



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): 4.0 (CHPL ID TBD)

Certified Health IT Product List (CHPL) ID(s): Cures Update certification to be completed later in 2022.

Developer Real World Testing Page URL: <https://hcahealthcare.com/util/documents/onc-certification/mho-onc-health-it-rwt-plan-2023.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 no longer has a self-developed third-party API, thus will be removed from scope for 2023 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 2023 calendar year, 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.

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



MyHealthONE will be utilizing USCDI v1 content for the products subject to the 2023 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 MyHealthONE Portal MyHealthONE Portal user reported success/failure via user surveys submitted on a pre-defined schedule.	170.315(e)(1) – View, Download, Transmit to 3 rd Party – Cures version	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 availability of clinical data to be viewed, downloaded and/or transmitted.

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 and percentage of successful and unsuccessful view clinical data events via MyHealthONE portal	<i>The ability to understand the number and percentage of requests by users and any errors associated with responses to those requests when viewing clinical data in MyHealthONE patient portal.</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 	Inpatient Urgent Care	Q1 2023



<ul style="list-style-type: none"> ▪ Completion of testing • Define test survey tool and test scripts • Schedule RWT events for 2023 		
Execute RWT Event on a monthly basis from the beginning of Q2 through the end of Q4.	Inpatient Urgent Care	Q2-4 2023
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 Urgent Care	January 31, 2024
Submit RWT Results Report to ONC-ACB <ul style="list-style-type: none"> • MyHealthONE to submit RWT Results Report to Drummond Group 	Inpatient Urgent Care	February 1 2024

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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