Splunk related to testing cohort activities to be correlated with third party API user reported success/failure	170.315 (g)(7): Application Access - Patient Selection; 170.315 (g)(8): Application Access - Data Category Request; 170.315 (g)(9): Application Access - All Data Request – not updated to Cures	HCA Healthcare will identify whether or not requests for all data are successfully returning the expected data. Errors in the responses to the requests will be utilized to identify and correct issues with the API to meet the requirements per the standards

CARE SETTING(S)

Care Setting	Justification
Inpatient Facilities	MyHealthONE intends to focus its RWT within the UI via web browser and mobile app. The EHR environments providing data to MyHealthONE for the inpatient facility user will be the Meditech 5.6.7 and Expanse clinical production environments.
Urgent Care Facilities	MyHealthONE intends to focus its RWT within the UI via web browser and mobile app. The EHR environments providing data to MyHealthONE for the urgent care facility user will be the Experity clinical production environment.

EXPECTED OUTCOMES

Measurement/Metric	Expected Outcomes
Number of successful and unsuccessful view clinical data events via MyHealthONE portal	<i>The ability to understand the number of requests by users and any errors associated with responses to those requests when viewing clinical data in MyHealthONE patient portal.</i>
Number of successful and unsuccessful requests for data via a 3 rd Party App	<i>The ability to understand the number of third party app requests by users and any errors associated with providing data to the third party application/test client, via the MyHealthONE API.</i>

SCHEDULE OF KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
Finalize detailed testing scripts for use during recorded RWT sessions. <ul style="list-style-type: none"> • Solicit & Confirm Participant engaging in the RWT Event <ul style="list-style-type: none"> ○ Participant inclusion in testing and testing results will be guided by the following factors, including but not limited to: <ul style="list-style-type: none"> ▪ Gender ▪ Medical complexity ▪ Completion of testing • Define test survey tool and test scripts • Schedule RWT events for 2022 	Inpatient	Q1 2022
Execute RWT Event on a monthly basis from the beginning of Q2 through the end of Q4.	Inpatient	Q2-4 2022
Compile RWT Results & Author RWT Results Report <ul style="list-style-type: none"> • Report to pass/fail results and any detailed comments provided by the RWT participants 	Inpatient	Q1 2023
Submit RWT Results Report to ONC-ACB <ul style="list-style-type: none"> • MyHealthONE to submit RWT Results Report to Drummond Group 	Inpatient	February 15 2023

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.

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